

Before Starting the CoC Application

The CoC Consolidated Application is made up of two parts: the CoC Application and the CoC Priority Listing, with all of the CoC's project applications either approved and ranked, or rejected. The Collaborative Applicant is responsible for submitting both the CoC Application and the CoC Priority Listing in order for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for:

1. Reviewing the FY 2017 CoC Program Competition NOFA in its entirety for specific application and program requirements.
2. Ensuring all questions are answered completely.
3. Reviewing the FY 2017 CoC Consolidated Application Detailed Instructions, which gives additional information for each question.
4. Ensuring all imported responses in the application are fully reviewed and updated as needed.
5. The Collaborative Applicant must review and utilize responses provided by project applicants in their Project Applications.
6. Some questions require the Collaborative Applicant to attach documentation to receive credit for the question. This will be identified in the question.

- Note: For some questions, HUD has provided documents to assist Collaborative Applicants in filling out responses. These are noted in the application.

- All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

For CoC Application Detailed Instructions click [here](#).

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

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: Michigan Coalition Against Homelessness

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1B-1. From the list below, select those organization(s) and/or person(s) that participate in CoC meetings. Using the drop-down boxes, indicate if the organization(s) and/or person(s): (1) participate in CoC meetings; and (2) vote, including selection of CoC Board members. Responses should be for the period from 5/1/16 to 4/30/17.

Organization/Person Categories	Participates in CoC Meetings	Votes, including electing CoC Board Members
Local Government Staff/Officials	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes
Law Enforcement	Yes	Yes
Local Jail(s)	Yes	Yes
Hospital(s)	Yes	Yes
EMT/Crisis Response Team(s)	Yes	Yes
Mental Health Service Organizations	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes
Disability Service Organizations	Yes	Yes
Disability Advocates	Yes	Yes
Public Housing Authorities	Yes	Yes
CoC Funded Youth Homeless Organizations	Not Applicable	No
Non-CoC Funded Youth Homeless Organizations	Yes	Yes
Youth Advocates	Yes	Yes
School Administrators/Homeless Liaisons	Yes	Yes
CoC Funded Victim Service Providers	Not Applicable	No
Non-CoC Funded Victim Service Providers	Yes	Yes
Domestic Violence Advocates	Yes	Yes
Street Outreach Team(s)	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	Yes	Yes
LGBT Service Organizations	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes
Other:(limit 50 characters)		

Veterans advocates	Yes	Yes

Applicant must select Yes, No or Not Applicable for all of the listed organization/person categories in 1B-1.

1B-1a. Describe the specific strategy(s) the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness. (limit 1000 characters)

The NC BoS CoC solicits & uses opinions from agencies, has an inclusive structure & open application process, & conducts open meetings. The CoC has 3 significant ways to ask for feedback from BoS: workgroups/committees, surveys, & individual agency engagement. This year, BoS restructured its Regional Committees (RC), to create local planning bodies to implement Coordinated Assessment (CA) and increase systemic flow. A workgroup, made up of BoS agency representatives, worked with CoC staff to create a new structure. The workgroup solicited feedback at the CoC Steering Committee (SC) and from surveys sent to RCs to obtain local concerns. RCs play an important role in driving the work and direction of the CoC through their continued input on all issues affecting BoS & its plans to end homelessness; RCs send representatives to the SC & other subcommittees/workgroups to relay what is happening locally & engage directly in planning, providing local insight to set priorities & strategies.

1B-2. Describe the CoC's open invitation process for soliciting new members, including any special outreach. (limit 1000 characters)

The NC BoS CoC has monthly conference calls of its Steering Committee (SC), which oversees & makes decisions for the CoC. Meetings are open to any entity/person in the CoC's geographic area to attend, ask questions, & provide input on discussion topics. CoC staff engage existing & new agencies wanting to get involved to end homelessness in BoS daily, encouraging them to attend not only SC meetings & take advantage of information on our website but also to connect locally through a Regional Committee (RC) corresponding to their county of interest. CoC staff regularly train RC leadership on outreach efforts in their communities to engage new partners to build stronger collaborations. RCs invite people with lived experience to get more involved in decision-making locally in BoS. They advertise local meetings and engage homeless/formerly homeless people at events such as Project Connect, some of whom have taken on leadership roles in RCs, encouraging their peers to become more involved.

1B-3. Describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding in the FY 2017 CoC Program Competition, even if the CoC is not applying for new projects in FY 2017. The response must include the date(s) the CoC made publicly knowing they were open to

**proposals.
(limit 1000 characters)**

CoC staff announced an intent to apply process at public, monthly Steering Committee meetings (March-Sept). Staff sent the Intent to Apply form to the CoC email list (380 stakeholders) and Regional Committees each month. This communication detailed the process, including invitations to entities previously unfunded through CoC funds. CoC staff also outreached high performing BoS agencies without prior CoC grant funding, encouraging them to apply. The CoC received 8 new project applications from 7 agencies, 6 of whom have not previously received CoC funds. When determining which new projects to include in the project listing, the CoC considered the same criteria for all agencies: project score, agency capacity, timeliness of submitting application materials, adherence to Housing First and best practice program design, target populations, and whether the agency currently operates a RRH program (RRH projects). The CoC published approved 2017 project scorecards prior to the competition.

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. Using the chart below, identify the Federal, State, Local, Private and Other organizations that serve homeless individuals, families, unaccompanied youth, persons who are fleeing domestic violence, or those at risk of homelessness that are included in the CoCs coordination; planning and operation of projects. Only select "Not Applicable" if the funding source(s) do not exist in the CoC's geographic area.

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
Housing and service programs funded through Department of Justice (DOJ) resources	Yes
Housing and service programs funded through Health and Human Services (HHS) resources	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and service programs funded through state government resources	Yes
Housing and service programs funded through local government resources	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	

1C-2. Describe how the CoC actively consults with Emergency Solutions Grant (ESG) recipient’s in the planning and allocation of ESG funds. Include in the response: (1) the interactions that occur between the CoC and the ESG Recipients in the planning and allocation of funds; (2) the CoCs participation in the local Consolidated Plan jurisdiction(s) process by providing Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions; and (3) how the CoC ensures local homelessness information is clearly communicated and addressed in Consolidated Plan updates. (limit 1000 characters)

CoC staff help the ESG recipient design an application & competition for funding & improve sub-grantee performance. The CoC assists local Regional Committees to set ESG funding priorities, choose high performing applicants,

and ensure a fair, transparent ESG competition. The CoC provides HIC & PIT data to all 10 Con Plan jurisdictions: NC Statewide, Burlington, Concord/Kannapolis/Salisbury, Goldsboro, Greenville, Henderson/Madison/Transylvania, Hickory/Lenoir/Morganton, Jacksonville, New Bern City, & Rocky Mount. CoC staff collaborate most regularly with the State by joining internal planning meetings, providing input on Con Plan priorities, and participating in public hearings. CoC staff regularly update partners in all Con Plan jurisdictions on homelessness data, evidence-based practices, and CoC priorities. Local agencies connect with local Con Plan jurisdictions, participating in planning, providing input, and involving Con Plan staff in Regional Committee work and meetings.

1C-3. CoCs must demonstrate the local efforts to address the unique needs of persons, and their families, fleeing domestic violence that includes access to housing and services that prioritizes safety and confidentiality of program participants. (limit 1000 characters)

The CoC's coordinated assessment system uses a screening tool to identify and link DV survivors to victim service providers at the front door. VSPs actively participate in CA to ensure survivors are provided housing and services that meets their needs. Data survivors provide to the CA system is coded to protect identity. Survivors have choice over which agencies they work with and will not be denied services if they reject a referral. In the CA process survivors are given special consideration since not all programs will be a safe option for them and traditional homeless assessment tools do not always accurately represent the needs of survivors. CA gives survivors access to safe resources in the community, including CoC, ESG, DoJ and HHS housing and services. CoC staff partner with the NC Coalition Against Domestic Violence (NCCADV) to provide training and oversight to ensure Regional Committees and providers are meeting the needs of survivors.

1C-3a. CoCs must describe the following: (1) how regular training is provided to CoC providers and operators of coordinated entry processes that addresses best practices in serving survivors of domestic violence; (2) how the CoC uses statistics and other available data about domestic violence, including aggregate data from comparable databases, as appropriate, to assess the scope of community needs related to domestic violence and homelessness; and (3) the CoC safety and planning protocols and how they are included in the coordinated assessment. (limit 1,000 characters)

CoC staff hold monthly coordinated assessment training calls. Topics on these calls have included protecting survivors' identifying information and ensuring they are not discriminated against. The CoC plans to hold trainings in 2018 on trauma informed responses at CA access points. CA access points use the prevention & diversion screen to identify survivors. Upon identification, they are referred immediately to victim service providers. A mandatory training on how to administer this screen is available online. The data that survivors share in CA is coded to protect identity. Survivors have choice in their referrals and they will not be denied services if they reject a referral. The CoC tracks the number of people referred to DV services in the CA system and uses these data to

improve the response to DV. This year, at least 380 households have been referred for DV services. DV agencies use a comparable database but the CoC has been unable to receive reports from this system.

1C-4. Using the chart provided, for each of the Public Housing Agency's (PHA) in the CoC's geographic area: (1) identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA's that were homeless at the time of admission; and (2) indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV program.

Attachment Required: If the CoC selected, "Yes-Public Housing", "Yes-HCV" or "Yes-Both", attach an excerpt from the PHA(s) written policies or a letter from the PHA(s) that addresses homeless preference.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry	PHA has General or Limited Homeless Preference
Mid-East Regional Housing Authority	35.00%	Yes-Public Housing
Mountain Projects, Inc.	8.00%	Yes-HCV
Hendersonville Housing Authority	5.00%	Yes-Public Housing
Brevard Housing Authority	30.00%	Yes-Public Housing
Wilson Housing Authority	95.00%	Yes-Both

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

1C-4a. For each PHA where there is not a homeless admission preference in their written policies, identify the steps the CoC has taken to encourage the PHA to adopt such a policy. (limit 1000 characters)

There are about 100 PHAs in the BoS CoC. Regional Committees regularly reach out to PHAs, including the 5 largest, to encourage them to adopt preferences. Regional Committees invite PHAs to regular meetings, provide information about homelessness in their area, and work with PHA staff to encourage them to adopt preferences. CoC staff help RCs to provide education and assist in removing perceived barriers to adopting preferences. CoC staff have also presented at PHA directors' conferences, and at state-wide homeless conferences to educate PHAs and homeless leaders about homeless preferences. CoC staff have also worked closely with local HUD field office staff to encourage PHAs to adopt preferences.

1C-5. Describe the actions the CoC has taken to: (1) address the needs of Lesbian, Gay, Bisexual, Transgender (LGBT) individuals and their families experiencing homelessness, (2) conduct regular CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity,

including Gender Identify Equal Access to Housing, Fina Rule; and (3) implementation of an anti-discrimination policy. (limit 1000 characters)

To help meet the needs of LGBT individuals & families, the CoC held three trainings in 2017 with all ESG grantees on how to effectively implement the HUD Equal Access Rule in emergency shelters & RRH programs. The CoC will conduct similar trainings at least yearly. Regional Committees advertise coordinated assessment to a broad range of community partners to help LGBT persons access homeless services. RCs use case conferencing to help ensure the needs of LGBT persons are met and to address problems if they arise. The CoC has a formal CA grievance process if LGBT persons or others are discriminated against. There are a few youth-focused agencies in the CoC that address the needs of LGBT youth. The CoC's written standards prohibit programs from denying entry to households in any way that would violate fair housing or equal access rules. The CoC plans to implement a CoC-wide anti-discrimination policy by January 2018 and to collect program policies and procedures to ensure compliance.

1C-6. Criminalization: Select the specific strategies implemented by the CoC to prevent the criminalization of homelessness in the CoC's geographic area. Select all that apply.

Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Engaged/educated local business leaders	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input checked="" type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 50 characters)	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

When "No Strategies have been implemented" is selected no other checkbox may be selected.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Discharge Planning-State and Local: Select from the list provided, the systems of care the CoC coordinates with and assists in state and local discharge planning efforts to ensure those who are discharged from that system of care are not released directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply.

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

1D-1a. If the applicant did not check all the boxes in 1D-1, provide: (1) an explanation of the reason(s) the CoC does not have a discharge policy in place for the system of care; and (2) provide the actions the CoC is taking or plans to take to coordinate with or assist the State and local discharge planning efforts to ensure persons are not discharged to the street, emergency shelters, or other homeless assistance programs. (limit 1000 characters)

Although the CoC does not have CoC-wide discharge policies in place for these systems of care, at least one Regional Committee has a discharge policy in place for each system of care and multiple RCs coordinate with these systems to ensure persons are not discharged to homelessness. Since discharge planning often happens locally, developing a discharge policy across all 79 counties of the CoC is a challenge. In the next 12 months CoC staff will assist RCs to establish and formalize discharge policies with each system of care, building from lessons developed in RCs that already have policies in place. The CoC also has passed a formal expansion of its Steering Committee to add representatives from the state Department of Public Safety and Department of Health and Human Services in 2018, partnerships which will assist in developing state-wide discharge policies.

1D-2. Discharge Planning: Select the system(s) of care within the CoC's geographic area the CoC actively coordinates with to ensure persons who have resided in any of the institutions listed below longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply.

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

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

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1E-1. Using the drop-down menu, select the appropriate response(s) that demonstrate the process the CoC used to rank and select project applications in the FY 2017 CoC Program Competition which included (1) the use of objective criteria; (2) at least one factor related to achieving positive housing outcomes; and (3) included a specific method for evaluating projects submitted by victim service providers.

Attachment Required: Public posting of documentation that supports the process the CoC used to rank and select project application.

Used Objective Criteria for Review, Rating, Ranking and Section	Yes
Included at least one factor related to achieving positive housing outcomes	Yes
Included a specific method for evaluating projects submitted by victim service providers	No

1E-2. Severity of Needs and Vulnerabilities

**CoCs must provide the extent the CoC considered the severity of needs and vulnerabilities experienced by program participants in their project ranking and selection process. Describe: (1) the specific vulnerabilities the CoC considered; and (2) how the CoC takes these vulnerabilities into account during the ranking and selection process. (See the CoC Application Detailed Instructions for examples of severity of needs and vulnerabilities.)
(limit 1000 characters)**

The CoC's scorecard gives points to projects serving populations with high needs & vulnerabilities. They receive 8 pts for serving 100% disabled people, including substance use, mental illness, or other impairments requiring significant support to maintain housing. They receive up to 16 pts for serving CH people who have been homeless for long periods of time & more susceptible to victimization, illness, & death. The CoC uses program design to prioritize projects. Projects must follow Housing First, including not screening for low/no income, substance use, or criminal record. PSH & RRH projects were scored based on their implementation of SAMHSA's PSH key elements & HUD's RRH Program Standards. The CoC ranked renewal projects following the standards first. 1 renewal was reallocated because it did not meet these standards. New projects not meeting standards were not included in the priority listing. Using these models ensures that PH programs serve high-needs,

reluctant participants.

1E-3. Using the following checklist, select: (1) how the CoC made publicly available to potential project applicants an objective ranking and selection process that was used for all project (new and renewal) at least 2 days before the application submission deadline; and (2) all parts of the CoC Consolidated Application, the CoC Application attachments, Priority Listing that includes the reallocation forms and Project Listings that show all project applications submitted to the CoC were either accepted and ranked, or rejected and were made publicly available to project applicants, community members and key stakeholders.

Attachment Required: Documentation demonstrating the objective ranking and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available. Attachments must clearly show the date the documents were publicly posted.

Public Posting	
CoC or other Website	<input checked="" type="checkbox"/>
Email	<input checked="" type="checkbox"/>
Mail	<input type="checkbox"/>
Advertising in Local Newspaper(s)	<input type="checkbox"/>
Advertising on Radio or Television	<input type="checkbox"/>
Social Media (Twitter, Facebook, etc.)	<input type="checkbox"/>

1E-4. Reallocation: Applicants must demonstrate the ability to reallocate lower performing projects to create new, higher performing projects. CoC's may choose from one of the following two options below to answer this question. You do not need to provide an answer for both.

Option 1: The CoC actively encourages new and existing providers to apply for new projects through reallocation.

Attachment Required - Option 1: Documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

Option 2: The CoC has cumulatively reallocated at least 20 percent of the CoC's ARD between FY 2013 and FY 2017 CoC Program Competitions.

No Attachment Required - HUD will calculate the cumulative amount based on the CoCs reallocation forms submitted with each fiscal years Priority Listing.

Reallocation: Option 1

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

1E-5. If the CoC rejected or reduced project application(s), enter the date the CoC and Collaborative Applicant notified project applicants their project application(s) were being rejected or reduced in writing outside of e-snaps. 09/12/2017

Attachment Required: Copies of the written notification to project applicant(s) that their project application(s) were rejected. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.

1E-5a. Provide the date the CoC notified applicant(s) their application(s) were accepted and ranked on the Priority Listing, in writing, outside of e-snaps. 09/12/2017

Attachment Required: Copies of the written notification to project applicant(s) their project application(s) were accepted and ranked on the Priority listing.

Reallocation Supporting Documentation

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

Document Type	Required?	Document Description	Date Attached
Reallocation Supporting Documentation	No	NC-503 CoC Reallo...	09/15/2017

Attachment Details

Document Description: NC-503 CoC Reallocation Process

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

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

Attachment Required: If “Yes” is selected, a copy of the sections of the Governance Charter, or MOU/MOA addressing the roles and responsibilities of the CoC and HMIS Lead.

2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA. Governance Charter: 8-11; MOU: 1-3

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? Attachment Required: If the response was “Yes”, attach a copy of the HMIS Policies and Procedures Manual. Yes

2A-3. What is the name of the HMIS software vendor? Mediware - Bowman

2A-4. Using the drop-down boxes, select the HMIS implementation Coverage area. Statewide HMIS (multiple CoC)

2A-5. Per the 2017 HIC use the following chart to indicate the number of beds in the 2017 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter "0" for all cells

in that project type.

Project Type	Total Beds in 2017 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	2,791	898	1,180	62.33%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	629	76	308	55.70%
Rapid Re-Housing (RRH) beds	467	150	317	100.00%
Permanent Supportive Housing (PSH) beds	1,731	0	1,566	90.47%
Other Permanent Housing (OPH) beds	0	0	0	

2A-5a. To receive partial credit, if the bed coverage rate is below 85 percent for any of the project types, the CoC must provide clear steps on how it intends to increase this percentage for each project type over the next 12 months.

(limit 1000 characters)

The NC BoS CoC plans to increase beds coverage for both ES and TH programs by targeting agencies with the largest number of non-HMIS beds, offering them free HMIS licenses and training to access the system. CoC staff will use the HIC to identify agencies and develop specific materials to demonstrate the benefits of HMIS usage to them and their community. CoC and HMIS staff will work alongside local Regional Committee leadership and CoC representatives of the NC HMIS Governance Committee to outreach each agency and meet with them in person to discuss HMIS and understand barriers to them joining the system, finding ways to overcome obstacles when possible. Out of the agencies not using HMIS, 79% of ES and 78% of TH programs are faith-based or youth-specific, which tend to resist outside requests and have no funding requiring HMIS usage. The CoC hopes to meet the 85% threshold in these categories by July 2018.

2A-6. Annual Housing Assessment Report (AHAR) Submission: How many Annual Housing Assessment Report (AHAR) tables were accepted and used in the 2016 AHAR? 10

2A-7. Enter the date the CoC submitted the 2017 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy) 05/01/2017

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

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. Indicate the date of the CoC's 2017 PIT count (mm/dd/yyyy). If the PIT count was conducted outside the last 10 days of January 2017, HUD will verify the CoC received a HUD-approved exception. 01/25/2017

2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy) 05/01/2017

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

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Describe any change in the CoC’s sheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017. Specifically, how those changes impacted the CoCs sheltered PIT count results. (limit 1000 characters)

The CoC made data quality changes to improve the sheltered count. CoC staff added new recorded trainings on each PIT form (ES & TH, RRH, PSH, unsheltered, & survey forms). These were shared with Regional Committees to use during their local trainings & were available to enumerators & program staff on the CoC’s website weeks prior to the PIT. Local training & planning also improved. During 2016, the CoC restructured its 27 local Regional Committees into 13 committees to improve capacity and create regional systems within the 79-county area. This led to improved leadership & coordination during the 2017 PIT. Regional Committees were able to recruit more volunteers & reach out to more agencies. Experienced PIT leads from higher-capacity counties provided training to & answered questions from lower-capacity counties. The CoC does not feel these changes had a significant impact on the overall sheltered count (which decreased by 1.2%), but helped ensure the accuracy of data collected.

2C-2. Did your CoC change its provider coverage in the 2017 sheltered count? Yes

2C-2a. If “Yes” was selected in 2C-2, enter the change in provider coverage in the 2017 sheltered PIT count, including the number of beds added or removed due to the change.

Beds Added:	168
Beds Removed:	135
Total:	33

2C-3. Did your CoC add or remove emergency shelter, transitional housing, or Safe-Haven inventory because of funding specific to a Presidentially declared disaster resulting in a change to the CoC's 2017 sheltered PIT count? No

2C-3a. If "Yes" was selected in 2C-3, enter the number of beds that were added or removed in 2017 because of a Presidentially declared disaster.

Beds Added:	0
Beds Removed:	0
Total:	0

2C-4. Did the CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017? Yes

CoCs that did not conduct an unsheltered count in 2016 or did not report unsheltered PIT count data to HUD in 2016 should compare their efforts in 2017 to their efforts in 2015.

2C-4a. Describe any change in the CoC’s unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017. Specify how those changes impacted the CoC’s unsheltered PIT count results. See Detailed Instructions for more information. (limit 1000 characters)

The CoC expanded & improved its unsheltered count, leading the CoC to identifying more people. In 2016, the CoC restructured its Regional Committee (RC) system, creating 13 local systems in the CoC’s 79 counties. This change increased local leadership capacity & coordination for the 2017 PIT, especially in the most rural, low-resource counties that previously undercounted unsheltered people. More experienced PIT leads provided training & guidance to these counties. This expanded coverage & local stakeholder involvement allowed these areas to add service-based counts & more enumerators for street counts. Higher-capacity communities continued to build on & improve methods. For example, one county improved its unsheltered count coverage by adding a service fair at a well-known, trusted agency, which was attended by unsheltered people who had not gone to other agencies or been found through street count. RCs agreed that the 2017 PIT more accurately reflected actual unsheltered populations.

2C-5. Did the CoC implement specific measures to identify youth in their PIT count? Yes

2C-5a. If "Yes" was selected in 2C-5, describe the specific measures the CoC; (1) took to identify homeless youth in the PIT count; (2) during the planning process, how stakeholders that serve homeless youth were engaged; (3) how homeless youth were engaged/involved; and (4) how the CoC worked with stakeholders to select locations where homeless youth are most likely to be identified. (limit 1000 characters)

Regional Committees (RCs) partnered with local youth programs, including after-school programs, faith-based programs, and youth housing and services providers, when planning & conducting the PIT in order to hold the PIT in locations and at times youth were most likely to be located. RCs also partnered with homeless education liaisons to identify school-age youth who may not visit youth service programs. RCs did not specifically partner with homeless youth, but have plans to do so in 2018. The PIT Count was advertised on social media to increase the likelihood that youth would be aware of & participate in the count. RCs held their street & services-based unsheltered counts during times youth were more likely to be located (outside of school hours & when youth service programs were open). During the count, RCs used HUD's youth addendum survey in addition to the standard survey to collect more complete & detailed information about homeless youth that were identified.

2C-6. Describe any actions the CoC implemented in its 2017 PIT count to better count individuals and families experiencing chronic homelessness, families with children, and Veterans experiencing homelessness. (limit 1000 characters)

CHRONICALLY HOMELESS: Many Regional Committees increased the scope of both services & street counts, leading to more unsheltered CH people being found. Outreach workers provided training on how to engage unsheltered people, including CH, who are reluctant to participate in the PIT, resulting in better data collection & more accurate identification of CH people. FAMILIES: Some Regional Committees that struggled to conduct PITs in the past created new partnerships with school systems and DSS offices to improve engagement & identification of homeless families. Others broadened their services count, including more locations that homeless families frequent. VETERANS: Improved PIT planning across the CoC resulted in more veteran services agencies being involved. Regional Committees included these agencies in both planning and conducting the count. SSVF staff served on outreach teams & as enumerators. Local veteran agencies advertised the count & participated in services-based counts.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. Performance Measure: Reduction in the Number of First-Time Homeless. Describe: (1) the numerical change the CoC experienced; (2) the process the CoC used to identify risk factors of becoming homeless for the first time; (3) the strategies in place to address individuals and families at risk of becoming homeless; and (4) the organization or position that is responsible for overseeing the CoC's strategy to reduce or end the number of individuals and families experiencing homelessness for the first time. (limit 1000 characters)

People experiencing homelessness for the first time increased by 9% (+381 ppl) in ES & TH (FY16: 4450 ppl, FY15: 4069). In ES, TH &PH, the increase was 4% (+198 ppl). The CoC screens each person presenting for services with a tool called the Prevention and Diversion Screen. The CoC uses the tool to reduce entries into the homeless service system by determining a household's needs upon presentation for shelter. This allows programs to divert households, assisting them to identify other PH options & providing access to mediation & financial assistance to remain in PH. The CoC hopes to increase resources for diversion programs. The CoC uses data from the tool to identify risk factors contributing to homelessness. A Project Specialist from NCCEH uses the data to work closely with Regional Committee (RC) CA leads to plan/strategize how to reduce the # of first time homeless households, educate local providers on the tool & mediation skills, & seek financial resources for diversion efforts.

3A-2. Performance Measure: Length-of-Time Homeless. CoC 's must demonstrate how they reduce the length-of-time for individuals and families remaining homeless. Describe (1) the numerical change the CoC experienced; (2) the actions the CoC has implemented to reduce the length-of-time individuals and families remain homeless; (3) how the CoC identifies and houses individuals and families with the longest length-of-time homeless; and (4) identify the organization or position that is responsible for overseeing the CoC's strategy to reduce the length-of-time individuals and families remain homeless. (limit 1000 characters)

The avg length of time homeless in ES increased by one night (FY16: 80, FY15: 79). Add TH, the avg LOTH decreased by 6 nights (FY16: 93 nights, FY15: 99) Our CA system prioritizes households for RRH and PSH based on length of time homeless & the CoC is working with providers to increase accessibility to PH. The CoC approved written standards focus on program design to ensure

projects are following Housing First & other best practices (SAMHSA's Key Elements of PSH, HUD's RRH Program Standards & Notice 16-011). CoC staff provided training on the standards & pulled program data to evaluate progress on turnover rate, targeting & positive exits. To create more PSH availability, PSH grantees are creating move on programs to house CH households w/ the longest histories of homelessness. HMIS & CA data is used to identify households. A Project Specialist from NCCEH works w/ RC CA leads to strategize how to target people with the longest histories of homelessness & reduce the overall LOTH.

3A-3. Performance Measures: Successful Permanent Housing Placement and Retention

Describe: (1) the numerical change the CoC experienced; (2) the CoCs strategy to increase the rate of which individuals and families move to permanent housing destination or retain permanent housing; and (3) the organization or position responsible for overseeing the CoC's strategy for retention of, or placement in permanent housing. (limit 1000 characters)

Exits to PH from SO increased from 53% to 72%. Exits to PH from ES, TH, & RRH projects decreased from 42% to 38%. For PH excluding RRH, exits to PH increased from 96% from 97%. The CoC Steering Committee approved written standards, including best practice program design such as SAMHSA's Key Elements of PSH & HUD's RRH Program Stds. They also set termination/evaluation procedures, limiting reasons for ending assistance to clients. CoC staff provided trainings to CoC & ESG grantees, offering help on difficult cases & providing guidance on ways to engage landlords & hard-to-house individuals to improve PH retention & exits. CoC staff with the NC ESG office intend to provide strengths-based case management & harm reduction training next year to increase program staff skills & engagement. A Project Specialist from NCCEH leads efforts in the CoC, working with programs to improve retention & placement into PH.

3A-4. Performance Measure: Returns to Homelessness.

Describe: (1) the numerical change the CoC experienced, (2) what strategies the CoC implemented to identify individuals and families who return to homelessness, (3) the strategies the CoC will use to reduce additional returns to homelessness, and (4) the organization or position responsible for overseeing the CoC's efforts to reduce the rate of individuals and families' returns to homelessness. (limit 1000 characters)

Returns to homelessness stayed relatively the same. In FY16, 8% returned to homelessness in less than 6 mos. (same FY15), 4% in 6-12 mos. (same FY15), 4% in 13-24 mos. (2% FY15) & 16% in 2 yrs. (15% FY15). At 2yrs, returns were 31% SO, 22% ES, 6% TH, 5% PH. The highest % of exits are from SO and ES. To provide more stability for these exits, the CoC is increasing PH availability and encouraging the development of prevention programs targeted to households most likely to return. Training in Housing First for PH programs is aimed at reducing returns from those programs. The CoC is working to use CA & HMIS to better identify potential returns. Case conferencing currently used for CA will be expanded to prevent/divert returns. The CoC is applying for a SSO-

CA project to build capacity, grant dollars to regions to increase staff time. A Project Specialist from NCCEH works with CA leads on local implementation & will oversee the CoC's HMIS by-name list showing returns to homelessness.

3A-5. Performance Measures: Job and Income Growth

Describe: (1) the strategies that have been implemented to increase access to employment and mainstream benefits; (2) how the CoC program-funded projects have been assisted to implement the strategies; (3) how the CoC is working with mainstream employment organizations to help individuals and families increase their cash income; and (4) the organization or position that is responsible for overseeing the CoC's strategy to increase job and income growth from employment, non-employment including mainstream benefits.

(limit 1000 characters)

CoC programs collaborate with mainstream employment programs such as NC Works, a program of the NC employment security commission, VR, & local DSS work programs (TANF) to increase job placement, improve skills, mentor clients & decrease barriers to work (childcare, transportation). The CoC emphasizes using SOAR to apply for SSA benefits to increase non-employment income for people with disabling conditions. Over 2 yrs, 44 caseworkers have been SOAR trained, bringing the total to 3 FT & 2 PT SOAR workers in BoS. 100% of CoC-funded projects connect participants to employment and benefits using these methods. CoC staff have trained grantees on the ways to help clients sustain themselves after exit from PH programs, including increasing cash/non-cash income supports. A Project Specialist from the NC Coalition to End Homelessness works closely with CoC grantees to evaluate their data & develop local strategies to meet CoC thresholds for employment (28% at exit) & benefits (75% at exit).

3A-6. Did the CoC completely exclude a geographic area from the most recent PIT count (i.e. no one counted there, and for communities using samples in the area that was excluded from both the sample and extrapolation) where the CoC determined there were no unsheltered homeless people, including areas that are uninhabitable (deserts, forests). No

3A.6a. If the response to 3A-6 was "Yes", what was the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoCs unsheltered PIT count? (limit 1000 characters)

N/A

3A-7. Enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 06/05/2017

2016.
(mm/dd/yyyy)

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

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3B-1. Compare the total number of PSH beds, CoC program and non CoC-program funded, that were identified as dedicated for yes by chronically homeless persons in the 2017 HIC, as compared to those identified in the 2016 HIC.

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	219	1,533	1,314

3B-1.1. In the box below: (1) "total number of Dedicated PLUS Beds" provide the total number of beds in the Project Allocation(s) that are designated ad Dedicated PLUS beds; and (2) in the box below "total number of beds dedicated to the chronically homeless:, provide the total number of beds in the Project Application(s) that are designated for the chronically homeless. This does not include those that were identified in (1) above as Dedicated PLUS Beds.

Total number of beds dedicated as Dedicated Plus	0
Total number of beds dedicated to individuals and families experiencing chronic homelessness	1,305
Total	1,305

3B-1.2. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing. Yes

3B-2.1. Using the following chart, check each box to indicate the factor(s) the CoC currently uses to prioritize households with children based on need during the FY 2017 Fiscal Year.

History of or Vulnerability to Victimization	<input checked="" type="checkbox"/>
Number of previous homeless episodes	<input checked="" type="checkbox"/>

Unsheltered homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad credit or rental history (including not having been a leaseholder)	<input checked="" type="checkbox"/>
Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

3B-2.2. Describe: (1) the CoCs current strategy and timeframe for rapidly rehousing every household of families with children within 30 days of becoming homeless; and (2) the organization or position responsible for overseeing the CoC’s strategy to rapidly rehouse families with children within 30 days of becoming homeless. (limit 1000 characters)

The CoC’s strategy to rapidly rehouse families with children focuses on diversion and RRH. Diversion and RRH are effective strategies because they quickly connect families to permanent housing and community resources. RRH programs in the CoC focus on landlord engagement, housing identification, and using community-based resources to reduce the length of time homeless. Coordinated assessment access points administer a diversion tool to every household seeking services. The CoC’s written standards require programs to follow housing first practices, lower barriers to housing, & target & prioritize homeless households with long histories of homelessness. The CoC cannot currently track length of time homeless for families, but the length of time homeless for all groups is 80 nights. Project Specialist at the NC Coalition to End Homelessness is responsible for working with Regional Committees to rapidly rehouse families with children.

3B-2.3. Compare the number of RRH units available to serve families from the 2016 and 2017 HIC.

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.	89	116	27

3B-2.4. Describe the actions the CoC is taking to ensure emergency shelters, transitional housing, and permanent supportive housing (PSH and RRH) providers within the CoC adhere to anti-discrimination policies by not denying admission to, or separating any family members from other members of their family or caregivers based on age, sex, gender, LGBT status, marital status or disability when entering a shelter or Housing. (limit 1000 characters)

The CoC holds regular trainings, including 4 this year, on anti-discrimination and fair housing. The CoC provides training to coordinated assessment systems to ensure providers are not turning away households due to age, sex, gender, LGBT status, marital status, or disability. Each Regional Committee has a grievance process in which any client who feels discriminated against may file

a grievance, which will be addressed by a neutral party in the region or by the Coordinated Assessment Council if necessary. All programs participating in CA may not reject greater than 10% of referrals without review of their program. The CoC's written standards for ES, RRH, and PSH do not allow providers to reject referrals based on household make-up if doing so would violate fair housing or equal opportunity requirements. The CoC plans to implement an anti-discrimination policy by January 2018 and gather policies and procedures from all housing and service providers to ensure compliance to the policy.

3B-2.5. From the list below, select each of the following the CoC has strategies to address the unique needs of unaccompanied homeless youth.

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

3B-2.6. From the list below, select each of the following the CoC has a strategy for prioritization of unaccompanied youth based on need.

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

3B-2.7. Describe: (1) the strategies used by the CoC, including securing additional funding to increase the availability of housing and services for youth experiencing homelessness, especially those experiencing unsheltered homelessness; (2) provide evidence the strategies that have been implemented are effective at ending youth homelessness; (3) the measure(s) the CoC is using to calculate the effectiveness of the strategies; and (4) why the CoC believes the measure(s) used is an appropriate way to determine the effectiveness of the CoC's efforts. (limit 1500 characters)

Youth-focused programs are limited in the CoC. A number of Regional Committees have formed workgroups to create plans to increase housing and services, including street outreach, for youth. There are a few RHY providers in the CoC. Two Regional Committees have attempted to secure additional funding to serve youth but have been denied. Regional Committees have partnerships with DSS and school homeless liaisons to help coordinate referrals

for youth. The CoC partnered with local youth programs and homeless liaisons to help better identify youth during the PIT count. The CoC does not currently have a measure of effectiveness to evaluate strategies to address youth homelessness, but plans to develop a CoC-wide strategy in 2018.

3B-2.8. Describe: (1) How the CoC collaborates with youth education providers, including McKinney-Vento local educational authorities and school districts; (2) the formal partnerships the CoC has with these entities; and (3) the policies and procedures, if any, that have been adopted to inform individuals and families who become homeless of their eligibility for educational services. (limit 1000 characters)

The CoC & State Homeless Education Coordinator (SHEC) partner to educate Regional Committees (RCs) on the work of local school liaisons (LSLs). In turn, the CoC presents at the NC Homeless Education Program’s conference in front of LSLs, educating them about the CoC, RCs, housing interventions, & conflicting homeless definitions. LSLs participate in RCs, attending monthly meetings, and facilitating referrals for services. In one RC, the LSLs partner with two local youth providers to pair unaccompanied children experiencing homelessness with host or foster families wherein they have been trained specifically to work with children experiencing homelessness. Many LSLs act as access points for Coordinated Assessment or make direct referrals to the Coordinated Assessment system. In turn, the CA system as well as agencies in the RCs ensure families are aware of their eligibility for educational services and connected to LSLs.

3B-2.9. Does the CoC have any written formal agreements, MOU/MOAs or partnerships with one or more providers of early childhood services and supports? Select “Yes” or “No”.

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

3B-3.1. Provide the actions the CoC has taken to identify, assess, and refer homeless Veterans who are eligible for Veterans Affairs services and housing to appropriate resources such as HUD-VASH and Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem

**(GPD).
(limit 1000 characters)**

Each Regional Committee (RC) has a written plan to end Veteran homelessness that outlines the policies and procedures to identify, assess, and refer homeless Veterans to appropriate housing and services, including VA services. SSVF conducts street & site-based outreach & partners with other organizations, including VSOs, to identify homeless Veterans. All Veterans are assessed using the VI-SPDAT tool. SSVF works closely with VAMCs, GPD programs, emergency shelters, & CoC/ESG-funded programs to facilitate referrals to HUD-VASH, SSVF, and GPD as appropriate. All RCs are currently using or in the process of building by-name lists that identify and track housing plans for all Veterans and hold regular meetings to coordinate and refer Veterans from these lists. To increase access, CoC staff provides maps & contact information for CoC & SSVF programs to the NC Dept of Military & Veterans Affairs for a resource guide that is distributed to veterans & agencies serving veterans.

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

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

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

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

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4A-1. Select from the drop-down (1) each type of healthcare organization the CoC assists program participants with enrolling in health insurance, and (2) if the CoC provides assistance with the effective utilization of Medicaid and other benefits.

Type of Health Care	Yes/No	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, e.g. Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

4A-1a. Mainstream Benefits

CoC program funded projects must be able to demonstrate they supplement CoC Program funds from other public and private resources, including: (1) how the CoC works with mainstream programs that assist homeless program participants in applying for and receiving mainstream benefits; (2) how the CoC systematically keeps program staff up-to-date regarding mainstream resources available for homeless program participants (e.g. Food Stamps, SSI, TANF, substance abuse programs); and (3) identify the organization or position that is responsible for overseeing the CoCs strategy for mainstream benefits. (limit 1000 characters)

North Carolina has a robust SOAR program that helps homeless households apply for SSI/SSDI and Medicaid. This program provides regular training and support to keep program staff up-to-date about the SOAR process. Regional Committees (RC) in the CoC have partnerships with health care navigators like Blue Ridge Community Health Services and Pisgah Legal Services. RCs also work with programs that offer Medicaid, Medicare, veteran benefits, TANF, SNAP, and other resources including Departments of Social Services, local senior centers and nonprofits, and VA medical centers. One Regional Committee has a formal relationship with the TANF office to refer and provide support to homeless families. All these organizations participate in regular regional meetings to keep organizations up-to-date about resources available to program participants. A Project Specialist at the NC Coalition to End

Homelessness is responsible for working with RCs to make connections to mainstream resources.

4A-2. Low Barrier: Based on the CoCs FY 2017 new and renewal project applications, what percentage of Permanent Housing (PSH) and Rapid Rehousing (RRH), Transitional Housing (TH), Safe-Haven, and SSO (Supportive Services Only-non-coordinated entry) projects in the CoC are low-barrier?

Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO project applications in the FY 2017 competition (new and renewal)	36.00
Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2017 competition.	36.00
Percentage of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications in the FY 2017 competition that will be designated as "low barrier"	100.00%

4A-3. Housing First: What percentage of CoC Program Funded PSH, RRH, SSO (non-coordinated entry), safe-haven and Transitional Housing; FY 2017 projects have adopted the Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH project applications in the FY 2017 competition (new and renewal).	36.00
Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications that selected Housing First in the FY 2017 competition.	36.00
Percentage of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications in the FY 2017 competition that will be designated as Housing First.	100.00%

4A-4. Street Outreach: Describe (1) the CoC's outreach and if it covers 100 percent of the CoC's geographic area; (2) how often street outreach is conducted; and (3) how the CoC has tailored its street outreach to those that are least likely to request assistance. (limit 1000 characters)

SSVF provides at least weekly street outreach to Veterans in 70 of the CoC's 79 counties (SSVF is not funded to cover 9 counties) and is the main funding source for street outreach in the CoC. A PATH program conducted daily street outreach in 1 county until June 2017. All Regional Committees (RCs) have a street outreach plan in their coordinated assessment plans. Some RCs provide monthly street outreach and others provide street outreach on an ad-hoc basis. All street outreach includes engagement, assessment, offers of shelter and other emergency services, and housing placement. Due to limited street outreach in the CoC the CoC utilizes a no-wrong-door approach to provide the greatest access to assistance. RCs partner with all homeless service providers as well as other community organizations, such as DSS, soup kitchens, libraries, and police departments, to ensure that everyone has access to homeless services regardless of their ability to access homeless shelters.

**4A-5. Affirmative Outreach
Specific strategies the CoC has implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive**

services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status, or disability; who are least likely to apply in the absence of special outreach.

Describe: (1) the specific strategies that have been implemented that affirmatively further fair housing as detailed in 24 CFR 578.93(c); and (2) what measures have been taken to provide effective communication to persons with disabilities and those with limited English proficiency. (limit 1000 characters)

Each Regional Committee advertises its coordinated assessment system widely, through community meetings, regular trainings, partnerships with other social service agencies, and distribution of written materials to public agencies such as libraries, health departments, and DSS. Each Regional Committee tries to ensure that everyone in the community is aware of the coordinated assessment system and how to access homeless services. Regional Committees (RCs) use paid interpreters and translation services as well as partnerships with interpretation staff at DSS and other community agencies to ensure effective communication with those with limited English proficiency. RCs work with the NC state government and local health care and disability service agencies to provide communication assistance to people with disabilities, including large print forms, sign language interpretation, listening devices and TTY.

4A-6. Compare the number of RRH beds available to serve populations from the 2016 and 2017 HIC.

	2016	2017	Difference
RRH beds available to serve all populations in the HIC	410	467	57

4A-7. Are new proposed project applications requesting \$200,000 or more in funding for housing rehabilitation or new construction? No

4A-8. Is the CoC requesting to designate one or more SSO or TH projects to serve homeless households with children and youth defined as homeless under other Federal statues who are unstably housed (paragraph 3 of the definition of homeless found at 24 CFR 578.3). No

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
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	NC-503 Evidence o...	09/12/2017
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes	NC-503 CoC App Pu...	09/20/2017
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	NC-503-CoC Rating...	09/12/2017
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	NC-503 CoC Rating...	09/12/2017
05. CoCs Process for Reallocating	Yes	NC-503 Process fo...	09/13/2017
06. CoC's Governance Charter	Yes	NC-503 Governance...	09/13/2017
07. HMIS Policy and Procedures Manual	Yes	NC HMIS Policies ...	08/03/2017
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	NC-503 PHA Admini...	09/12/2017
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	NC HMIS Memorandu...	08/03/2017
11. CoC Written Standards for Order of Priority	No	NC-503 Written St...	09/11/2017
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	NC-503 System Per...	08/29/2017
14. Other	No	NC-503 HDX CoC Co...	08/29/2017
15. Other	No		

Attachment Details

Document Description: NC-503 Evidence of Communication to Applicants

Attachment Details

Document Description: NC-503 CoC App Public Posting Evidence

Attachment Details

Document Description: NC-503-CoC Rating and Review Procedure

Attachment Details

Document Description: NC-503 CoC Rating and Review Procedure:
Public Posting Evidence

Attachment Details

Document Description: NC-503 Process for Reallocation

Attachment Details

Document Description: NC-503 Governance Charter

Attachment Details

Document Description: NC HMIS Policies and Procedures

Attachment Details

Document Description:

Attachment Details

Document Description: NC-503 PHA Administration Plan

Attachment Details

Document Description: NC HMIS Memorandum of Understanding

Attachment Details

Document Description: NC-503 Written Standards for Order of Priority

Attachment Details

Document Description:

Attachment Details

Document Description: NC-503 System Performance Measures

Attachment Details

Document Description: NC-503 HDX CoC Competition Report

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	08/23/2017
1B. Engagement	09/21/2017
1C. Coordination	09/21/2017
1D. Discharge Planning	09/21/2017
1E. Project Review	09/21/2017
1F. Reallocation Supporting Documentation	09/15/2017
2A. HMIS Implementation	09/21/2017
2B. PIT Count	08/23/2017
2C. Sheltered Data - Methods	09/21/2017
3A. System Performance	09/22/2017
3B. Performance and Strategic Planning	09/21/2017

4A. Mainstream Benefits and Additional Policies	09/21/2017
4B. Attachments	09/20/2017
Submission Summary	No Input Required



North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

Reallocation Process

The NC Balance of State CoC chose to reallocate funding from three renewal projects in the 2017 CoC competition. The CoC encouraged new and existing providers to apply for new projects that could be created through reallocation. The reallocation process was presented to the Project Review Committee, which scores and ranks project applications, during its review and ranking process.

Encouraging New and Existing Providers to Apply

The NC Balance of State CoC created an Intent to Apply form for all agencies that were interested in applying for new CoC grants, including existing grantees and agencies that have never received CoC funding. (Please see the Intent to Apply form attached to the end of this document.) CoC staff conducted one-on-one phone calls with all agencies that completed the form to review the proposed new project and explain the CoC funding program, deadlines in the application process, scorecards used to evaluate projects, and threshold items that new applicants must meet.

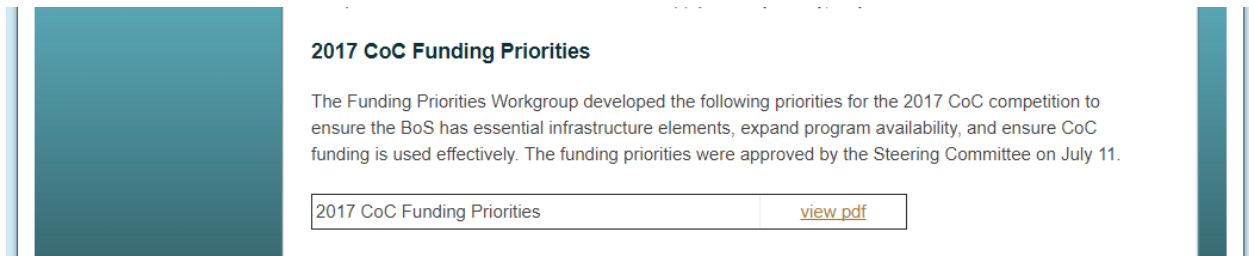
The Intent to Apply form was announced at CoC Steering Committee meetings in April, May, June, and July 2017, and the link to the form was provided to all participants. The link to the Intent to Apply form was also provided to all Regional Committee leads via email to disseminate to agencies in their regions. All presentations and minutes from Steering Committee calls are publicly posted on the CoC website: <http://www.ncceh.org/bosminutes/>

Posting of the Intent to Apply form on the CoC website:

The screenshot shows a teal sidebar with navigation links: Practice, Continuums of Care, Balance of State CoC, HMIS, NC SOAR Initiative, and Point-in-Time Count Resources. The main content area is titled "Balance of State CoC Application Information" and "Current CoC Application". It contains text about the annual HUD release of the CoC application, a link to the HUD Exchange website, and a section for the "Intent to Apply Form" which states that agencies interested in applying for new (not renewal) funds in the 2017 CoC competition are asked to fill out the Intent to Apply form by Friday, July 21.

The NC BoS CoC set funding priorities for the FY 2017 CoC Competition. After a workgroup process, funding priorities were set for the full CoC and for each of the 13 regions. The funding

priorities document is posted publicly on the CoC's website and was discussed at length at the July Steering Committee meeting.



The screenshot shows a webpage titled "2017 CoC Funding Priorities". The text on the page reads: "The Funding Priorities Workgroup developed the following priorities for the 2017 CoC competition to ensure the BoS has essential infrastructure elements, expand program availability, and ensure CoC funding is used effectively. The funding priorities were approved by the Steering Committee on July 11." Below the text is a button labeled "2017 CoC Funding Priorities" and a link labeled "view pdf".

This document encouraged new projects to apply, especially those which were in high-priority areas. The funding priorities document also encouraged the Project Review Committee to reallocate low-performing renewal projects, especially those that have not maintained a high rate of spending. The full funding priorities are attached at the end of this document.

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 2017 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.

Communication of the Reallocation Process

The availability of the reallocation process to fund new projects was discussed at the August 1st Steering Committee meeting. At the meeting, CoC staff stated that new applications could be funded through the Permanent Housing Bonus or through the partial or full reallocation of existing grants. The presentation and minutes from this call were publicly posted on the CoC website: <http://www.ncceh.org/bosminutes/>. The slides discussing reallocation are attached at the end of this document.

At the initial meeting of the Project Review Committee on August 22, 2017, CoC staff reviewed the availability of the reallocation process for funding new project applications. The meeting minutes were publicly posted on the CoC website:

<http://www.ncceh.org/bos/currentcocapplication/>



FY2017 CoC Intent to Apply - NC Balance of State

If you are interested in applying for a new (not renewal) project in NC Balance of State in the FY2017 CoC competition, please fill out this form. BoS staff will be in touch to discuss your proposal.

Renewal projects do not need to complete this form.

Agency Info

Agency *

Website

Agency Type *

Address *

Tax ID or EIN

DUNS Number

Non-profits only: Status Documentation



Does the agency receive ESG or CoC funds? *

Has the applicant ever received a federal grant? *

If yes, what type of federal grant?

Does your agency enter data into NC HMIS? *

Contact Info

Please enter information for the primary contact for this project. BoS staff will follow up with this person to discuss the proposed project.

Name *

Title *

Phone *

Email *

Project Info

Project Component *

What type of project are you interested in applying for?



What counties will be served by this project? *

What household type(s) will this project serve? *

How many households do you plan to serve per year? *

Will the project target specific populations? *

People with Disabilities

Check this box if your project will serve people with disabilities.

Chronically Homeless

Check this box if your project will serve chronically homeless people.

Dedicated Chronically Homeless

Check this box if the program will only serve chronically homeless people.

Veterans

Check this box if your project will serve veterans.

Other specific populations:

Will your project serve other specific populations? If so, list here.

Will the project follow the Housing First model? *



Please provide a short description of the project. *

What local gaps/needs will this project fill? *

Budget

Please complete the budget for the entire grant term you are requesting. For instance, if you are requesting a 2-year grant term, complete the budget with the total 2-year amounts.

Grant term *

New Construction \$ Request

Acquisition \$ Request

Rehabilitation \$ Request

Leasing \$ Request

Rental Assistance \$ Request



Supportive Services \$ Request

Operating \$ Request

HMIS \$ Request

Total \$ Request *

Match Sources *

CoC grants require a 25% cash or in-kind match. Please list the sources of match for your proposed project.

Regional Committee Info

What is your Regional Committee? *

Who is your Regional Lead? *

Who from your agency attends Reg. Com. meetings? *

Have you introduced the project to your Reg. Com.? *

What input has the Reg. Com. given on the project?



Send me a copy of my responses

Submit

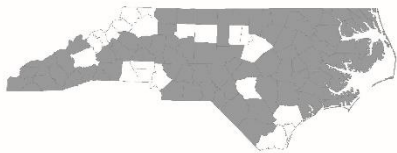
Powered by [Smartsheet Forms](#)
[Privacy Policy](#) | [Report Abuse](#)

Reallocation slide from August 1, 2017 Steering Committee meeting

Funding for new projects is available through the PH Bonus & reallocation.

- PH Bonus funds are available for new projects
- The Project Review Committee may also choose to reallocate funds from low-performing renewals to create new projects.





North Carolina Balance of State Continuum of Care

bos@ncceh.org

919.755.4393

www.ncceh.org/BoS

2017 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 2017 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 2017 competition:

- **Ensure essential infrastructure elements are in place, including HMIS and coordinated assessment**
- **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 Priorities Workgroup's process to arrive at the priorities for the 2017 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 rank 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. In the past few years, these CoC priorities have largely been based on HUD's 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 one HMIS project.

The Funding Priorities Workgroup was formed in 2017 to address priority-setting in a more strategic and comprehensive manner. Its goal was to create funding priorities to have the greatest impact on

homelessness in the CoC. The funding priorities workgroup 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 workgroup set 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 workgroup examined data on current funding and needs across the CoC, which 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 workgroup used these data and other considerations to inform the development of the funding priorities. The workgroup 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 workgroup 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 workgroup also identified HMIS and coordinated assessment as priorities for new and 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 assessment

A robust Homeless Management Information System (HMIS) and coordinated assessment 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. In the past, the Project Review Committee has ranked the HMIS project first in the CoC competition to protect this basic infrastructure. The Project Review Committee should continue to consider funding HMIS a high priority in the 2017 CoC competition.

The NC BoS CoC does not currently have a CoC-funded coordinated assessment project. Funding coordinated assessment in the NC BoS CoC would likely only be possible through reallocation. Coordinated assessment 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 assessment is such an integral piece of the CoC, only projects that would cover all 79 counties of the CoC should be eligible for funding. If new funding is available for coordinated assessment through reallocation, the Project Review Committee should consider it a high priority.

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 2017 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.

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 has made each of these items part of the 2017 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. Over the last two years in the NC BoS CoC, over \$2 million was left unspent and returned to HUD, and almost a third of grantees spent 75% or less of their funding. The CoC has a responsibility to find new, more effective projects if current projects cannot spend their allocated funding.

**Section III. Additional Guidance on Implementing Priorities
Project Review and Ranking Process**

The Project Review Committee 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: points, standards, and thresholds. 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 (question 2.5). 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. Since few agencies work across regions, losing a renewal project could significantly reduce capacity for some

regions and would put project participants at-risk of homelessness. The Project Review Committee should consider these factors before ranking a renewal project low enough to put its funding at-risk.

Priorities for New Projects

As stated above, a state-wide coordinated assessment project should be a high priority new project for reallocated funding. 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	3
2	2	1
3	2	3
4	2	1
5	3	3
6	3	3
7	2	1
8	2	1
9	2	No Priority
10	2	3
11	2	3
12	2	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 assessment 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. RRH is also Priority 2 in Region 7, even though Region 7 has one CoC-funded RRH project, because Region 7 receives the lowest amount of CoC funding for all project types.

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 and 6), 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	27	16	\$0	\$366,926
2	30	5	86	81	\$0	\$241,405
3	98	15	36	21	\$0	\$496,058
4	50	8	59	51	\$0	\$264,054
5	170	26	47	21	\$323,953	\$1,384,046
6	176	26	40	14	\$477,574	\$1,554,364
7	1	0	57	57	\$119,160	\$123,033
8	33	5	43	38	\$0	\$144,606
9	193	29	7	None	\$0	\$1,005,924
10	102	15	35	20	\$0	\$523,411
11	31	5	7	2	\$0	\$166,037
12	182	27	21	None	\$0	\$1,030,192
13	53	8	33	25	\$0	\$284,634

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 homeless during the 2017 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 annual number of people experiencing chronic homelessness to estimate the unmet need in each region (column D).



Nancy Holochwost <nancy@ncceh.org>

BoS Project Application Listing

NC Balance of State CoC <bos@ncceh.org>
To: Michele Knapp <mknapp@fifthstreetministries.com>
Cc: "bos@ncceh.org" <bos@ncceh.org>

Tue, Sep 12, 2017 at 2:15 PM

Dear Michele,

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.

Diakonos' Fifth Street Ministries PSH Program and Fifth Street Ministries RRH Program were not included in the ranked list because they did not meet the following thresholds on the scorecard:

PSH Program

- Q2.14: The program is not housing first
- Q2.15b: Participation in services is not voluntary

RRH Program

- Q2.14: Is the project housing first? The Diakonos screening form states at the bottom of the first page: "applicant must be a family with children, homeless by one of the above definitions, from a DISSY county at beginning of homelessness, and have some source of cash income. We reserve the right to decline an application based on current or previous criminal history."
- Q2.16a1: Did not thoroughly address this.
- Q2.16a2: Did not thoroughly address this
- Q2.16b2: Did not thoroughly address this
- Q2.16c3: Did not thoroughly address this
- Q2.16c4: Did not thoroughly address this
- Q2.16d2: As above, application potentially screens out participants based on lack of income

In the scorecard, thresholds are items that applicants must meet in order to continue in the competition. All new projects that missed one or more thresholds were given the opportunity to submit an official explanation to the Project Review Committee, on agency letterhead and signed by an agency official, by September 6 at 12:00 noon. Because this explanation was not received from Diakonos by the deadline, the PSH and RRH programs did not meet threshold and are thus ineligible to proceed in the competition.

The Steering Committee voted to make an appeals process available to applicants whose projects were not included in the ranked list. Please see the attached document for an explanation of the appeals process.

Please contact us with any questions. You can reach us at bos@ncceh.org or [919-755-4393](tel:919-755-4393).

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

 **NC BoS CoC appeals process.pdf**
263K



Nancy Holochwost <nancy@ncceh.org>

BoS Project Application Listing

NC Balance of State CoC <bos@ncceh.org>

Tue, Sep 12, 2017 at 2:15 PM

To: Mary McClain <mary.mcclain@familycrisiscouncil.org>

Cc: Sonia Gibbs <sonia.gibbs@familycrisiscouncil.org>, Robin Shue <robin.shue@familycrisiscouncil.org>, "bos@ncceh.org" <bos@ncceh.org>

Dear Mary,

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 Crisis Council's FCC RRH Program was not included in the ranked list because it did not meet the following thresholds on the scorecard:

- Q2.2: Subpopulation narrative
- Q2.3: History of homelessness priority
- Q2.8: RRH grantee in good standing with ESG (unclear why ESG funds are no longer an option)
- Q2.13: Services plan
- Q2.14: Housing first (need to know if the shelter is housing first)
- Q2.16a4: Housing identification
- Q2.16b2: Rent and move in assistance
- Q2.16b3: Rent and move in assistance
- Q2.16c4: RRH case management services
- Q2.16d2: Program design and philosophy
- Q2.16d3: Program design and philosophy
- Q2.16d4: Program design and philosophy: sample lease does not provide enough documentation for this standard

In the scorecard, thresholds are items that applicants must meet in order to continue in the competition. All new projects that missed one or more thresholds were given the opportunity to submit an official explanation to the Project Review Committee, on agency letterhead and signed by an agency official, by September 6 at 12:00 noon. Because this explanation was not received from the Crisis Council by the deadline, the project did not meet threshold and is thus ineligible to proceed in the competition.

The Steering Committee voted to make an appeals process available to applicants whose projects were not included in the ranked list. Please see the attached document for an explanation of the appeals process.

Please contact us with any questions. You can reach us at bos@ncceh.org or [919-755-4393](tel:919-755-4393).

Thank you,

Balance of State CoC Team
North Carolina Coalition to End Homelessness
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NCCEH staffs the NC Balance of State Continuum of Care

 **NC BoS CoC appeals process.pdf**
263K



Nancy Holochwost <nancy@ncceh.org>

BoS Project Application Listing

NC Balance of State CoC <bos@ncceh.org>
To: Marilyn Chamberlin <chamberlin.marilyn@swcdcinc.org>
Cc: "bos@ncceh.org" <bos@ncceh.org>

Tue, Sep 12, 2017 at 2:15 PM

Dear Marilyn,

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 Southwestern Child Development Commission's Rural Progressive Housing Assistance Program was not included in the ranked list because it did not meet the following thresholds on the scorecard:

- Q2.16a1: Housing Identification (RRH form says staff are not trained in landlord recruitment)
- Q2.16a2: Housing identification (nothing in procedure about screening out landlords)
- Q2.16a4: Housing identification (no policy)
- Q2.16b2: Rent and move-in assistance (policies do not show criteria)
- Q2.16b3: Rent and move-in assistance (package says limited to 3 months; policies do not show how decisions are made)
- Q2.16c3: RRH case management (question is not answered on RRH New Projects Form; follow-up does not show clearly defined relationships)
- Q2.16c4: RRH case management (policies do not define objectives; limited to 3 months of assistance)
- Q2.16d1: Program philosophy and design (no mention of onboarding new employees)

In the scorecard, thresholds are items that applicants must meet in order to continue in the competition. All new projects that missed one or more thresholds were given the opportunity to submit an official explanation to the Project Review Committee, on agency letterhead and signed by an agency official, by September 6 at 12:00 noon. Because this explanation was not received from SWCDC by the deadline, the project did not meet threshold and is thus ineligible to proceed in the competition.

The Steering Committee voted to make an appeals process available to applicants whose projects were not included in the ranked list. Please see the attached document for an explanation of the appeals process.

Please contact us with any questions. You can reach us at bos@ncceh.org or [919-755-4393](tel:919-755-4393).

Thank you,

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North Carolina Coalition to End Homelessness
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bos@ncceh.org

NCCEH staffs the NC Balance of State Continuum of Care

 **NC BoS CoC appeals process.pdf**
263K



Nancy Holochwost <nancy@ncceh.org>

BoS Project Application Listing

NC Balance of State CoC <bos@ncceh.org>
To: Jennifer Palmer <jpalmer@rtsalamance.org>
Cc: "bos@ncceh.org" <bos@ncceh.org>

Tue, Sep 12, 2017 at 2:15 PM

Dear Jennifer,

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 Steering Committee chose to reallocate 100% of the funds from Residential Treatment Services' Alamance Women's Permanent Housing renewal project. This means that the project will not be put forth for funding in the competition.

The project missed key standards and scoring minimums on the scorecard:

- Did not meet 3 key standards
 - Housing First
 - PSH Key Elements
 - Prioritizing Chronically Homeless Participants
- Did not meet the minimum score on 2 of 5 sections of the scorecard
 - Program Design section: received 2.5 out of 18 points (minimum=10)
 - CoC Priorities: received 0 out of 20 points (minimum=11)

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.

Please contact us with any questions. You can reach us at bos@ncceh.org or 919-755-4393.

Thank you,

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North Carolina Coalition to End Homelessness
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NCCEH staffs the NC Balance of State Continuum of Care

 **NC BoS CoC appeals process.pdf**
263K



Nancy Holochwost <nancy@ncceh.org>

BoS Project Application Listing

NC Balance of State CoC <bos@ncceh.org>
To: Joel Rice <Joel.Rice@cardinalinnovations.org>
Cc: "bos@ncceh.org" <bos@ncceh.org>

Tue, Sep 12, 2017 at 2:14 PM

Dear Joel,

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 Steering Committee chose to reallocate 25% of the funds from Cardinal Innovation's Chatham-Person 1 renewal. This project has spent less than 60% of its allocated funds in the last two years. (Cardinal's other renewal grants were approved as submitted without any funds reallocated.)

With this 25% reallocation, the maximum budget that can be requested for Cardinal Innovation's Chatham-Person 1 renewal is \$119,121. The application in esnaps will need to be revised to reflect this amount.

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.

If Cardinal chooses not to pursue an appeal, please notify us at bos@ncceh.org as soon as possible to begin working on application edits.

Please contact us with any questions. You can reach us at bos@ncceh.org or 919-755-4393.

Thank you,

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

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 **NC BoS CoC appeals process.pdf**
263K



Nancy Holochwost <nancy@ncceh.org>

BoS Project Application Listing

NC Balance of State CoC <bos@ncceh.org>
To: LaTasha McNair <Ltmcnair@eastpointe.net>
Cc: "bos@ncceh.org" <bos@ncceh.org>

Tue, Sep 12, 2017 at 2:15 PM

Dear LaTasha,

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 Steering Committee chose to reallocate 25% of the funds from Eastpointe's SPC Combined Renewal 2017. This project has spent less than 60% of its allocated funds in the last two years. (Eastpointe's other renewal grants were approved as submitted without any funds reallocated.)

With this 25% reallocation, the maximum budget that can be requested for Eastpointe's SPC Combined Renewal 2017 is \$175,979. The application in esnaps will need to be revised to reflect this amount.

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.

If Eastpointe chooses not to pursue an appeal, please notify us at bos@ncceh.org as soon as possible to begin working on application edits.

Please contact us with any questions. You can reach us at bos@ncceh.org or 919-755-4393.

Thank you,

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 **NC BoS CoC appeals process.pdf**
263K



Nancy Holochwost <nancy@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org>

Tue, Sep 12, 2017 at 2:17 PM

To: Nikki Ratliff <nratliff@burlingtonha.org>, Joel Rice <joel.Rice@cardinalinnovations.org>, Patricia Bryant <patricia.Bryant@cardinalinnovations.org>, "Dewitt, Nicole" <nicoled@communitylinknc.org>, "Rice, Jr., Harold" <haroldr@communitylink-nc.org>, LaTasha McNair <Ltmcnair@eastpointe.net>, Jenny Simmons <jenny@homewardboundwnc.org>, Kristen Martin <kmartin@thrive4health.org>, rhoward@thrive4health.org, Tujuanda Sanders <sanderstr@ghanc.net>, Mayreni Castro <castroma@ghanc.net>, Teena Willis <TWillis@partnersbhm.org>, Amy Steele <amysteele67@gmail.com>, Nina Walker <ninawalker@nc.rr.com>, SHAHC <surryhomeless@gmail.com>, Tamara Veit <tamara.veit@yahoo.com>, "Christy A." <makala_501@hotmail.com>, Faye Pierce <fpierce@newrha.org>, Mitch <mfahrer@newrha.org>, Amy Modlin <amy.Modlin@trilliumnc.org>, Talaika Williams <talaika.Williams@trilliumnc.org>, Lori Watts <Lorelei.Watts@vayahealth.com>, Monica Frizzell <monica.Frizzell@vayahealth.com>, Kelly Vick <kvick@wilsonha.org>, Timothy Rogers <trogers@wilsonha.org>, "James, Lynne" <lynne.james@pittcountync.gov>, "Terry, Tiana" <tterry@voa.org>, Emily Carmody <emily@ncceh.org>
Cc: "bos@ncceh.org" <bos@ncceh.org>

Dear BoS Applicants,

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-four renewal project applications
 - Two partially reallocated: Cardinal Chatham-Person 1 and Eastpointe Combined Renewal
 - Thirty-two approved without changes
- Four new project applications
 - Rapid Re-Housing project submitted by Volunteers of America serving Region 7 and Region 11
 - Rapid Re-Housing project submitted by Pitt County Planning serving Pitt County
 - Rapid Re-Housing project submitted by the Wilson Housing Authority serving Wilson County
 - SSO-Coordinated Entry project submitted by NCCEH serving all BoS counties

The ranked list of project applications as approved by the Steering Committee is posted on the BoS minutes webpage: <http://www.ncceh.org/files/8600/>

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

Balance of State CoC Team
North Carolina Coalition to End Homelessness
(919) 755-4393
www.ncceh.org/bos
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NCCEH staffs the NC Balance of State Continuum of Care



North Carolina Balance of State Continuum of Care

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NC-503

CoC Consolidated Application: Public Posting Evidence

In this attachment, you will find screen shots documenting the posting dates of the following items:

- 5.17.17 Scorecard Committee meeting minutes, posted 5.23.17
- 6.7.17 Scorecard Committee meeting minutes, posted 6.8.17
- Scorecards for new and renewal CoC applications, posted 7.13.17
- 8.22.17 Project Review Committee meeting minutes, posted 8.22.17
- 9.8.17 Project Review Committee meeting minutes, posted 9.11.17
- 9.18.17 Project Review Committee meeting minutes, posted 9.19.17

Practice

- Continuums of Care
- Balance of State CoC**
- HMIS
- NC SOAR Initiative
- Point-in-Time Count Resources

Balance of State CoC Application Information

Current CoC Application

The Continuum of Care (CoC) application is released by HUD on an annual basis. The 2017 CoC NOFA is expected to be released in late spring.

Materials for the 2017 application will be posted on this page as they become available.

Intent to Apply Form

Balance of State agencies that are interested in applying for new (not renewal) funds in the 2017 CoC competition are asked to fill out the [Intent to Apply form](#). BoS staff will contact agencies that submit this form to discuss their proposed projects.

Scorecard Committee Materials

The Scorecard Committee, composed of representatives from BoS Regional Committees and staffed by NCCEH, meets each year to create the scorecards used for scoring new and renewal project applications. Minutes from the 2017 Scorecard Committee meetings are posted below.

5.17.17 Meeting Minutes (posted 5.23.17)	view pdf
5.30.17 Meeting Minutes	coming soon

Previous CoC Applications

Materials from previous Balance of State CoC applications have been archived for reference.

Previous CoC Applications	
2011 CoC Application Materials	view page
2012 CoC Application Materials	view page
2013 CoC Application Materials	view page
2014 CoC Application Materials	view page
2015 CoC Application Materials	view page

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Balance of State CoC Application Information

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5.17.17 Meeting Minutes (posted 5.23.17)	view pdf
6.7.17 Meeting Minutes (posted 6.8.17)	view pdf

Previous CoC Applications

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Practice

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Intent to Apply Form

Balance of State agencies that are interested in applying for new (not renewal) funds in the 2017 CoC competition are asked to fill out the [Intent to Apply form](#). BoS staff will contact agencies that submit this form to discuss their proposed projects.

2017 Scorecards

The scorecards are used by the Project Review Committee to score and rank project applications. All applicant agencies should read the scorecards to ensure they understand the requirements, expectations, and priorities for project applications.

New Scorecard (posted 7.13.17)	view pdf
Renewal Scorecard (posted 7.13.17)	view pdf

Scorecard Committee Materials

The Scorecard Committee, composed of representatives from BoS Regional Committees and staffed

Project Review Committee Materials

The Project Review Committee, composed of representatives from BoS Regional Committees and staffed by NCCEH, is responsible for scoring project applications and creating the ranked list of projects that is presented for Steering Committee approval.

New Scorecard for PRC Members	view pdf
Renewal Scorecard for PRC Members	view pdf
8.22.17 Meeting Minutes (posted 8.22.17)	view pdf

Previous CoC Applications

Materials from previous Balance of State CoC applications have been archived for reference.

Previous CoC Applications	
2011 CoC Application Materials	view page
2012 CoC Application Materials	view page
2013 CoC Application Materials	view page
2014 CoC Application Materials	view page
2015 CoC Application Materials	view page
2016 CoC Application Materials	view page

Category: [practice](#) | Sub Category: [balance of state coc](#)

Tags: [practice](#)

Created on June 27th, 2011 12:45 PM by: [denise](#)

Last updated August 22nd, 2017 06:31 PM by: [nancy](#)

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Project Review Committee Materials

The Project Review Committee, composed of representatives from BoS Regional Committees and staffed by NCCEH, is responsible for scoring project applications and creating the ranked list of projects that is presented for Steering Committee approval.

New Scorecard for PRC Members	view pdf
Renewal Scorecard for PRC Members	view pdf
8.22.17 Meeting Presentation	view pdf
8.22.17 Meeting Minutes (posted 8.22.17)	view pdf
9.8.17 Meeting Minutes (posted 9.11.17)	view pdf

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2016 CoC Application Materials	view page

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Last updated September 11th, 2017 03:59 PM by: [nancy](#)

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Project Review Committee Materials

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New Scorecard for PRC Members	view pdf
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North Carolina Balance of State Continuum of Care

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919.755.4393

www.ncceh.org/BoS

NC-503

Attachment 3: CoC Rating and Review Procedure (e.g. RFP)

Attachment 4: CoC Rating and Review: Public Posting Evidence

NC-503 could not locate clear instructions explaining what was required for these two attachments. Attachment 3: CoC Rating and Review Procedure does not appear to be referenced or explained anywhere in HUD's CoC application detailed instructions or guides. According to HUD's CoC application detailed instructions, Attachment 4: CoC Rating and Review Procedure-Public Posting Evidence, refers to question 1E-1, but the title of the attachment (Public Posting Evidence) does not align with what is requested in question 1E-1 (use of objective criteria, housing outcomes, and specific method for evaluation VSPs).

NC-503 submitted a question to the HUD Ask a Question on August 16 requesting clarification. The response given by HUD did not answer the question, so the CoC re-opened the question on August 28. No response was received from HUD. (The email chain documenting these questions is attached for reference.)

In the absence of an answer from HUD, NC-503 has created a single attachment that, to the best of our knowledge, includes the information we anticipate may be needed for Attachments 3 and 4.

This attachment includes the following:

- Email chain documenting the questions NC-503 submitted to HUD Ask a Question to clarify the required attachments (no response was received to re-opened question)
- New scorecard used to evaluate new project applications (created by the Scorecard Committee and approved by the Steering Committee)
- Renewal scorecard used to evaluate renewal project applications (created by the Scorecard Committee and approved by the Steering Committee)
- Screenshot of scorecards posted on CoC's website with date of posting
- Funding priorities document used to establish CoC-wide and regional funding priorities for the 2017 CoC competition (created by the Funding Priorities Workgroup and approved by the Steering Committee)
- Screenshot of minutes from Scorecard Committee (which creates scorecards) posted on CoC's website with date of posting
- Screenshot of minutes from Project Review Committee (which reviews and scores project applications) posted on CoC's website with date of posting
- Attachment 1E-1 Cover sheet listing the objective criteria & factors related to achieving positive housing outcomes included in the scorecards
- Attachment 1E-1 Renewal scorecard documenting inclusion of objective criteria & factors related to achieving positive housing outcomes

- Attachment 1E-1 New scorecard documenting inclusion of objective criteria & factors related to achieving positive housing outcomes



Nancy Holochwost <nancy@ncceh.org>

Confirmation for Question ID 105989 - HUD Exchange Ask A Question

aaq@hudexchange.info <aaq@hudexchange.info>
To: nancy@ncceh.org

Mon, Aug 28, 2017 at 5:46 PM

Question Status: Reopened

Thank you for reopening a question on the HUD Exchange AAQ. We will review the question and try to provide you with a response within 7-10 business days. However, note that some questions must be referred to HUD subject matter experts and/or attorneys and will take longer to address. We appreciate your patience as we work to provide a response as quickly as possible.

Requestor Name: Nancy Holochwost

Requestor Email: nancy@ncceh.org

Question Related To: e-snaps

Original Question ID: 104513

Original Question Subject:

CoC Application Attachments

Original Question Text:

Hi,

In the Attachments section of the esnaps CoC application, there are some attachments requested that don't appear to be referenced or explained anywhere in the CoC application detailed instructions. I have checked the attachments chart on p. 4 and searched the instructions for each application question, but can't find these mentioned. Can you please explain what needs to be uploaded for each of these attachments in esnaps?

- 3. CoC Rating and Review Procedure
- 8. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Federal Statutes
- 11. CoC Written Standards for Order of Priority

I also have clarifying questions about two other attachments:

The attachments chart on p. 4 of the detailed instructions says that the "CoC Rating and Ranking Procedure-Public Posting" attachment refers to question 1E-1, which asks for documentation of the use of objective criteria and housing outcomes in the CoC's review process. The title of the attachment doesn't seem to match what is being asked for in question 1E-1. Can you please confirm that the documentation requested in question 1E-1 should actually be attached under "CoC Rating and Ranking Procedure-Public Posting"?

For the "HDX-System Performance Measures attachment" (#13 in esnaps), do we attach only the FY2017 CoC Competition Report, or do we also need to attach the System Performance Measures report from HDX?

Thank you for your help.

Original Question Response:

As you mentioned, in the CoC Application Detailed Instructions (<https://www.hudexchange.info/resources/documents/FY-2017-CoC-Application-Detailed-Instructions.pdf>), the chart on page 4 of the CoC Application Instructional Guide outlines the required attachments for FY 2017.

To attach the documents that are not listed in the chart, you may navigate to screen 4B and use the "Other" attachments link. Title the attachment the way you listed them in your question above so it is clear what you are attaching in e-snaps.

Regarding the CoC Review, Score, and Ranking Procedures

AS stated in the Detailed Instructions, for Part 1.E, the attachment should be the "CoC Review, Score, and Ranking Procedures" document.

Regarding the FY 2017 CoC Competition Report

To attach the FY 2017 CoC Competition Report, you may navigate to screen 4B and use the "Other" attachments link. Title the report "FY 2017 CoC Competition Report." CoCs are required to upload their FY 2017 CoC Competition Report from HDX, which includes system performance measures, in their CoC Application. (This is a new report.) HUD will verify that the data uploaded in the CoC Competition matches the most current HDX data.

Reopened Question ID: 105989

Reopened Question Text:

Thank you for your response, but it did not answer all my questions. There are attachments that ARE requested in the esnaps CoC application that are NOT described anywhere in the detailed instructions (including the chart on p. 4). I am asking for instructions on what documents need to be uploaded into esnaps for these attachments. In the esnaps CoC application, in Section 4B, they are labeled with the following numbers and titles:

3. CoC Rating and Review Procedure
8. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Federal Statutes
11. CoC Written Standards for Order of Priority

Can you please explain what needs to be attached for each of these?

I also want to clarify the difference between attachment "3. CoC Rating and Review Procedure" and attachment "4. CoC's Rating and Review Procedure: Public Posting Evidence." Based on the previous AAQ response, attachment "4. CoC's Rating and Review Procedure: Public Posting Evidence" should be the documentation described in question 1E-1, even though that documentation does NOT include evidence of public posting?

Please click on the [View Question] button below to perform the following actions:

- **View your question**, answer, and any applicable attachments
- **Add additional information** to this question
- **Ask another question** using the same requestor information
- **Cancel this question** if a response is no longer necessary

[View Question](#)

This email account (aaq@hudexchange.info) does not have the ability to reply to emails. Please DO NOT REPLY to this email address, as all messages sent to this address will not be responded to. Please direct any inquiries regarding HUD Exchange or its Ask A Question system to info@hudexchange.info or ask another question using the "View Question" link located above. Please keep this email for your records.



North Carolina Balance of State Continuum of Care

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2017 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)	<input type="checkbox"/> PH:PSH	<input type="checkbox"/> PH:RRH	<input type="checkbox"/> SSO:CA <input type="checkbox"/> RRH-TH
Reviewer Signature:		Date:	

PROJECT QUALITY REQUIREMENTS		
<p>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.</p>	Maximum Score Possible:	PSH: 98 RRH: 97 SSO: 74
	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: 15			
Minimum Points Required or Review is Triggered: 8			
Consistency with Mission			
1.1	Does the project fit within the mission of the agency? Does the agency currently serve homeless households in their community? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Accuracy and Appropriateness of Responses		Possible Score	Project Score
1.2	Is the project description completed and accurate? <i>[Proj. App: 3B]</i>	3	
1.3	Does the agency describe prior experience serving homeless persons that has prepared the agency for administering this grant? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
1.4	Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i>	3	
1.5	Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i>	3	



1.5	Are questions regarding housing for participants completed and accurate? <i>[Proj. App: 4B]</i>	3	
1.6	Are all questions answered thoroughly and consistently?	3	
Section II: Program Design		Section II Score	
Possible Points: PSH: 30 RRH: 30 SSO: 0 Minimum Points Required or Review is Triggered: PSH: 11 RRH: 11 SSO: 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: <ul style="list-style-type: none"> What community need the new project will address, including local data (PIT Count, coordinated assessment data, waiting lists, etc.) that demonstrates the need How the community has used other resources to address this need <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Targeting to Prioritized Subpopulations			
2.2	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 chronically homeless individuals and families, homeless Veterans, people with disabilities, and youth. Projects requesting HUD funding must provide a narrative identifying the subpopulations for which the project will serve and describe the ways in which the project will engage these subpopulations to ensure entry into permanent housing. <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
2.3	Does the project have an adequate plan to prioritize households with the longest histories of homelessness? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
2.4	Does the project have an adequate plan to ensure people are moved into housing quickly? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Permanent Housing Projects (PSH, RRH, and RRH-TH)			
2.5	What priority is this project in its region? <i>[Priority 1, 2, 3, or not prioritized, based on funding priorities document]</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> no priority	



2.6	PSH projects: Is this a permanent supportive (PSH) project dedicated to serving chronically homeless households per HUD Notice CPD-16-11? [TBD]	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.7	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 <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.8	RRH projects: Applicants must be currently receiving Emergency Solutions Grant (ESG) RRH funds and be in good standing with the ESG office or operating a RRH program with other funding sources that adheres to the RRH program standards. Exceptions may be made for public housing authorities (note: PHAs are not eligible to apply for ESG funds but are eligible for CoC funding).	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Supportive Services Only (SSO) Projects			
2.9	SSO projects: Is this a coordinated assessment project that will serve the NC BoS CoC's seventy-nine counties?	Threshold <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A	
Housing Over Services			
2.10	Total \$ request for housing activities (acquisition, rehab, construction, rental assistance, leased units, and/or leased structures): [Proj. App: 6I]		
2.11	Total Assistance Requested (not including match or admin): [Proj. App: 6I, Line 6]		
2.12	Percentage of total budget devoted to housing activities (housing activities request ÷ total request x 100):		
Less than 35%		Possible Score	Project Score
Between 35% and 54.9%		0	
Between 55% and 74.9%		5	
Between 75% and 84.9%		10	
Between 75% and 84.9%		20	
Between 85% and 100%		30	
2.13	PSH, RRH, and RRH-TH projects: While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services. Projects requesting HUD funding to provide supportive services must provide a plan on how these services will be funded in the future from alternate sources. Please include these elements: <ul style="list-style-type: none"> • Other potential sources of funding that the project is working to secure to fund supportive services. • A plan for when the project will reduce its use of CoC funds for services. 	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	



Housing First		
2.14	Is this a Housing First project? <i>Must meet all statements below to meet threshold. [Proj. App: 3B, question 3d; policies and procedures]</i>	Threshold (must meet all statements below) _____ of 2 met
2.14a	Does the project ensure that participants are not screened out based on the following: <input type="checkbox"/> Having too little or no income <input type="checkbox"/> Active or history of substance abuse <input type="checkbox"/> Having a criminal record (with exceptions for state mandated restrictions) <input type="checkbox"/> History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
2.14b	Does the project ensure that participants are not terminated from the program for the following reasons: <input type="checkbox"/> Failure to participate in supportive services <input type="checkbox"/> Failure to make progress on a service plan <input type="checkbox"/> Loss of income or failure to improve income <input type="checkbox"/> Domestic violence <input type="checkbox"/> Any other activity not covered in a lease agreement typically found in the project's geographic area	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
Key Elements of Permanent Supportive Housing		
2.15	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 ? If project does not meet all standards, the application cannot be included in the CoC competition. <i>[Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]</i>	Threshold (must meet all statements below) _____ of 9 met
2.15a	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15b	Participation in services is voluntary and tenants cannot be evicted for rejecting services.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15c	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> 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>



		<input type="checkbox"/> unmet, documentation not provided
2.15d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15e	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15g	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15h	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15i	The provision of housing and the provision of support services are distinct.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Rapid Re-Housing Performance Benchmarks and Program Standards		
2.16	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 ? If project does not meet all standards, the application cannot be included in the CoC competition. <i>[RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]</i>	Threshold (must meet all statements below) _____ of 15 met
2.16a	Core Program Standard: Housing Identification	(must meet all statements below) _____ of 4 met
2.16a1	Program designates staff whose responsibility is to identify and recruit landlords and encourage them to rent to homeless households served	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A

² http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf



	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. <i>(Note: This answer will be scored based on information provided on the RRH Program Standards Form.)</i>	<input type="checkbox"/> unmet, documentation not provided
2.16a2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16a3	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 can negotiate additional supports, as needed, on a case-by-case basis.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b	Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) _____ of 3 met
2.16b1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b3	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



	procedures also detail when and how rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	
2.16c	Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) _____ of 4 met
2.16c1	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. (<i>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.</i>)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c4	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d	Core Program Standard: Program Philosophy and Design	(must meet all statements below) _____ of 4 met
2.16d1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d3	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



2.16d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Section III: Scope of Services		Section III Score	
Possible Points: 8 Minimum Points Required or Review is Triggered: 6			
Service Needs		Possible Score	Project Score
3.1	Do services adequately and appropriately meet anticipated service needs? <i>[Proj. App: 4A]</i>	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? <i>[Proj. App: 4A]</i>	2	
Access to Mainstream Benefits		Possible Score	Project Score
3.3	Does the project include services to help participants access mainstream benefits, including but not limited to using SOAR caseworkers? <i>[Proj. App: 4A]</i>	2	

Staff Scoring

The following section is scored by NCEH. Staff use standardized scoring methods to ensure fairness.

Section IV: Organizational Capacity		Section IV Score	
Possible Points: 16 Minimum Points Required or Review is Triggered: 8			
Completed Similar Projects		Possible Score	Project Score
4.1	Has the agency successfully implemented a CoC-funded project of the same project type (PSH, RRH, or SSO)? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>		
Has successfully implemented the same project type		8	
Has not implemented the same project type		0	
4.2	If not, has the agency successfully implemented this same type of project (permanent supportive housing, rapid rehousing, coordinated assessment) using another funding source? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	4	
4.3	If the answer to either of the questions is yes, are the same staff that were operating the program at that time going to be operating the proposed project? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	2	
4.4	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?	2	



	<i>[Proj. App: 3B; New Project Form; interview with agency]</i>		
Agency Stability			
4.5	Has the agency been in operation for at least three years? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.6	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 demonstrate instability may result in the agency not meeting requirements.) <i>[Audit letter and budget]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.7	Non-profits only: Does the agency have the financial capacity to operate this project on a reimbursement basis? <i>[Budget]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.8	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? <i>[Board list and minutes]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Capacity to Provide Needed Services			
4.9	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? <i>[Proj. App: 3B and 4A; organizational chart]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Administrative Capacity		Possible Score	Project Score
4.10	Is the administrative staff separate from the services staff? <i>[Organizational chart]</i>	3	
4.11	Is funding for the administrative staff stable? Is there adequate administrative staff to ensure agency stability throughout program implementation? <i>[Budget]</i>	3	
Section V: Project Performance		Section V Score	
Possible Points Added: PSH: 29 RRH: 28 SSO: 20 Minimum Points Required or Review is Triggered: PSH: 15 RRH: 15 SSO: 5			
The following project performance scores are based on HMIS Annual Performance Reports (APRs) for January 1, 2016, to December 31, 2016, unless otherwise noted.			



Populations Served		Possible Score	Project Score
5.1	What is the program's unit utilization rate? <i>[compare actual units in HMIS vs. application projections]</i>		
	95% or higher	2	
	0-94%	0	
5.2	Did 100% of program participants enter the program from an eligible situation? <i>[if participants found ineligible, staff will follow up with grantee to determine eligibility]</i>		
	Yes	1	
	No	0	
5.3	RRH projects: what percentage of program participants exited to a permanent housing destination?		
	Below 80%	0	
	Performance met RRH Performance Benchmark Goal: At least 80%	2	
5.4	PSH projects: what percentage of program participants exited to a permanent housing destination? (if no exits, 2 points are automatically awarded)		
	Below 80%	0	
	80% or higher	2	
5.5	What percentage of program participants exited to a known destination?		
	95% or higher	1	
	0-94%	0	
5.6	What percentage of program participants were employed at program exit?		
	Performance met HUD Goal: At least 20%	0	
	Performance met BoS Goal: At least 28%	1	
5.7	What percentage of program participants were receiving mainstream benefits at program exit?		
	Performance met HUD Goal: At least 20%	0	
	Performance met BoS Goal: At least 75%	1	
5.8	PSH projects: what percentage of program participants remained in the program for 6 months or longer?		
	Performance met HUD Goal: At least 80%	0	
	Performance met BoS Goal: At least 94%	1	
HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)		Possible Score	Project Score
5.9	Are all of the agency's projects that are listed in the 2017 HIC participating in HMIS? <i>[HIC]</i>		
	Yes	5	
	No	0	
5.10	Does the agency commit to enter 100% of this project's beds into HMIS (with client consent)? <i>[New Project Form; interview with agency]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	



		<input type="checkbox"/> unmet, documentation not provided	
HUD Monitoring			
5.11	If the agency has other existing projects, 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. <i>[New Project Form; Interview with agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A	
5.12	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) <i>[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.]</i>	Amount awarded	
		Amount spent	
5.13	Percentage 90+%	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
5.14	How many grant extensions from HUD were given in for a reason other than merging grants? <i>[Interview with agency or information from HUD]</i>	Possible Score	Project Score
		0	15
		1	0
		2+	further review



Section VI: Agency's Relationship to Community		Section VI Score	
Possible Points: 0 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 Regional Committee meetings from July 2016 – June 2017? <i>[Regional Committee Information Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
6.2	Application has been presented to Regional Committee for consideration by the BoS Project Review Committee <i>[Letter of support from Regional Committee(s)]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
6.3	Participated in regional ESG planning process (participated in discussions, meetings, scoring, and/or committees) <i>[Regional Committee Information Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
6.4	Applicant agrees to participate in the local Coordinated Assessment process as designed by the Regional Committee and only take referrals from the system <i>[New Project Form; interview with applicant]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
6.5	Do all of applicant's projects on the 2017 HIC participate in the Coordinated Assessment system? <i>[Interview with region's Coordinated Assessment Lead and applicant]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A	
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? <i>[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.]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> 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 must be submitted by the deadline.	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	
7.6	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	





North Carolina Balance of State Continuum of Care

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2017 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)	<input type="checkbox"/> PH:PSH	<input type="checkbox"/> 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 final 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: 200 RRH: 182
	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: 12 Minimum Points Required or Review is Triggered: 6			
Accuracy and Appropriateness of Responses		Possible Score	Project Score
1.1	Is the project description completed and accurate? <i>[Proj. App: 3B]</i>	3	
1.2	Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i>	3	
1.3	Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i>	3	
1.4	Are all questions answered thoroughly and consistently?	3	
Section II: Program Design		Section II Score	
Possible Points: PSH: 18 RRH: 10 Minimum Points Required or Review is Triggered: PSH: 10 RRH: 10			
Permanent Housing		Possible Score	Project Score
2.1	Is this a permanent housing (PSH or RRH) project that is requesting any funds for housing? <i>[Proj. App: 3A, question 5 (should say PH); 3B, question 4 (should say PSH or RRH); 6I (has leasing or rental assistance funds)]</i>		
	Yes	10	
	No	0	
Housing First			



2.2	Is this a Housing First project? <i>Must meet all statements below to meet standard [Proj. App: 3B, question 3d; policies and procedures]</i>	Standard (must meet all statements below) _____ of 2 met
2.2a	Does the project ensure that participants are not screened out based on the following: <input type="checkbox"/> Having too little or no income <input type="checkbox"/> Active or history of substance abuse <input type="checkbox"/> Having a criminal record (with exceptions for state mandated restrictions) <input type="checkbox"/> History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
2.2b	Does the project ensure that participants are not terminated from the program for the following reasons: <input type="checkbox"/> Failure to participate in supportive services <input type="checkbox"/> Failure to make progress on a service plan <input type="checkbox"/> Loss of income or failure to improve income <input type="checkbox"/> Domestic violence <input type="checkbox"/> Any other activity not covered in a lease agreement typically found in the project's geographic area	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
Key Elements of Permanent Supportive Housing		
2.5	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 ? <i>[Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]</i>	Standard (must meet all statements below) _____ of 6 met
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.5b	Participation in services is voluntary and tenants cannot be evicted for rejecting services.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> 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>



2.5d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.5f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Additional Permanent Supportive Housing Key Elements			
2.6	The following key elements from the SAMSHA guide are being introduced on the scorecard for the first time in 2017. Each additional key element is worth one point. The 2018 scorecard will list these as standards.	Possible Score	Project Score
2.6a	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.	1	
2.6b	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.	1	
2.6c	The provision of housing and the provision of support services are distinct.	1	
Rapid Re-Housing Performance Benchmarks and Program Standards			
2.7	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?? <i>[RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]</i>	Standard (must meet all statements below) _____ of 15 met	
2.7a	Core Program Standard: Housing Identification	(must meet all statements below) _____ of 4 met	
2.7a1	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	

² http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf



	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. <i>(Note: This answer will be scored based on information provided on the RRH Program Standards Form.)</i>	
2.7a2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7a3	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 can negotiate additional supports, as needed, on a case-by-case basis.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b	Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) _____ of 3 met
2.7b1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b3	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



	rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	
2.7c	Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) _____ of 4 met
2.7c1	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. (<i>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.</i>)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c4	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d	Core Program Standard: Program Philosophy and Design	(must meet all statements below) _____ of 4 met
2.7d1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d3	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



2.7d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Services Funding Plan

2.8	<p>While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services. Projects requesting HUD funding to provide supportive services must provide a plan on how these services will be funded in the future from alternate sources. Please include these elements:</p> <ul style="list-style-type: none"> • All funding sources that the project is currently using to provide supportive services and if these resources will be expanded. • Other potential sources of funding that the project is working to secure to fund supportive services. • A plan for when the project will reduce its use of CoC funds for services. 	<p style="text-align: right;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Permanent Supportive Housing: Move-on Program **Possible Score** **Project Score**

2.9	<p>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. Move-on programs 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 project.³</p> <p>Does the permanent supportive housing project have a formal move-on program? <i>[program policies]</i></p>		
Yes		5	
No		0	

Staff Scoring

The following section is scored by NCEH. Staff use standardized scoring methods to ensure fairness.

Section III: NC BoS CoC Priorities	Section III Score
Possible Points: 20 Minimum Points Required or Review is Triggered: 11	

³ https://www.usich.gov/resources/uploads/asset_library/PHA_MovingUp.pdf



Housing Over Services			
3.1a	Total \$ request for housing activities (leased units, leased structures, and/or rental assistance): <i>[Proj. App.: 6I]</i>		
3.1b	Total Assistance requested (not including match or admin): <i>[Proj. App.: 6I, line 6]</i>		
3.1c	Percentage of total budget devoted to housing activities (housing activities request ÷ total assistance request x 100):		_____ %
		Possible Score	Project Score
3.1d	Less than 35%	0	
	Between 35% and 54.9%	5	
	Between 55% and 74.9%	10	
	Between 75% and 84.9%	15	
	Between 85% and 100%	20	
Permanent Supportive Housing: Prioritizing Beds for Chronically Homeless Participants			
3.2	Does the project have 100% of their beds prioritized for chronically homeless participants? <i>[Proj. App: 4B, CH beds]</i>	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	Standard
Section IV: Project Performance		Section IV Score	
Possible Points Added: PSH: 150 RRH: 140 Possible Points Subtracted: PSH: -15 RRH: -15 Minimum Points Required or Review is Triggered: PSH: 48 RRH: 30			
The following project performance scores are based on HMIS Annual Performance Reports (APRs) for January 1, 2016, to December 31, 2016, unless otherwise noted.			
Populations Served		Possible Score	Project Score
4.1	PSH projects: What percentage of the households served by the project were composed of at least one person with a disability? <i>[APR Detail]</i>		
	Less than 100%	0	
	100%	8	
4.2	RRH projects: What percentage of the households served by the project were composed of at least one person with a disability? <i>[APR Detail]</i>		
	Less than 25%	0	
	25-49%	2	
	50-74%	4	
	75-99%	6	
	100%	8	
4.3	What percentage of the adults served by the project were veterans?		
	Less than 25%	0	
	25-49%	4	
	50-74%	8	
	75-99%	12	



		100%	16	
4.4	What percentage of adults served by the project were chronically homeless? <i>[TBD]</i>			
		Less than 25%	0	
		25-49%	4	
		50-74%	8	
		75-99%	12	
		100%	16	
4.5	What is the program's unit utilization rate? <i>[compare actual units in HMIS vs. application projections]</i>			
		0-79%	-5	
		80-94%	0	
		95% or higher	5	
4.6	Did 100% of program participants enter the program from an eligible situation? <i>[if participants found ineligible, staff will follow up with grantee to determine eligibility]</i>			
		Yes	0	
		No	-5	
4.7	RRH projects: what percentage of program participants exited to a permanent housing destination?			
		Below 80%	0	
		Performance met RRH Performance Benchmark Goal: At least 80%	15	
4.8	PSH projects: what percentage of program participants exited to a permanent housing destination? (if no exits, 10 points are automatically awarded)			
		Below 80%	0	
		80% or higher	10	
4.9	What percentage of program participants exited to a known destination?			
		95% or higher	5	
		80-94%	0	
		0-79%	-5	
4.10	What percentage of program participants were employed at program exit?			
		Performance met HUD Goal: At least 20%	5	
		Performance met BoS Goal: At least 28%	15	
4.11	What percentage of program participants were receiving mainstream benefits at program exit?			
		Performance met HUD Goal: At least 20%	5	
		Performance met BoS Goal: At least 75%	15	
4.12	PSH projects: what percentage of program participants remained in the program for 6 months or longer?			
		Performance met HUD Goal: At least 80%	5	
		Performance met BoS Goal: At least 94%	15	



HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)		Possible Score	Project Score
4.13	HMIS Data Completeness <i>[0640 – HUD Data Quality Report Framework Report, Q2-Q5]</i>		
	0-10%	15	
	Above 10%	0	
4.14	Are all of the agency’s projects that are listed in the 2017 HIC participating in HMIS? <i>[HIC]</i>		
	Yes	5	
	No	0	
4.15	Did the program submit their APR on or before the designated deadline?		
	Yes	5	
	No	0	
4.16	Did program staff adhere to the APR review process with CoC staff?		
	Yes	5	
	No	0	
HUD Monitoring			
4.17	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. <i>[Interview with agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
4.18	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) <i>[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.]</i>		
	Amount awarded		
	Amount spent		
4.19	Percentage 90+% (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 <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.20	How many grant extensions from HUD were given in for a reason other than merging grants? <i>[Interview with agency or information from HUD]</i>	Possible Score	Project Score
	0	15	
	1	0	
	2+	further review	
Coordinated Assessment and Prioritization			
4.21	Does the program only take referrals through the Coordinated Assessment process? <i>[Interviews with Regional Committee CA Lead and agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	



4.22	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? [Program policies]	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A
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Section V: Application Deadlines and Documentation	Section V Score
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Possible Deductions: -25 Minimum Points Required or Review is Triggered: Not more than loss of -15	
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Budget & Match	Possible Score	Project Score
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5.1	If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
5.2	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 <input type="checkbox"/> met <input type="checkbox"/> unmet	

Deadlines	Possible Score	Project Score
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5.3	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	
5.4	If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	
5.5	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 <input type="checkbox"/> met <input type="checkbox"/> unmet	
5.6	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	



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Practice

- Continuums of Care
- Balance of State CoC
- HMIS
- NC SOAR Initiative
- Point-in-Time Count Resources

Balance of State CoC Application Information

Current CoC Application

The Continuum of Care (CoC) application is released by HUD on an annual basis. The 2017 CoC NOFA is expected to be released in late spring.

Materials for the 2017 application will be posted on this page as they become available.

Intent to Apply Form

Balance of State agencies that are interested in applying for new (not renewal) funds in the 2017 CoC competition are asked to fill out the [Intent to Apply form](#). BoS staff will contact agencies that submit this form to discuss their proposed projects.

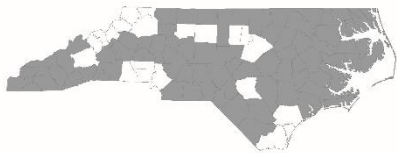
2017 Scorecards

The scorecards are used by the Project Review Committee to score and rank project applications. All applicant agencies should read the scorecards to ensure they understand the requirements, expectations, and priorities for project applications.

New Scorecard (posted 7.13.17)	view pdf
Renewal Scorecard (posted 7.13.17)	view pdf

Scorecard Committee Materials

The Scorecard Committee, composed of representatives from BoS Regional Committees and staffed



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2017 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 2017 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 2017 competition:

- **Ensure essential infrastructure elements are in place, including HMIS and coordinated assessment**
- **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 Priorities Workgroup's process to arrive at the priorities for the 2017 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 rank 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. In the past few years, these CoC priorities have largely been based on HUD's 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 one HMIS project.

The Funding Priorities Workgroup was formed in 2017 to address priority-setting in a more strategic and comprehensive manner. Its goal was to create funding priorities to have the greatest impact on

homelessness in the CoC. The funding priorities workgroup 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 workgroup set 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 workgroup examined data on current funding and needs across the CoC, which 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 workgroup used these data and other considerations to inform the development of the funding priorities. The workgroup 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 workgroup 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 workgroup also identified HMIS and coordinated assessment as priorities for new and 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 assessment

A robust Homeless Management Information System (HMIS) and coordinated assessment 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. In the past, the Project Review Committee has ranked the HMIS project first in the CoC competition to protect this basic infrastructure. The Project Review Committee should continue to consider funding HMIS a high priority in the 2017 CoC competition.

The NC BoS CoC does not currently have a CoC-funded coordinated assessment project. Funding coordinated assessment in the NC BoS CoC would likely only be possible through reallocation. Coordinated assessment 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 assessment is such an integral piece of the CoC, only projects that would cover all 79 counties of the CoC should be eligible for funding. If new funding is available for coordinated assessment through reallocation, the Project Review Committee should consider it a high priority.

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 2017 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.

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 has made each of these items part of the 2017 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. Over the last two years in the NC BoS CoC, over \$2 million was left unspent and returned to HUD, and almost a third of grantees spent 75% or less of their funding. The CoC has a responsibility to find new, more effective projects if current projects cannot spend their allocated funding.

**Section III. Additional Guidance on Implementing Priorities
Project Review and Ranking Process**

The Project Review Committee 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: points, standards, and thresholds. 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 (question 2.5). 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. Since few agencies work across regions, losing a renewal project could significantly reduce capacity for some

regions and would put project participants at-risk of homelessness. The Project Review Committee should consider these factors before ranking a renewal project low enough to put its funding at-risk.

Priorities for New Projects

As stated above, a state-wide coordinated assessment project should be a high priority new project for reallocated funding. 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	3
2	2	1
3	2	3
4	2	1
5	3	3
6	3	3
7	2	1
8	2	1
9	2	No Priority
10	2	3
11	2	3
12	2	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 assessment 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. RRH is also Priority 2 in Region 7, even though Region 7 has one CoC-funded RRH project, because Region 7 receives the lowest amount of CoC funding for all project types.

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 and 6), 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	27	16	\$0	\$366,926
2	30	5	86	81	\$0	\$241,405
3	98	15	36	21	\$0	\$496,058
4	50	8	59	51	\$0	\$264,054
5	170	26	47	21	\$323,953	\$1,384,046
6	176	26	40	14	\$477,574	\$1,554,364
7	1	0	57	57	\$119,160	\$123,033
8	33	5	43	38	\$0	\$144,606
9	193	29	7	None	\$0	\$1,005,924
10	102	15	35	20	\$0	\$523,411
11	31	5	7	2	\$0	\$166,037
12	182	27	21	None	\$0	\$1,030,192
13	53	8	33	25	\$0	\$284,634

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 homeless during the 2017 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 annual number of people experiencing chronic homelessness to estimate the unmet need in each region (column D).

Practice

- Continuums of Care
- Balance of State CoC**
- HMIS
- NC SOAR Initiative
- Point-in-Time Count Resources

Balance of State CoC Application Information

Current CoC Application

The Continuum of Care (CoC) application is released by HUD on an annual basis. The 2017 CoC NOFA is expected to be released in late spring.

Materials for the 2017 application will be posted on this page as they become available.

Intent to Apply Form

Balance of State agencies that are interested in applying for new (not renewal) funds in the 2017 CoC competition are asked to fill out the [Intent to Apply form](#). BoS staff will contact agencies that submit this form to discuss their proposed projects.

Scorecard Committee Materials

The Scorecard Committee, composed of representatives from BoS Regional Committees and staffed by NCCEH, meets each year to create the scorecards used for scoring new and renewal project applications. Minutes from the 2017 Scorecard Committee meetings are posted below.

5.17.17 Meeting Minutes (posted 5.23.17)	view pdf
5.30.17 Meeting Minutes	coming soon

Previous CoC Applications

Materials from previous Balance of State CoC applications have been archived for reference.

Previous CoC Applications	
2011 CoC Application Materials	view page
2012 CoC Application Materials	view page
2013 CoC Application Materials	view page
2014 CoC Application Materials	view page
2015 CoC Application Materials	view page

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Practice

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5.17.17 Meeting Minutes (posted 5.23.17)	view pdf
6.7.17 Meeting Minutes (posted 6.8.17)	view pdf

Previous CoC Applications

Project Review Committee Materials

The Project Review Committee, composed of representatives from BoS Regional Committees and staffed by NCCEH, is responsible for scoring project applications and creating the ranked list of projects that is presented for Steering Committee approval.

New Scorecard for PRC Members	view pdf
Renewal Scorecard for PRC Members	view pdf
8.22.17 Meeting Minutes (posted 8.22.17)	view pdf

Previous CoC Applications

Materials from previous Balance of State CoC applications have been archived for reference.

Previous CoC Applications	
2011 CoC Application Materials	view page
2012 CoC Application Materials	view page
2013 CoC Application Materials	view page
2014 CoC Application Materials	view page
2015 CoC Application Materials	view page
2016 CoC Application Materials	view page

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Project Review Committee Materials

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New Scorecard for PRC Members	view pdf
Renewal Scorecard for PRC Members	view pdf
8.22.17 Meeting Presentation	view pdf
8.22.17 Meeting Minutes (posted 8.22.17)	view pdf
9.8.17 Meeting Minutes (posted 9.11.17)	view pdf

Previous CoC Applications

Materials from previous Balance of State CoC applications have been archived for reference.

Previous CoC Applications	
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Attachment 1E-1
CoC Rating and Review Procedure

The CoC's project application review process includes the use of objective criteria and factors related to achieving positive housing outcomes. The questions relating to these two criteria are contained in the CoC's scorecards for new and renewal projects, which are attached. Page references for these criteria are listed below.

Objective criteria:

- Project type
 - Renewal Scorecard: p. 2, question 2.1
- Dedicated chronically homeless beds in PSH programs
 - Renewal Scorecard: p. 8, question 3.2
 - New Scorecard: p. 4, question 2.6
- Performance data from HMIS, including utilization, target populations served, positive exits, employment and income
 - Renewal Scorecard: p. 8-9, questions 4.1-4.12
 - New Scorecard: p. 10-11, questions 5.1-5.8
- Previous grant spending rates
 - Renewal Scorecard: p. 10, question 4.18
 - New Scorecard: p. 12, question 5.12

Factors related to achieving positive housing outcomes:

- Questions regarding the percentage of exits to positive housing destinations from RRH and PSH programs
 - Renewal Scorecard: p. 9, questions 4.7 and 4.8
 - New Scorecard: p. 11: questions 5.3 and 5.4



North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

2017 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)	<input type="checkbox"/> PH:PSH	<input type="checkbox"/> 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 final 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: 200 RRH: 182
	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: 12 Minimum Points Required or Review is Triggered: 6			
Accuracy and Appropriateness of Responses		Possible Score	Project Score
1.1	Is the project description completed and accurate? <i>[Proj. App: 3B]</i>	3	
1.2	Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i>	3	
1.3	Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i>	3	
1.4	Are all questions answered thoroughly and consistently?	3	
Section II: Program Design		Section II Score	
Possible Points: PSH: 18 RRH: 10 Minimum Points Required or Review is Triggered: PSH: 10 RRH: 10			
Permanent Housing		Possible Score	Project Score
2.1	Is this a permanent housing (PSH or RRH) project that is requesting any funds for housing? <i>[Proj. App: 3A, question 5 (should say PH); 3B, question 4 (should say PSH or RRH); 6I (has leasing or rental assistance funds)]</i>		
	Yes	10	
	No	0	
Housing First			



2.2	Is this a Housing First project? <i>Must meet all statements below to meet standard [Proj. App: 3B, question 3d; policies and procedures]</i>	Standard (must meet all statements below) _____ of 2 met
2.2a	Does the project ensure that participants are not screened out based on the following: <input type="checkbox"/> Having too little or no income <input type="checkbox"/> Active or history of substance abuse <input type="checkbox"/> Having a criminal record (with exceptions for state mandated restrictions) <input type="checkbox"/> History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
2.2b	Does the project ensure that participants are not terminated from the program for the following reasons: <input type="checkbox"/> Failure to participate in supportive services <input type="checkbox"/> Failure to make progress on a service plan <input type="checkbox"/> Loss of income or failure to improve income <input type="checkbox"/> Domestic violence <input type="checkbox"/> Any other activity not covered in a lease agreement typically found in the project's geographic area	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
Key Elements of Permanent Supportive Housing		
2.5	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 ? <i>[Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]</i>	Standard (must meet all statements below) _____ of 6 met
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.5b	Participation in services is voluntary and tenants cannot be evicted for rejecting services.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> 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>



2.5d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.5f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Additional Permanent Supportive Housing Key Elements			
2.6	The following key elements from the SAMSHA guide are being introduced on the scorecard for the first time in 2017. Each additional key element is worth one point. The 2018 scorecard will list these as standards.	Possible Score	Project Score
2.6a	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.	1	
2.6b	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.	1	
2.6c	The provision of housing and the provision of support services are distinct.	1	
Rapid Re-Housing Performance Benchmarks and Program Standards			
2.7	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 ?? <i>[RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]</i>	Standard (must meet all statements below) _____ of 15 met	
2.7a	Core Program Standard: Housing Identification	(must meet all statements below) _____ of 4 met	
2.7a1	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	

² http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf



	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. <i>(Note: This answer will be scored based on information provided on the RRH Program Standards Form.)</i>	
2.7a2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7a3	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 can negotiate additional supports, as needed, on a case-by-case basis.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b	Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) _____ of 3 met
2.7b1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b3	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



	rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	
2.7c	Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) _____ of 4 met
2.7c1	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. (<i>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.</i>)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c4	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d	Core Program Standard: Program Philosophy and Design	(must meet all statements below) _____ of 4 met
2.7d1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d3	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



2.7d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Services Funding Plan

2.8	<p>While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services. Projects requesting HUD funding to provide supportive services must provide a plan on how these services will be funded in the future from alternate sources. Please include these elements:</p> <ul style="list-style-type: none"> • All funding sources that the project is currently using to provide supportive services and if these resources will be expanded. • Other potential sources of funding that the project is working to secure to fund supportive services. • A plan for when the project will reduce its use of CoC funds for services. 	<p>Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Permanent Supportive Housing: Move-on Program **Possible Score** **Project Score**

2.9	<p>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. Move-on programs 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 project.³</p> <p>Does the permanent supportive housing project have a formal move-on program? <i>[program policies]</i></p>		
	Yes	5	
	No	0	

Staff Scoring

The following section is scored by NCEEH. Staff use standardized scoring methods to ensure fairness.

Section III: NC BoS CoC Priorities	Section III Score
Possible Points: 20 Minimum Points Required or Review is Triggered: 11	

³ https://www.usich.gov/resources/uploads/asset_library/PHA_MovingUp.pdf



Housing Over Services			
3.1a	Total \$ request for housing activities (leased units, leased structures, and/or rental assistance): <i>[Proj. App.: 6I]</i>		
3.1b	Total Assistance requested (not including match or admin): <i>[Proj. App.: 6I, line 6]</i>		
3.1c	Percentage of total budget devoted to housing activities (housing activities request ÷ total assistance request x 100):		_____ %
		Possible Score	Project Score
3.1d	Less than 35%	0	
	Between 35% and 54.9%	5	
	Between 55% and 74.9%	10	
	Between 75% and 84.9%	15	
	Between 85% and 100%	20	
Permanent Supportive Housing: Prioritizing Beds for Chronically Homeless Participants			
3.2	Does the project have 100% of their beds prioritized for chronically homeless participants? <i>[Proj. App: 4B, CH beds]</i>	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	Standard
Section IV: Project Performance		Section IV Score	
Possible Points Added: PSH: 150 RRH: 140 Possible Points Subtracted: PSH: -15 RRH: -15 Minimum Points Required or Review is Triggered: PSH: 48 RRH: 30			
The following project performance scores are based on HMIS Annual Performance Reports (APRs) for January 1, 2016, to December 31, 2016, unless otherwise noted.			
Populations Served		Possible Score	Project Score
4.1	PSH projects: What percentage of the households served by the project were composed of at least one person with a disability? <i>[APR Detail]</i>		
		Less than 100%	0
		100%	8
4.2	RRH projects: What percentage of the households served by the project were composed of at least one person with a disability? <i>[APR Detail]</i>		
		Less than 25%	0
		25-49%	2
		50-74%	4
		75-99%	6
		100%	8
4.3	What percentage of the adults served by the project were veterans?		
		Less than 25%	0
		25-49%	4
		50-74%	8
		75-99%	12



		100%	16	
4.4	What percentage of adults served by the project were chronically homeless? <i>[TBD]</i>			
		Less than 25%	0	
		25-49%	4	
		50-74%	8	
		75-99%	12	
		100%	16	
4.5	What is the program's unit utilization rate? <i>[compare actual units in HMIS vs. application projections]</i>			
		0-79%	-5	
		80-94%	0	
		95% or higher	5	
4.6	Did 100% of program participants enter the program from an eligible situation? <i>[if participants found ineligible, staff will follow up with grantee to determine eligibility]</i>			
		Yes	0	
		No	-5	
4.7	RRH projects: what percentage of program participants exited to a permanent housing destination?			
		Below 80%	0	
		Performance met RRH Performance Benchmark Goal: At least 80%	15	
4.8	PSH projects: what percentage of program participants exited to a permanent housing destination? (if no exits, 10 points are automatically awarded)			
		Below 80%	0	
		80% or higher	10	
4.9	What percentage of program participants exited to a known destination?			
		95% or higher	5	
		80-94%	0	
		0-79%	-5	
4.10	What percentage of program participants were employed at program exit?			
		Performance met HUD Goal: At least 20%	5	
		Performance met BoS Goal: At least 28%	15	
4.11	What percentage of program participants were receiving mainstream benefits at program exit?			
		Performance met HUD Goal: At least 20%	5	
		Performance met BoS Goal: At least 75%	15	
4.12	PSH projects: what percentage of program participants remained in the program for 6 months or longer?			
		Performance met HUD Goal: At least 80%	5	
		Performance met BoS Goal: At least 94%	15	



HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)		Possible Score	Project Score
4.13	HMIS Data Completeness <i>[0640 – HUD Data Quality Report Framework Report, Q2-Q5]</i>		
	0-10%	15	
	Above 10%	0	
4.14	Are all of the agency’s projects that are listed in the 2017 HIC participating in HMIS? <i>[HIC]</i>		
	Yes	5	
	No	0	
4.15	Did the program submit their APR on or before the designated deadline?		
	Yes	5	
	No	0	
4.16	Did program staff adhere to the APR review process with CoC staff?		
	Yes	5	
	No	0	
HUD Monitoring			
4.17	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. <i>[Interview with agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
4.18	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) <i>[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.]</i>		
	Amount awarded		
	Amount spent		
4.19	Percentage 90+% (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 <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.20	How many grant extensions from HUD were given in for a reason other than merging grants? <i>[Interview with agency or information from HUD]</i>	Possible Score	Project Score
	0	15	
	1	0	
	2+	further review	
Coordinated Assessment and Prioritization			
4.21	Does the program only take referrals through the Coordinated Assessment process? <i>[Interviews with Regional Committee CA Lead and agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	



4.22	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? [Program policies]	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A
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Section V: Application Deadlines and Documentation	Section V Score
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Possible Deductions: -25 Minimum Points Required or Review is Triggered: Not more than loss of -15	
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Budget & Match	Possible Score	Project Score
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5.1	If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
5.2	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 <input type="checkbox"/> met <input type="checkbox"/> unmet	

Deadlines	Possible Score	Project Score
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5.3	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	
5.4	If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	
5.5	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 <input type="checkbox"/> met <input type="checkbox"/> unmet	
5.6	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	





North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

2017 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)	<input type="checkbox"/> PH:PSH	<input type="checkbox"/> PH:RRH	<input type="checkbox"/> SSO:CA <input type="checkbox"/> RRH-TH
Reviewer Signature:		Date:	

PROJECT QUALITY REQUIREMENTS		
<p>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.</p>	Maximum Score Possible:	PSH: 98 RRH: 97 SSO: 74
	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: 15			
Minimum Points Required or Review is Triggered: 8			
Consistency with Mission			
1.1	Does the project fit within the mission of the agency? Does the agency currently serve homeless households in their community? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Accuracy and Appropriateness of Responses		Possible Score	Project Score
1.2	Is the project description completed and accurate? <i>[Proj. App: 3B]</i>	3	
1.3	Does the agency describe prior experience serving homeless persons that has prepared the agency for administering this grant? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
1.4	Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i>	3	
1.5	Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i>	3	



1.5	Are questions regarding housing for participants completed and accurate? <i>[Proj. App: 4B]</i>	3	
1.6	Are all questions answered thoroughly and consistently?	3	
Section II: Program Design		Section II Score	
Possible Points: PSH: 30 RRH: 30 SSO: 0 Minimum Points Required or Review is Triggered: PSH: 11 RRH: 11 SSO: 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: <ul style="list-style-type: none"> What community need the new project will address, including local data (PIT Count, coordinated assessment data, waiting lists, etc.) that demonstrates the need How the community has used other resources to address this need <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Targeting to Prioritized Subpopulations			
2.2	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 chronically homeless individuals and families, homeless Veterans, people with disabilities, and youth. Projects requesting HUD funding must provide a narrative identifying the subpopulations for which the project will serve and describe the ways in which the project will engage these subpopulations to ensure entry into permanent housing. <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
2.3	Does the project have an adequate plan to prioritize households with the longest histories of homelessness? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
2.4	Does the project have an adequate plan to ensure people are moved into housing quickly? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Permanent Housing Projects (PSH, RRH, and RRH-TH)			
2.5	What priority is this project in its region? <i>[Priority 1, 2, 3, or not prioritized, based on funding priorities document]</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> no priority	



2.6	PSH projects: Is this a permanent supportive (PSH) project dedicated to serving chronically homeless households per HUD Notice CPD-16-11? <i>[TBD]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.7	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 <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.8	RRH projects: Applicants must be currently receiving Emergency Solutions Grant (ESG) RRH funds and be in good standing with the ESG office or operating a RRH program with other funding sources that adheres to the RRH program standards. Exceptions may be made for public housing authorities (note: PHAs are not eligible to apply for ESG funds but are eligible for CoC funding).	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Supportive Services Only (SSO) Projects			
2.9	SSO projects: Is this a coordinated assessment project that will serve the NC BoS CoC's seventy-nine counties?	Threshold <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A	
Housing Over Services			
2.10	Total \$ request for housing activities (acquisition, rehab, construction, rental assistance, leased units, and/or leased structures): <i>[Proj. App: 6]</i>		
2.11	Total Assistance Requested (not including match or admin): <i>[Proj. App: 6, Line 6]</i>		
2.12	Percentage of total budget devoted to housing activities (housing activities request ÷ total request x 100):	Possible Score	Project Score
Less than 35%		0	
Between 35% and 54.9%		5	
Between 55% and 74.9%		10	
Between 75% and 84.9%		20	
Between 85% and 100%		30	
2.13	PSH, RRH, and RRH-TH projects: While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services. Projects requesting HUD funding to provide supportive services must provide a plan on how these services will be funded in the future from alternate sources. Please include these elements: <ul style="list-style-type: none"> • Other potential sources of funding that the project is working to secure to fund supportive services. • A plan for when the project will reduce its use of CoC funds for services. 	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	



Housing First		
2.14	Is this a Housing First project? <i>Must meet all statements below to meet threshold. [Proj. App: 3B, question 3d; policies and procedures]</i>	Threshold (must meet all statements below) _____ of 2 met
2.14a	Does the project ensure that participants are not screened out based on the following: <input type="checkbox"/> Having too little or no income <input type="checkbox"/> Active or history of substance abuse <input type="checkbox"/> Having a criminal record (with exceptions for state mandated restrictions) <input type="checkbox"/> History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
2.14b	Does the project ensure that participants are not terminated from the program for the following reasons: <input type="checkbox"/> Failure to participate in supportive services <input type="checkbox"/> Failure to make progress on a service plan <input type="checkbox"/> Loss of income or failure to improve income <input type="checkbox"/> Domestic violence <input type="checkbox"/> Any other activity not covered in a lease agreement typically found in the project's geographic area	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
Key Elements of Permanent Supportive Housing		
2.15	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 ? If project does not meet all standards, the application cannot be included in the CoC competition. <i>[Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]</i>	Threshold (must meet all statements below) _____ of 9 met
2.15a	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15b	Participation in services is voluntary and tenants cannot be evicted for rejecting services.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15c	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> 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>



		<input type="checkbox"/> unmet, documentation not provided
2.15d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15e	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15g	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15h	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15i	The provision of housing and the provision of support services are distinct.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Rapid Re-Housing Performance Benchmarks and Program Standards		
2.16	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 ? If project does not meet all standards, the application cannot be included in the CoC competition. <i>[RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]</i>	Threshold (must meet all statements below) _____ of 15 met
2.16a	Core Program Standard: Housing Identification	(must meet all statements below) _____ of 4 met
2.16a1	Program designates staff whose responsibility is to identify and recruit landlords and encourage them to rent to homeless households served	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A

² http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf



	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. <i>(Note: This answer will be scored based on information provided on the RRH Program Standards Form.)</i>	<input type="checkbox"/> unmet, documentation not provided
2.16a2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16a3	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 can negotiate additional supports, as needed, on a case-by-case basis.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b	Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) _____ of 3 met
2.16b1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b3	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



	procedures also detail when and how rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	
2.16c	Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) _____ of 4 met
2.16c1	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. (<i>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.</i>)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c4	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d	Core Program Standard: Program Philosophy and Design	(must meet all statements below) _____ of 4 met
2.16d1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d3	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



2.16d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Section III: Scope of Services		Section III Score	
Possible Points: 8 Minimum Points Required or Review is Triggered: 6			
Service Needs		Possible Score	Project Score
3.1	Do services adequately and appropriately meet anticipated service needs? <i>[Proj. App: 4A]</i>	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? <i>[Proj. App: 4A]</i>	2	
Access to Mainstream Benefits		Possible Score	Project Score
3.3	Does the project include services to help participants access mainstream benefits, including but not limited to using SOAR caseworkers? <i>[Proj. App: 4A]</i>	2	

Staff Scoring

The following section is scored by NCEH. Staff use standardized scoring methods to ensure fairness.

Section IV: Organizational Capacity		Section IV Score	
Possible Points: 16 Minimum Points Required or Review is Triggered: 8			
Completed Similar Projects		Possible Score	Project Score
4.1	Has the agency successfully implemented a CoC-funded project of the same project type (PSH, RRH, or SSO)? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>		
Has successfully implemented the same project type		8	
Has not implemented the same project type		0	
4.2	If not, has the agency successfully implemented this same type of project (permanent supportive housing, rapid rehousing, coordinated assessment) using another funding source? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	4	
4.3	If the answer to either of the questions is yes, are the same staff that were operating the program at that time going to be operating the proposed project? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	2	
4.4	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?	2	



	<i>[Proj. App: 3B; New Project Form; interview with agency]</i>		
Agency Stability			
4.5	Has the agency been in operation for at least three years? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.6	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 demonstrate instability may result in the agency not meeting requirements.) <i>[Audit letter and budget]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.7	Non-profits only: Does the agency have the financial capacity to operate this project on a reimbursement basis? <i>[Budget]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.8	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? <i>[Board list and minutes]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Capacity to Provide Needed Services			
4.9	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? <i>[Proj. App: 3B and 4A; organizational chart]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Administrative Capacity		Possible Score	Project Score
4.10	Is the administrative staff separate from the services staff? <i>[Organizational chart]</i>	3	
4.11	Is funding for the administrative staff stable? Is there adequate administrative staff to ensure agency stability throughout program implementation? <i>[Budget]</i>	3	
Section V: Project Performance		Section V Score	
Possible Points Added: PSH: 29 RRH: 28 SSO: 20 Minimum Points Required or Review is Triggered: PSH: 15 RRH: 15 SSO: 5			
The following project performance scores are based on HMIS Annual Performance Reports (APRs) for January 1, 2016, to December 31, 2016, unless otherwise noted.			



Populations Served		Possible Score	Project Score
5.1	What is the program's unit utilization rate? <i>[compare actual units in HMIS vs. application projections]</i>		
	95% or higher	2	
	0-94%	0	
5.2	Did 100% of program participants enter the program from an eligible situation? <i>[if participants found ineligible, staff will follow up with grantee to determine eligibility]</i>		
	Yes	1	
	No	0	
5.3	RRH projects: what percentage of program participants exited to a permanent housing destination?		
	Below 80%	0	
	Performance met RRH Performance Benchmark Goal: At least 80%	2	
5.4	PSH projects: what percentage of program participants exited to a permanent housing destination? (if no exits, 2 points are automatically awarded)		
	Below 80%	0	
	80% or higher	2	
5.5	What percentage of program participants exited to a known destination?		
	95% or higher	1	
	0-94%	0	
5.6	What percentage of program participants were employed at program exit?		
	Performance met HUD Goal: At least 20%	0	
	Performance met BoS Goal: At least 28%	1	
5.7	What percentage of program participants were receiving mainstream benefits at program exit?		
	Performance met HUD Goal: At least 20%	0	
	Performance met BoS Goal: At least 75%	1	
5.8	PSH projects: what percentage of program participants remained in the program for 6 months or longer?		
	Performance met HUD Goal: At least 80%	0	
	Performance met BoS Goal: At least 94%	1	
HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)		Possible Score	Project Score
5.9	Are all of the agency's projects that are listed in the 2017 HIC participating in HMIS? <i>[HIC]</i>		
	Yes	5	
	No	0	
5.10	Does the agency commit to enter 100% of this project's beds into HMIS (with client consent)? <i>[New Project Form; interview with agency]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	



		<input type="checkbox"/> unmet, documentation not provided	
HUD Monitoring			
5.11	If the agency has other existing projects, 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. <i>[New Project Form; Interview with agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A	
5.12	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) <i>[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.]</i>	Amount awarded	
		Amount spent	
5.13	Percentage 90+%	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
5.14	How many grant extensions from HUD were given in for a reason other than merging grants? <i>[Interview with agency or information from HUD]</i>	Possible Score	Project Score
		0	15
		1	0
		2+	further review



Section VI: Agency's Relationship to Community		Section VI Score	
Possible Points: 0 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 Regional Committee meetings from July 2016 – June 2017? <i>[Regional Committee Information Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
6.2	Application has been presented to Regional Committee for consideration by the BoS Project Review Committee <i>[Letter of support from Regional Committee(s)]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
6.3	Participated in regional ESG planning process (participated in discussions, meetings, scoring, and/or committees) <i>[Regional Committee Information Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
6.4	Applicant agrees to participate in the local Coordinated Assessment process as designed by the Regional Committee and only take referrals from the system <i>[New Project Form; interview with applicant]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
6.5	Do all of applicant's projects on the 2017 HIC participate in the Coordinated Assessment system? <i>[Interview with region's Coordinated Assessment Lead and applicant]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A	
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? <i>[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.]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> 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 must be submitted by the deadline.	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	
7.6	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	





North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

NC-503

Attachment 3: CoC Rating and Review Procedure (e.g. RFP)

Attachment 4: CoC Rating and Review: Public Posting Evidence

NC-503 could not locate clear instructions explaining what was required for these two attachments. Attachment 3: CoC Rating and Review Procedure does not appear to be referenced or explained anywhere in HUD's CoC application detailed instructions or guides. According to HUD's CoC application detailed instructions, Attachment 4: CoC Rating and Review Procedure-Public Posting Evidence, refers to question 1E-1, but the title of the attachment (Public Posting Evidence) does not align with what is requested in question 1E-1 (use of objective criteria, housing outcomes, and specific method for evaluation VSPs).

NC-503 submitted a question to the HUD Ask a Question on August 16 requesting clarification. The response given by HUD did not answer the question, so the CoC re-opened the question on August 28. No response was received from HUD. (The email chain documenting these questions is attached for reference.)

In the absence of an answer from HUD, NC-503 has created a single attachment that, to the best of our knowledge, includes the information we anticipate may be needed for Attachments 3 and 4.

This attachment includes the following:

- Email chain documenting the questions NC-503 submitted to HUD Ask a Question to clarify the required attachments (no response was received to re-opened question)
- New scorecard used to evaluate new project applications (created by the Scorecard Committee and approved by the Steering Committee)
- Renewal scorecard used to evaluate renewal project applications (created by the Scorecard Committee and approved by the Steering Committee)
- Screenshot of scorecards posted on CoC's website with date of posting
- Funding priorities document used to establish CoC-wide and regional funding priorities for the 2017 CoC competition (created by the Funding Priorities Workgroup and approved by the Steering Committee)
- Screenshot of minutes from Scorecard Committee (which creates scorecards) posted on CoC's website with date of posting
- Screenshot of minutes from Project Review Committee (which reviews and scores project applications) posted on CoC's website with date of posting
- Attachment 1E-1 Cover sheet listing the objective criteria & factors related to achieving positive housing outcomes included in the scorecards
- Attachment 1E-1 Renewal scorecard documenting inclusion of objective criteria & factors related to achieving positive housing outcomes

- Attachment 1E-1 New scorecard documenting inclusion of objective criteria & factors related to achieving positive housing outcomes



Nancy Holochwost <nancy@ncceh.org>

Confirmation for Question ID 105989 - HUD Exchange Ask A Question

aaq@hudexchange.info <aaq@hudexchange.info>
To: nancy@ncceh.org

Mon, Aug 28, 2017 at 5:46 PM

Question Status: Reopened

Thank you for reopening a question on the HUD Exchange AAQ. We will review the question and try to provide you with a response within 7-10 business days. However, note that some questions must be referred to HUD subject matter experts and/or attorneys and will take longer to address. We appreciate your patience as we work to provide a response as quickly as possible.

Requestor Name: Nancy Holochwost

Requestor Email: nancy@ncceh.org

Question Related To: e-snaps

Original Question ID: 104513

Original Question Subject:

CoC Application Attachments

Original Question Text:

Hi,

In the Attachments section of the esnaps CoC application, there are some attachments requested that don't appear to be referenced or explained anywhere in the CoC application detailed instructions. I have checked the attachments chart on p. 4 and searched the instructions for each application question, but can't find these mentioned. Can you please explain what needs to be uploaded for each of these attachments in esnaps?

- 3. CoC Rating and Review Procedure
- 8. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Federal Statutes
- 11. CoC Written Standards for Order of Priority

I also have clarifying questions about two other attachments:

The attachments chart on p. 4 of the detailed instructions says that the "CoC Rating and Ranking Procedure-Public Posting" attachment refers to question 1E-1, which asks for documentation of the use of objective criteria and housing outcomes in the CoC's review process. The title of the attachment doesn't seem to match what is being asked for in question 1E-1. Can you please confirm that the documentation requested in question 1E-1 should actually be attached under "CoC Rating and Ranking Procedure-Public Posting"?

For the "HDX-System Performance Measures attachment" (#13 in esnaps), do we attach only the FY2017 CoC Competition Report, or do we also need to attach the System Performance Measures report from HDX?

Thank you for your help.

Original Question Response:

As you mentioned, in the CoC Application Detailed Instructions (<https://www.hudexchange.info/resources/documents/FY-2017-CoC-Application-Detailed-Instructions.pdf>), the chart on page 4 of the CoC Application Instructional Guide outlines the required attachments for FY 2017.

To attach the documents that are not listed in the chart, you may navigate to screen 4B and use the "Other" attachments link. Title the attachment the way you listed them in your question above so it is clear what you are attaching in e-snaps.

Regarding the CoC Review, Score, and Ranking Procedures

AS stated in the Detailed Instructions, for Part 1.E, the attachment should be the "CoC Review, Score, and Ranking Procedures" document.

Regarding the FY 2017 CoC Competition Report

To attach the FY 2017 CoC Competition Report, you may navigate to screen 4B and use the "Other" attachments link. Title the report "FY 2017 CoC Competition Report." CoCs are required to upload their FY 2017 CoC Competition Report from HDX, which includes system performance measures, in their CoC Application. (This is a new report.) HUD will verify that the data uploaded in the CoC Competition matches the most current HDX data.

Reopened Question ID: 105989

Reopened Question Text:

Thank you for your response, but it did not answer all my questions. There are attachments that ARE requested in the esnaps CoC application that are NOT described anywhere in the detailed instructions (including the chart on p. 4). I am asking for instructions on what documents need to be uploaded into esnaps for these attachments. In the esnaps CoC application, in Section 4B, they are labeled with the following numbers and titles:

3. CoC Rating and Review Procedure
8. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Federal Statutes
11. CoC Written Standards for Order of Priority

Can you please explain what needs to be attached for each of these?

I also want to clarify the difference between attachment "3. CoC Rating and Review Procedure" and attachment "4. CoC's Rating and Review Procedure: Public Posting Evidence." Based on the previous AAQ response, attachment "4. CoC's Rating and Review Procedure: Public Posting Evidence" should be the documentation described in question 1E-1, even though that documentation does NOT include evidence of public posting?

Please click on the [View Question] button below to perform the following actions:

- **View your question**, answer, and any applicable attachments
- **Add additional information** to this question
- **Ask another question** using the same requestor information
- **Cancel this question** if a response is no longer necessary

[View Question](#)

This email account (aaq@hudexchange.info) does not have the ability to reply to emails. Please DO NOT REPLY to this email address, as all messages sent to this address will not be responded to. Please direct any inquiries regarding HUD Exchange or its Ask A Question system to info@hudexchange.info or ask another question using the "View Question" link located above. Please keep this email for your records.



North Carolina Balance of State Continuum of Care

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2017 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)	<input type="checkbox"/> PH:PSH	<input type="checkbox"/> PH:RRH	<input type="checkbox"/> SSO:CA <input type="checkbox"/> RRH-TH
Reviewer Signature:		Date:	

PROJECT QUALITY REQUIREMENTS		
<p>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.</p>	Maximum Score Possible:	PSH: 98 RRH: 97 SSO: 74
	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: 15			
Minimum Points Required or Review is Triggered: 8			
Consistency with Mission			
1.1	<p>Does the project fit within the mission of the agency? Does the agency currently serve homeless households in their community? <i>[New Project Form]</i></p>	<p>Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet</p> <p><input type="checkbox"/> unmet, documentation not provided</p>	
Accuracy and Appropriateness of Responses		Possible Score	Project Score
1.2	<p>Is the project description completed and accurate? <i>[Proj. App: 3B]</i></p>	3	
1.3	<p>Does the agency describe prior experience serving homeless persons that has prepared the agency for administering this grant? <i>[New Project Form]</i></p>	<p>Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet</p> <p><input type="checkbox"/> unmet, documentation not provided</p>	
1.4	<p>Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i></p>	3	
1.5	<p>Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i></p>	3	



1.5	Are questions regarding housing for participants completed and accurate? <i>[Proj. App: 4B]</i>	3	
1.6	Are all questions answered thoroughly and consistently?	3	
Section II: Program Design		Section II Score	
Possible Points: PSH: 30 RRH: 30 SSO: 0 Minimum Points Required or Review is Triggered: PSH: 11 RRH: 11 SSO: 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: <ul style="list-style-type: none"> What community need the new project will address, including local data (PIT Count, coordinated assessment data, waiting lists, etc.) that demonstrates the need How the community has used other resources to address this need <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Targeting to Prioritized Subpopulations			
2.2	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 chronically homeless individuals and families, homeless Veterans, people with disabilities, and youth. Projects requesting HUD funding must provide a narrative identifying the subpopulations for which the project will serve and describe the ways in which the project will engage these subpopulations to ensure entry into permanent housing. <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
2.3	Does the project have an adequate plan to prioritize households with the longest histories of homelessness? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
2.4	Does the project have an adequate plan to ensure people are moved into housing quickly? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Permanent Housing Projects (PSH, RRH, and RRH-TH)			
2.5	What priority is this project in its region? <i>[Priority 1, 2, 3, or not prioritized, based on funding priorities document]</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> no priority	



2.6	PSH projects: Is this a permanent supportive (PSH) project dedicated to serving chronically homeless households per HUD Notice CPD-16-11? <i>[TBD]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.7	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 <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.8	RRH projects: Applicants must be currently receiving Emergency Solutions Grant (ESG) RRH funds and be in good standing with the ESG office or operating a RRH program with other funding sources that adheres to the RRH program standards. Exceptions may be made for public housing authorities (note: PHAs are not eligible to apply for ESG funds but are eligible for CoC funding).	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Supportive Services Only (SSO) Projects			
2.9	SSO projects: Is this a coordinated assessment project that will serve the NC BoS CoC's seventy-nine counties?	Threshold <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A	
Housing Over Services			
2.10	Total \$ request for housing activities (acquisition, rehab, construction, rental assistance, leased units, and/or leased structures): <i>[Proj. App: 6]</i>		
2.11	Total Assistance Requested (not including match or admin): <i>[Proj. App: 6, Line 6]</i>		
2.12	Percentage of total budget devoted to housing activities (housing activities request ÷ total request x 100):		
Less than 35%		Possible Score	Project Score
Between 35% and 54.9%		0	
Between 55% and 74.9%		5	
Between 75% and 84.9%		10	
Between 85% and 100%		20	
Between 85% and 100%		30	
2.13	PSH, RRH, and RRH-TH projects: While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services. Projects requesting HUD funding to provide supportive services must provide a plan on how these services will be funded in the future from alternate sources. Please include these elements: <ul style="list-style-type: none"> • Other potential sources of funding that the project is working to secure to fund supportive services. • A plan for when the project will reduce its use of CoC funds for services. 	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	



Housing First		
2.14	Is this a Housing First project? <i>Must meet all statements below to meet threshold. [Proj. App: 3B, question 3d; policies and procedures]</i>	Threshold (must meet all statements below) _____ of 2 met
2.14a	Does the project ensure that participants are not screened out based on the following: <input type="checkbox"/> Having too little or no income <input type="checkbox"/> Active or history of substance abuse <input type="checkbox"/> Having a criminal record (with exceptions for state mandated restrictions) <input type="checkbox"/> History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
2.14b	Does the project ensure that participants are not terminated from the program for the following reasons: <input type="checkbox"/> Failure to participate in supportive services <input type="checkbox"/> Failure to make progress on a service plan <input type="checkbox"/> Loss of income or failure to improve income <input type="checkbox"/> Domestic violence <input type="checkbox"/> Any other activity not covered in a lease agreement typically found in the project's geographic area	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
Key Elements of Permanent Supportive Housing		
2.15	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 ? If project does not meet all standards, the application cannot be included in the CoC competition. <i>[Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]</i>	Threshold (must meet all statements below) _____ of 9 met
2.15a	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15b	Participation in services is voluntary and tenants cannot be evicted for rejecting services.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15c	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> 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>



		<input type="checkbox"/> unmet, documentation not provided
2.15d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15e	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15g	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15h	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15i	The provision of housing and the provision of support services are distinct.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Rapid Re-Housing Performance Benchmarks and Program Standards		
2.16	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 ? If project does not meet all standards, the application cannot be included in the CoC competition. <i>[RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]</i>	Threshold (must meet all statements below) _____ of 15 met
2.16a	Core Program Standard: Housing Identification	(must meet all statements below) _____ of 4 met
2.16a1	Program designates staff whose responsibility is to identify and recruit landlords and encourage them to rent to homeless households served	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A

² http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf



	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. <i>(Note: This answer will be scored based on information provided on the RRH Program Standards Form.)</i>	<input type="checkbox"/> unmet, documentation not provided
2.16a2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16a3	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 can negotiate additional supports, as needed, on a case-by-case basis.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b	Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) _____ of 3 met
2.16b1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b3	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



	procedures also detail when and how rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	
2.16c	Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) _____ of 4 met
2.16c1	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. (<i>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.</i>)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c4	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d	Core Program Standard: Program Philosophy and Design	(must meet all statements below) _____ of 4 met
2.16d1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d3	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



2.16d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Section III: Scope of Services		Section III Score	
Possible Points: 8 Minimum Points Required or Review is Triggered: 6			
Service Needs		Possible Score	Project Score
3.1	Do services adequately and appropriately meet anticipated service needs? <i>[Proj. App: 4A]</i>	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? <i>[Proj. App: 4A]</i>	2	
Access to Mainstream Benefits		Possible Score	Project Score
3.3	Does the project include services to help participants access mainstream benefits, including but not limited to using SOAR caseworkers? <i>[Proj. App: 4A]</i>	2	

Staff Scoring

The following section is scored by NCEH. Staff use standardized scoring methods to ensure fairness.

Section IV: Organizational Capacity		Section IV Score	
Possible Points: 16 Minimum Points Required or Review is Triggered: 8			
Completed Similar Projects		Possible Score	Project Score
4.1	Has the agency successfully implemented a CoC-funded project of the same project type (PSH, RRH, or SSO)? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>		
Has successfully implemented the same project type		8	
Has not implemented the same project type		0	
4.2	If not, has the agency successfully implemented this same type of project (permanent supportive housing, rapid rehousing, coordinated assessment) using another funding source? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	4	
4.3	If the answer to either of the questions is yes, are the same staff that were operating the program at that time going to be operating the proposed project? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	2	
4.4	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?	2	



	<i>[Proj. App: 3B; New Project Form; interview with agency]</i>		
Agency Stability			
4.5	Has the agency been in operation for at least three years? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.6	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 demonstrate instability may result in the agency not meeting requirements.) <i>[Audit letter and budget]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.7	Non-profits only: Does the agency have the financial capacity to operate this project on a reimbursement basis? <i>[Budget]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.8	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? <i>[Board list and minutes]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Capacity to Provide Needed Services			
4.9	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? <i>[Proj. App: 3B and 4A; organizational chart]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Administrative Capacity		Possible Score	Project Score
4.10	Is the administrative staff separate from the services staff? <i>[Organizational chart]</i>	3	
4.11	Is funding for the administrative staff stable? Is there adequate administrative staff to ensure agency stability throughout program implementation? <i>[Budget]</i>	3	
Section V: Project Performance		Section V Score	
Possible Points Added: PSH: 29 RRH: 28 SSO: 20 Minimum Points Required or Review is Triggered: PSH: 15 RRH: 15 SSO: 5			
The following project performance scores are based on HMIS Annual Performance Reports (APRs) for January 1, 2016, to December 31, 2016, unless otherwise noted.			



Populations Served		Possible Score	Project Score
5.1	What is the program's unit utilization rate? <i>[compare actual units in HMIS vs. application projections]</i>		
	95% or higher	2	
	0-94%	0	
5.2	Did 100% of program participants enter the program from an eligible situation? <i>[if participants found ineligible, staff will follow up with grantee to determine eligibility]</i>		
	Yes	1	
	No	0	
5.3	RRH projects: what percentage of program participants exited to a permanent housing destination?		
	Below 80%	0	
	Performance met RRH Performance Benchmark Goal: At least 80%	2	
5.4	PSH projects: what percentage of program participants exited to a permanent housing destination? (if no exits, 2 points are automatically awarded)		
	Below 80%	0	
	80% or higher	2	
5.5	What percentage of program participants exited to a known destination?		
	95% or higher	1	
	0-94%	0	
5.6	What percentage of program participants were employed at program exit?		
	Performance met HUD Goal: At least 20%	0	
	Performance met BoS Goal: At least 28%	1	
5.7	What percentage of program participants were receiving mainstream benefits at program exit?		
	Performance met HUD Goal: At least 20%	0	
	Performance met BoS Goal: At least 75%	1	
5.8	PSH projects: what percentage of program participants remained in the program for 6 months or longer?		
	Performance met HUD Goal: At least 80%	0	
	Performance met BoS Goal: At least 94%	1	
HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)		Possible Score	Project Score
5.9	Are all of the agency's projects that are listed in the 2017 HIC participating in HMIS? <i>[HIC]</i>		
	Yes	5	
	No	0	
5.10	Does the agency commit to enter 100% of this project's beds into HMIS (with client consent)? <i>[New Project Form; interview with agency]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	



		<input type="checkbox"/> unmet, documentation not provided	
HUD Monitoring			
5.11	If the agency has other existing projects, 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. <i>[New Project Form; Interview with agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A	
5.12	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) <i>[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.]</i>	Amount awarded	
		Amount spent	
5.13	Percentage 90+%	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
5.14	How many grant extensions from HUD were given in for a reason other than merging grants? <i>[Interview with agency or information from HUD]</i>	Possible Score	Project Score
		0	15
		1	0
		2+	further review



Section VI: Agency's Relationship to Community		Section VI Score	
Possible Points: 0 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 Regional Committee meetings from July 2016 – June 2017? <i>[Regional Committee Information Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
6.2	Application has been presented to Regional Committee for consideration by the BoS Project Review Committee <i>[Letter of support from Regional Committee(s)]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
6.3	Participated in regional ESG planning process (participated in discussions, meetings, scoring, and/or committees) <i>[Regional Committee Information Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
6.4	Applicant agrees to participate in the local Coordinated Assessment process as designed by the Regional Committee and only take referrals from the system <i>[New Project Form; interview with applicant]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
6.5	Do all of applicant's projects on the 2017 HIC participate in the Coordinated Assessment system? <i>[Interview with region's Coordinated Assessment Lead and applicant]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A	
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? <i>[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.]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> 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 must be submitted by the deadline.	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	
7.6	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	





North Carolina Balance of State Continuum of Care

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2017 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)	<input type="checkbox"/> PH:PSH	<input type="checkbox"/> 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 final 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: 200 RRH: 182
	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: 12			
Minimum Points Required or Review is Triggered: 6			
Accuracy and Appropriateness of Responses		Possible Score	Project Score
1.1	Is the project description completed and accurate? <i>[Proj. App: 3B]</i>	3	
1.2	Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i>	3	
1.3	Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i>	3	
1.4	Are all questions answered thoroughly and consistently?	3	
Section II: Program Design		Section II Score	
Possible Points: PSH: 18 RRH: 10			
Minimum Points Required or Review is Triggered: PSH: 10 RRH: 10			
Permanent Housing		Possible Score	Project Score
2.1	Is this a permanent housing (PSH or RRH) project that is requesting any funds for housing? <i>[Proj. App: 3A, question 5 (should say PH); 3B, question 4 (should say PSH or RRH); 6I (has leasing or rental assistance funds)]</i>		
	Yes	10	
	No	0	
Housing First			



2.2	Is this a Housing First project? <i>Must meet all statements below to meet standard [Proj. App: 3B, question 3d; policies and procedures]</i>	Standard (must meet all statements below) _____ of 2 met
2.2a	Does the project ensure that participants are not screened out based on the following: <input type="checkbox"/> Having too little or no income <input type="checkbox"/> Active or history of substance abuse <input type="checkbox"/> Having a criminal record (with exceptions for state mandated restrictions) <input type="checkbox"/> History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
2.2b	Does the project ensure that participants are not terminated from the program for the following reasons: <input type="checkbox"/> Failure to participate in supportive services <input type="checkbox"/> Failure to make progress on a service plan <input type="checkbox"/> Loss of income or failure to improve income <input type="checkbox"/> Domestic violence <input type="checkbox"/> Any other activity not covered in a lease agreement typically found in the project's geographic area	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
Key Elements of Permanent Supportive Housing		
2.5	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 ? <i>[Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]</i>	Standard (must meet all statements below) _____ of 6 met
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.5b	Participation in services is voluntary and tenants cannot be evicted for rejecting services.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> 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>



2.5d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.5f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Additional Permanent Supportive Housing Key Elements			
2.6	The following key elements from the SAMSHA guide are being introduced on the scorecard for the first time in 2017. Each additional key element is worth one point. The 2018 scorecard will list these as standards.	Possible Score	Project Score
2.6a	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.	1	
2.6b	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.	1	
2.6c	The provision of housing and the provision of support services are distinct.	1	
Rapid Re-Housing Performance Benchmarks and Program Standards			
2.7	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 ?? <i>[RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]</i>	Standard (must meet all statements below) _____ of 15 met	
2.7a	Core Program Standard: Housing Identification	(must meet all statements below) _____ of 4 met	
2.7a1	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	

² http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf



	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. <i>(Note: This answer will be scored based on information provided on the RRH Program Standards Form.)</i>	
2.7a2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7a3	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 can negotiate additional supports, as needed, on a case-by-case basis.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b	Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) _____ of 3 met
2.7b1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b3	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



	rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	
2.7c	Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) _____ of 4 met
2.7c1	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. (<i>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.</i>)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c4	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d	Core Program Standard: Program Philosophy and Design	(must meet all statements below) _____ of 4 met
2.7d1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d3	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



2.7d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Services Funding Plan

2.8	<p>While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services. Projects requesting HUD funding to provide supportive services must provide a plan on how these services will be funded in the future from alternate sources. Please include these elements:</p> <ul style="list-style-type: none"> • All funding sources that the project is currently using to provide supportive services and if these resources will be expanded. • Other potential sources of funding that the project is working to secure to fund supportive services. • A plan for when the project will reduce its use of CoC funds for services. 	<p style="text-align: right;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Permanent Supportive Housing: Move-on Program **Possible Score** **Project Score**

2.9	<p>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. Move-on programs 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 project.³</p> <p>Does the permanent supportive housing project have a formal move-on program? <i>[program policies]</i></p>		
	Yes	5	
	No	0	

Staff Scoring

The following section is scored by NCEH. Staff use standardized scoring methods to ensure fairness.

Section III: NC BoS CoC Priorities	Section III Score
Possible Points: 20 Minimum Points Required or Review is Triggered: 11	

³ https://www.usich.gov/resources/uploads/asset_library/PHA_MovingUp.pdf



Housing Over Services			
3.1a	Total \$ request for housing activities (leased units, leased structures, and/or rental assistance): <i>[Proj. App.: 6I]</i>		
3.1b	Total Assistance requested (not including match or admin): <i>[Proj. App.: 6I, line 6]</i>		
3.1c	Percentage of total budget devoted to housing activities (housing activities request ÷ total assistance request x 100):		_____ %
		Possible Score	Project Score
3.1d	Less than 35%	0	
	Between 35% and 54.9%	5	
	Between 55% and 74.9%	10	
	Between 75% and 84.9%	15	
	Between 85% and 100%	20	
Permanent Supportive Housing: Prioritizing Beds for Chronically Homeless Participants			
3.2	Does the project have 100% of their beds prioritized for chronically homeless participants? <i>[Proj. App: 4B, CH beds]</i>	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	Standard
Section IV: Project Performance		Section IV Score	
Possible Points Added: PSH: 150 RRH: 140 Possible Points Subtracted: PSH: -15 RRH: -15 Minimum Points Required or Review is Triggered: PSH: 48 RRH: 30			
The following project performance scores are based on HMIS Annual Performance Reports (APRs) for January 1, 2016, to December 31, 2016, unless otherwise noted.			
Populations Served		Possible Score	Project Score
4.1	PSH projects: What percentage of the households served by the project were composed of at least one person with a disability? <i>[APR Detail]</i>		
		Less than 100%	0
		100%	8
4.2	RRH projects: What percentage of the households served by the project were composed of at least one person with a disability? <i>[APR Detail]</i>		
		Less than 25%	0
		25-49%	2
		50-74%	4
		75-99%	6
		100%	8
4.3	What percentage of the adults served by the project were veterans?		
		Less than 25%	0
		25-49%	4
		50-74%	8
		75-99%	12



		100%	16	
4.4	What percentage of adults served by the project were chronically homeless? <i>[TBD]</i>			
		Less than 25%	0	
		25-49%	4	
		50-74%	8	
		75-99%	12	
		100%	16	
4.5	What is the program's unit utilization rate? <i>[compare actual units in HMIS vs. application projections]</i>			
		0-79%	-5	
		80-94%	0	
		95% or higher	5	
4.6	Did 100% of program participants enter the program from an eligible situation? <i>[if participants found ineligible, staff will follow up with grantee to determine eligibility]</i>			
		Yes	0	
		No	-5	
4.7	RRH projects: what percentage of program participants exited to a permanent housing destination?			
		Below 80%	0	
		Performance met RRH Performance Benchmark Goal: At least 80%	15	
4.8	PSH projects: what percentage of program participants exited to a permanent housing destination? (if no exits, 10 points are automatically awarded)			
		Below 80%	0	
		80% or higher	10	
4.9	What percentage of program participants exited to a known destination?			
		95% or higher	5	
		80-94%	0	
		0-79%	-5	
4.10	What percentage of program participants were employed at program exit?			
		Performance met HUD Goal: At least 20%	5	
		Performance met BoS Goal: At least 28%	15	
4.11	What percentage of program participants were receiving mainstream benefits at program exit?			
		Performance met HUD Goal: At least 20%	5	
		Performance met BoS Goal: At least 75%	15	
4.12	PSH projects: what percentage of program participants remained in the program for 6 months or longer?			
		Performance met HUD Goal: At least 80%	5	
		Performance met BoS Goal: At least 94%	15	



HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)		Possible Score	Project Score
4.13	HMIS Data Completeness <i>[0640 – HUD Data Quality Report Framework Report, Q2-Q5]</i>		
	0-10%	15	
	Above 10%	0	
4.14	Are all of the agency’s projects that are listed in the 2017 HIC participating in HMIS? <i>[HIC]</i>		
	Yes	5	
	No	0	
4.15	Did the program submit their APR on or before the designated deadline?		
	Yes	5	
	No	0	
4.16	Did program staff adhere to the APR review process with CoC staff?		
	Yes	5	
	No	0	
HUD Monitoring			
4.17	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. <i>[Interview with agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
4.18	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) <i>[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.]</i>		
	Amount awarded		
	Amount spent		
4.19	Percentage 90+% (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 <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.20	How many grant extensions from HUD were given in for a reason other than merging grants? <i>[Interview with agency or information from HUD]</i>	Possible Score	Project Score
	0	15	
	1	0	
	2+	further review	
Coordinated Assessment and Prioritization			
4.21	Does the program only take referrals through the Coordinated Assessment process? <i>[Interviews with Regional Committee CA Lead and agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	



4.22	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? [Program policies]	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A
------	---	--

Section V: 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	Possible Score	Project Score
---------------------------	-----------------------	----------------------

5.1	If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
5.2	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 <input type="checkbox"/> met <input type="checkbox"/> unmet	

Deadlines	Possible Score	Project Score
------------------	-----------------------	----------------------

5.3	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	
5.4	If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	
5.5	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 <input type="checkbox"/> met <input type="checkbox"/> unmet	
5.6	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	



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Practice

- Continuums of Care
- Balance of State CoC
- HMIS
- NC SOAR Initiative
- Point-in-Time Count Resources

Balance of State CoC Application Information

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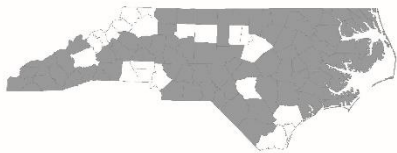
2017 Scorecards

The scorecards are used by the Project Review Committee to score and rank project applications. All applicant agencies should read the scorecards to ensure they understand the requirements, expectations, and priorities for project applications.

New Scorecard (posted 7.13.17)	view pdf
Renewal Scorecard (posted 7.13.17)	view pdf

Scorecard Committee Materials

The Scorecard Committee, composed of representatives from BoS Regional Committees and staffed



North Carolina Balance of State Continuum of Care

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2017 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 2017 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 2017 competition:

- **Ensure essential infrastructure elements are in place, including HMIS and coordinated assessment**
- **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 Priorities Workgroup's process to arrive at the priorities for the 2017 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 rank 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. In the past few years, these CoC priorities have largely been based on HUD's 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 one HMIS project.

The Funding Priorities Workgroup was formed in 2017 to address priority-setting in a more strategic and comprehensive manner. Its goal was to create funding priorities to have the greatest impact on

homelessness in the CoC. The funding priorities workgroup 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 workgroup set 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 workgroup examined data on current funding and needs across the CoC, which 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 workgroup used these data and other considerations to inform the development of the funding priorities. The workgroup 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 workgroup 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 workgroup also identified HMIS and coordinated assessment as priorities for new and 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 assessment

A robust Homeless Management Information System (HMIS) and coordinated assessment 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. In the past, the Project Review Committee has ranked the HMIS project first in the CoC competition to protect this basic infrastructure. The Project Review Committee should continue to consider funding HMIS a high priority in the 2017 CoC competition.

The NC BoS CoC does not currently have a CoC-funded coordinated assessment project. Funding coordinated assessment in the NC BoS CoC would likely only be possible through reallocation. Coordinated assessment 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 assessment is such an integral piece of the CoC, only projects that would cover all 79 counties of the CoC should be eligible for funding. If new funding is available for coordinated assessment through reallocation, the Project Review Committee should consider it a high priority.

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 2017 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.

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 has made each of these items part of the 2017 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. Over the last two years in the NC BoS CoC, over \$2 million was left unspent and returned to HUD, and almost a third of grantees spent 75% or less of their funding. The CoC has a responsibility to find new, more effective projects if current projects cannot spend their allocated funding.

**Section III. Additional Guidance on Implementing Priorities
Project Review and Ranking Process**

The Project Review Committee 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: points, standards, and thresholds. 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 (question 2.5). 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. Since few agencies work across regions, losing a renewal project could significantly reduce capacity for some

regions and would put project participants at-risk of homelessness. The Project Review Committee should consider these factors before ranking a renewal project low enough to put its funding at-risk.

Priorities for New Projects

As stated above, a state-wide coordinated assessment project should be a high priority new project for reallocated funding. 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	3
2	2	1
3	2	3
4	2	1
5	3	3
6	3	3
7	2	1
8	2	1
9	2	No Priority
10	2	3
11	2	3
12	2	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 assessment 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. RRH is also Priority 2 in Region 7, even though Region 7 has one CoC-funded RRH project, because Region 7 receives the lowest amount of CoC funding for all project types.

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 and 6), 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	27	16	\$0	\$366,926
2	30	5	86	81	\$0	\$241,405
3	98	15	36	21	\$0	\$496,058
4	50	8	59	51	\$0	\$264,054
5	170	26	47	21	\$323,953	\$1,384,046
6	176	26	40	14	\$477,574	\$1,554,364
7	1	0	57	57	\$119,160	\$123,033
8	33	5	43	38	\$0	\$144,606
9	193	29	7	None	\$0	\$1,005,924
10	102	15	35	20	\$0	\$523,411
11	31	5	7	2	\$0	\$166,037
12	182	27	21	None	\$0	\$1,030,192
13	53	8	33	25	\$0	\$284,634

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 homeless during the 2017 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 annual number of people experiencing chronic homelessness to estimate the unmet need in each region (column D).

Practice

- Continuums of Care
- Balance of State CoC**
- HMIS
- NC SOAR Initiative
- Point-in-Time Count Resources

Balance of State CoC Application Information

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5.17.17 Meeting Minutes (posted 5.23.17)	view pdf
5.30.17 Meeting Minutes	coming soon

Previous CoC Applications

Materials from previous Balance of State CoC applications have been archived for reference.

Previous CoC Applications	
2011 CoC Application Materials	view page
2012 CoC Application Materials	view page
2013 CoC Application Materials	view page
2014 CoC Application Materials	view page
2015 CoC Application Materials	view page

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6.7.17 Meeting Minutes (posted 6.8.17)	view pdf

Previous CoC Applications

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New Scorecard for PRC Members	view pdf
Renewal Scorecard for PRC Members	view pdf
8.22.17 Meeting Minutes (posted 8.22.17)	view pdf

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New Scorecard for PRC Members	view pdf
Renewal Scorecard for PRC Members	view pdf
8.22.17 Meeting Presentation	view pdf
8.22.17 Meeting Minutes (posted 8.22.17)	view pdf
9.8.17 Meeting Minutes (posted 9.11.17)	view pdf

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Attachment 1E-1
CoC Rating and Review Procedure

The CoC's project application review process includes the use of objective criteria and factors related to achieving positive housing outcomes. The questions relating to these two criteria are contained in the CoC's scorecards for new and renewal projects, which are attached. Page references for these criteria are listed below.

Objective criteria:

- Project type
 - Renewal Scorecard: p. 2, question 2.1
- Dedicated chronically homeless beds in PSH programs
 - Renewal Scorecard: p. 8, question 3.2
 - New Scorecard: p. 4, question 2.6
- Performance data from HMIS, including utilization, target populations served, positive exits, employment and income
 - Renewal Scorecard: p. 8-9, questions 4.1-4.12
 - New Scorecard: p. 10-11, questions 5.1-5.8
- Previous grant spending rates
 - Renewal Scorecard: p. 10, question 4.18
 - New Scorecard: p. 12, question 5.12

Factors related to achieving positive housing outcomes:

- Questions regarding the percentage of exits to positive housing destinations from RRH and PSH programs
 - Renewal Scorecard: p. 9, questions 4.7 and 4.8
 - New Scorecard: p. 11: questions 5.3 and 5.4



North Carolina Balance of State Continuum of Care

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2017 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)	<input type="checkbox"/> PH:PSH	<input type="checkbox"/> 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 final 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: 200 RRH: 182
	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: 12 Minimum Points Required or Review is Triggered: 6			
Accuracy and Appropriateness of Responses		Possible Score	Project Score
1.1	Is the project description completed and accurate? <i>[Proj. App: 3B]</i>	3	
1.2	Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i>	3	
1.3	Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i>	3	
1.4	Are all questions answered thoroughly and consistently?	3	
Section II: Program Design		Section II Score	
Possible Points: PSH: 18 RRH: 10 Minimum Points Required or Review is Triggered: PSH: 10 RRH: 10			
Permanent Housing		Possible Score	Project Score
2.1	Is this a permanent housing (PSH or RRH) project that is requesting any funds for housing? <i>[Proj. App: 3A, question 5 (should say PH); 3B, question 4 (should say PSH or RRH); 6I (has leasing or rental assistance funds)]</i>		
	Yes	10	
	No	0	
Housing First			



2.2	Is this a Housing First project? <i>Must meet all statements below to meet standard [Proj. App: 3B, question 3d; policies and procedures]</i>	Standard (must meet all statements below) _____ of 2 met
2.2a	Does the project ensure that participants are not screened out based on the following: <input type="checkbox"/> Having too little or no income <input type="checkbox"/> Active or history of substance abuse <input type="checkbox"/> Having a criminal record (with exceptions for state mandated restrictions) <input type="checkbox"/> History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
2.2b	Does the project ensure that participants are not terminated from the program for the following reasons: <input type="checkbox"/> Failure to participate in supportive services <input type="checkbox"/> Failure to make progress on a service plan <input type="checkbox"/> Loss of income or failure to improve income <input type="checkbox"/> Domestic violence <input type="checkbox"/> Any other activity not covered in a lease agreement typically found in the project's geographic area	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
Key Elements of Permanent Supportive Housing		
2.5	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 ? <i>[Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]</i>	Standard (must meet all statements below) _____ of 6 met
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.5b	Participation in services is voluntary and tenants cannot be evicted for rejecting services.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> 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>



2.5d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.5f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Additional Permanent Supportive Housing Key Elements			
2.6	The following key elements from the SAMSHA guide are being introduced on the scorecard for the first time in 2017. Each additional key element is worth one point. The 2018 scorecard will list these as standards.	Possible Score	Project Score
2.6a	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.	1	
2.6b	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.	1	
2.6c	The provision of housing and the provision of support services are distinct.	1	
Rapid Re-Housing Performance Benchmarks and Program Standards			
2.7	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 ?? <i>[RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]</i>	Standard (must meet all statements below) _____ of 15 met	
2.7a	Core Program Standard: Housing Identification	(must meet all statements below) _____ of 4 met	
2.7a1	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	

² http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf



	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. <i>(Note: This answer will be scored based on information provided on the RRH Program Standards Form.)</i>	
2.7a2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7a3	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 can negotiate additional supports, as needed, on a case-by-case basis.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b	Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) _____ of 3 met
2.7b1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7b3	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



	rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	
2.7c	Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) _____ of 4 met
2.7c1	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. (<i>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.</i>)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7c4	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d	Core Program Standard: Program Philosophy and Design	(must meet all statements below) _____ of 4 met
2.7d1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.7d3	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



2.7d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Services Funding Plan

2.8	<p>While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services. Projects requesting HUD funding to provide supportive services must provide a plan on how these services will be funded in the future from alternate sources. Please include these elements:</p> <ul style="list-style-type: none"> • All funding sources that the project is currently using to provide supportive services and if these resources will be expanded. • Other potential sources of funding that the project is working to secure to fund supportive services. • A plan for when the project will reduce its use of CoC funds for services. 	<p style="text-align: right;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Permanent Supportive Housing: Move-on Program **Possible Score** **Project Score**

2.9	<p>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. Move-on programs 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 project.³</p> <p>Does the permanent supportive housing project have a formal move-on program? <i>[program policies]</i></p>		
	Yes	5	
	No	0	

Staff Scoring

The following section is scored by NCEH. Staff use standardized scoring methods to ensure fairness.

Section III: NC BoS CoC Priorities	Section III Score
Possible Points: 20 Minimum Points Required or Review is Triggered: 11	

³ https://www.usich.gov/resources/uploads/asset_library/PHA_MovingUp.pdf



Housing Over Services			
3.1a	Total \$ request for housing activities (leased units, leased structures, and/or rental assistance): <i>[Proj. App.: 6I]</i>		
3.1b	Total Assistance requested (not including match or admin): <i>[Proj. App.: 6I, line 6]</i>		
3.1c	Percentage of total budget devoted to housing activities (housing activities request ÷ total assistance request x 100):		_____ %
		Possible Score	Project Score
3.1d	Less than 35%	0	
	Between 35% and 54.9%	5	
	Between 55% and 74.9%	10	
	Between 75% and 84.9%	15	
	Between 85% and 100%	20	
Permanent Supportive Housing: Prioritizing Beds for Chronically Homeless Participants			
3.2	Does the project have 100% of their beds prioritized for chronically homeless participants? <i>[Proj. App: 4B, CH beds]</i>	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	Standard
Section IV: Project Performance		Section IV Score	
Possible Points Added: PSH: 150 RRH: 140 Possible Points Subtracted: PSH: -15 RRH: -15 Minimum Points Required or Review is Triggered: PSH: 48 RRH: 30			
The following project performance scores are based on HMIS Annual Performance Reports (APRs) for January 1, 2016, to December 31, 2016, unless otherwise noted.			
Populations Served		Possible Score	Project Score
4.1	PSH projects: What percentage of the households served by the project were composed of at least one person with a disability? <i>[APR Detail]</i>		
	Less than 100%	0	
	100%	8	
4.2	RRH projects: What percentage of the households served by the project were composed of at least one person with a disability? <i>[APR Detail]</i>		
	Less than 25%	0	
	25-49%	2	
	50-74%	4	
	75-99%	6	
	100%	8	
4.3	What percentage of the adults served by the project were veterans?		
	Less than 25%	0	
	25-49%	4	
	50-74%	8	
	75-99%	12	



		100%	16	
4.4	What percentage of adults served by the project were chronically homeless? <i>[TBD]</i>			
		Less than 25%	0	
		25-49%	4	
		50-74%	8	
		75-99%	12	
		100%	16	
4.5	What is the program's unit utilization rate? <i>[compare actual units in HMIS vs. application projections]</i>			
		0-79%	-5	
		80-94%	0	
		95% or higher	5	
4.6	Did 100% of program participants enter the program from an eligible situation? <i>[if participants found ineligible, staff will follow up with grantee to determine eligibility]</i>			
		Yes	0	
		No	-5	
4.7	RRH projects: what percentage of program participants exited to a permanent housing destination?			
		Below 80%	0	
		Performance met RRH Performance Benchmark Goal: At least 80%	15	
4.8	PSH projects: what percentage of program participants exited to a permanent housing destination? (if no exits, 10 points are automatically awarded)			
		Below 80%	0	
		80% or higher	10	
4.9	What percentage of program participants exited to a known destination?			
		95% or higher	5	
		80-94%	0	
		0-79%	-5	
4.10	What percentage of program participants were employed at program exit?			
		Performance met HUD Goal: At least 20%	5	
		Performance met BoS Goal: At least 28%	15	
4.11	What percentage of program participants were receiving mainstream benefits at program exit?			
		Performance met HUD Goal: At least 20%	5	
		Performance met BoS Goal: At least 75%	15	
4.12	PSH projects: what percentage of program participants remained in the program for 6 months or longer?			
		Performance met HUD Goal: At least 80%	5	
		Performance met BoS Goal: At least 94%	15	



HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)		Possible Score	Project Score
4.13	HMIS Data Completeness <i>[0640 – HUD Data Quality Report Framework Report, Q2-Q5]</i>		
	0-10%	15	
	Above 10%	0	
4.14	Are all of the agency’s projects that are listed in the 2017 HIC participating in HMIS? <i>[HIC]</i>		
	Yes	5	
	No	0	
4.15	Did the program submit their APR on or before the designated deadline?		
	Yes	5	
	No	0	
4.16	Did program staff adhere to the APR review process with CoC staff?		
	Yes	5	
	No	0	
HUD Monitoring			
4.17	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. <i>[Interview with agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
4.18	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) <i>[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.]</i>		
	Amount awarded		
	Amount spent		
4.19	Percentage 90+% (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 <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.20	How many grant extensions from HUD were given in for a reason other than merging grants? <i>[Interview with agency or information from HUD]</i>	Possible Score	Project Score
	0	15	
	1	0	
	2+	further review	
Coordinated Assessment and Prioritization			
4.21	Does the program only take referrals through the Coordinated Assessment process? <i>[Interviews with Regional Committee CA Lead and agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	



4.22	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? [Program policies]	<p style="text-align: right;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A
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Section V: Application Deadlines and Documentation	Section V Score
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Possible Deductions: -25 Minimum Points Required or Review is Triggered: Not more than loss of -15	
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Budget & Match	Possible Score	Project Score
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5.1	If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
5.2	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.]		<p style="text-align: right;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet

Deadlines	Possible Score	Project Score
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5.3	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	
5.4	If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	
5.5	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.		<p style="text-align: right;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet
5.6	Was the signed NC BoS CoC Grantee Agreement submitted?		<p style="text-align: right;">Threshold</p> <input type="checkbox"/> met <input type="checkbox"/> unmet





North Carolina Balance of State Continuum of Care

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2017 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)	<input type="checkbox"/> PH:PSH	<input type="checkbox"/> PH:RRH	<input type="checkbox"/> SSO:CA <input type="checkbox"/> RRH-TH
Reviewer Signature:		Date:	

PROJECT QUALITY REQUIREMENTS		
<p>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.</p>	Maximum Score Possible:	PSH: 98 RRH: 97 SSO: 74
	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: 15			
Minimum Points Required or Review is Triggered: 8			
Consistency with Mission			
1.1	<p>Does the project fit within the mission of the agency? Does the agency currently serve homeless households in their community? <i>[New Project Form]</i></p>	<p>Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet</p> <p><input type="checkbox"/> unmet, documentation not provided</p>	
Accuracy and Appropriateness of Responses		Possible Score	Project Score
1.2	<p>Is the project description completed and accurate? <i>[Proj. App: 3B]</i></p>	3	
1.3	<p>Does the agency describe prior experience serving homeless persons that has prepared the agency for administering this grant? <i>[New Project Form]</i></p>	<p>Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet</p> <p><input type="checkbox"/> unmet, documentation not provided</p>	
1.4	<p>Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i></p>	3	
1.5	<p>Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i></p>	3	



1.5	Are questions regarding housing for participants completed and accurate? <i>[Proj. App: 4B]</i>	3	
1.6	Are all questions answered thoroughly and consistently?	3	
Section II: Program Design		Section II Score	
Possible Points: PSH: 30 RRH: 30 SSO: 0 Minimum Points Required or Review is Triggered: PSH: 11 RRH: 11 SSO: 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: <ul style="list-style-type: none"> What community need the new project will address, including local data (PIT Count, coordinated assessment data, waiting lists, etc.) that demonstrates the need How the community has used other resources to address this need <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Targeting to Prioritized Subpopulations			
2.2	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 chronically homeless individuals and families, homeless Veterans, people with disabilities, and youth. Projects requesting HUD funding must provide a narrative identifying the subpopulations for which the project will serve and describe the ways in which the project will engage these subpopulations to ensure entry into permanent housing. <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
2.3	Does the project have an adequate plan to prioritize households with the longest histories of homelessness? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
2.4	Does the project have an adequate plan to ensure people are moved into housing quickly? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Permanent Housing Projects (PSH, RRH, and RRH-TH)			
2.5	What priority is this project in its region? <i>[Priority 1, 2, 3, or not prioritized, based on funding priorities document]</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> no priority	



2.6	PSH projects: Is this a permanent supportive (PSH) project dedicated to serving chronically homeless households per HUD Notice CPD-16-11? <i>[TBD]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.7	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 <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
2.8	RRH projects: Applicants must be currently receiving Emergency Solutions Grant (ESG) RRH funds and be in good standing with the ESG office or operating a RRH program with other funding sources that adheres to the RRH program standards. Exceptions may be made for public housing authorities (note: PHAs are not eligible to apply for ESG funds but are eligible for CoC funding).	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Supportive Services Only (SSO) Projects			
2.9	SSO projects: Is this a coordinated assessment project that will serve the NC BoS CoC's seventy-nine counties?	Threshold <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A	
Housing Over Services			
2.10	Total \$ request for housing activities (acquisition, rehab, construction, rental assistance, leased units, and/or leased structures): <i>[Proj. App: 6]</i>		
2.11	Total Assistance Requested (not including match or admin): <i>[Proj. App: 6, Line 6]</i>		
2.12	Percentage of total budget devoted to housing activities (housing activities request ÷ total request x 100):		
Less than 35%		Possible Score	Project Score
Between 35% and 54.9%		0	
Between 55% and 74.9%		5	
Between 75% and 84.9%		10	
Between 85% and 100%		20	
Between 85% and 100%		30	
2.13	PSH, RRH, and RRH-TH projects: While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services. Projects requesting HUD funding to provide supportive services must provide a plan on how these services will be funded in the future from alternate sources. Please include these elements: <ul style="list-style-type: none"> • Other potential sources of funding that the project is working to secure to fund supportive services. • A plan for when the project will reduce its use of CoC funds for services. 	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	



Housing First		
2.14	Is this a Housing First project? <i>Must meet all statements below to meet threshold. [Proj. App: 3B, question 3d; policies and procedures]</i>	Threshold (must meet all statements below) _____ of 2 met
2.14a	Does the project ensure that participants are not screened out based on the following: <input type="checkbox"/> Having too little or no income <input type="checkbox"/> Active or history of substance abuse <input type="checkbox"/> Having a criminal record (with exceptions for state mandated restrictions) <input type="checkbox"/> History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
2.14b	Does the project ensure that participants are not terminated from the program for the following reasons: <input type="checkbox"/> Failure to participate in supportive services <input type="checkbox"/> Failure to make progress on a service plan <input type="checkbox"/> Loss of income or failure to improve income <input type="checkbox"/> Domestic violence <input type="checkbox"/> Any other activity not covered in a lease agreement typically found in the project's geographic area	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
Key Elements of Permanent Supportive Housing		
2.15	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 ? If project does not meet all standards, the application cannot be included in the CoC competition. <i>[Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]</i>	Threshold (must meet all statements below) _____ of 9 met
2.15a	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15b	Participation in services is voluntary and tenants cannot be evicted for rejecting services.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15c	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> 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>



		<input type="checkbox"/> unmet, documentation not provided
2.15d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15e	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15g	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15h	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.15i	The provision of housing and the provision of support services are distinct.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Rapid Re-Housing Performance Benchmarks and Program Standards		
2.16	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 ? If project does not meet all standards, the application cannot be included in the CoC competition. <i>[RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]</i>	Threshold (must meet all statements below) _____ of 15 met
2.16a	Core Program Standard: Housing Identification	(must meet all statements below) _____ of 4 met
2.16a1	Program designates staff whose responsibility is to identify and recruit landlords and encourage them to rent to homeless households served	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A

² http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf



	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. <i>(Note: This answer will be scored based on information provided on the RRH Program Standards Form.)</i>	<input type="checkbox"/> unmet, documentation not provided
2.16a2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16a3	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 can negotiate additional supports, as needed, on a case-by-case basis.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b	Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) _____ of 3 met
2.16b1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16b3	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	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



	procedures also detail when and how rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	
2.16c	Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) _____ of 4 met
2.16c1	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. (<i>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.</i>)	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16c4	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d	Core Program Standard: Program Philosophy and Design	(must meet all statements below) _____ of 4 met
2.16d1	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d2	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.16d3	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.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



2.16d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
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Section III: Scope of Services		Section III Score	
Possible Points: 8 Minimum Points Required or Review is Triggered: 6			
Service Needs		Possible Score	Project Score
3.1	Do services adequately and appropriately meet anticipated service needs? <i>[Proj. App: 4A]</i>	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? <i>[Proj. App: 4A]</i>	2	
Access to Mainstream Benefits		Possible Score	Project Score
3.3	Does the project include services to help participants access mainstream benefits, including but not limited to using SOAR caseworkers? <i>[Proj. App: 4A]</i>	2	

Staff Scoring

The following section is scored by NCEH. Staff use standardized scoring methods to ensure fairness.

Section IV: Organizational Capacity		Section IV Score	
Possible Points: 16 Minimum Points Required or Review is Triggered: 8			
Completed Similar Projects		Possible Score	Project Score
4.1	Has the agency successfully implemented a CoC-funded project of the same project type (PSH, RRH, or SSO)? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>		
Has successfully implemented the same project type		8	
Has not implemented the same project type		0	
4.2	If not, has the agency successfully implemented this same type of project (permanent supportive housing, rapid rehousing, coordinated assessment) using another funding source? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	4	
4.3	If the answer to either of the questions is yes, are the same staff that were operating the program at that time going to be operating the proposed project? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	2	
4.4	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?	2	



	<i>[Proj. App: 3B; New Project Form; interview with agency]</i>		
Agency Stability			
4.5	Has the agency been in operation for at least three years? <i>[Proj. App: 3B; New Project Form; interview with agency]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.6	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 demonstrate instability may result in the agency not meeting requirements.) <i>[Audit letter and budget]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.7	Non-profits only: Does the agency have the financial capacity to operate this project on a reimbursement basis? <i>[Budget]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
4.8	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? <i>[Board list and minutes]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Capacity to Provide Needed Services			
4.9	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? <i>[Proj. App: 3B and 4A; organizational chart]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Administrative Capacity		Possible Score	Project Score
4.10	Is the administrative staff separate from the services staff? <i>[Organizational chart]</i>	3	
4.11	Is funding for the administrative staff stable? Is there adequate administrative staff to ensure agency stability throughout program implementation? <i>[Budget]</i>	3	
Section V: Project Performance		Section V Score	
Possible Points Added: PSH: 29 RRH: 28 SSO: 20 Minimum Points Required or Review is Triggered: PSH: 15 RRH: 15 SSO: 5			
The following project performance scores are based on HMIS Annual Performance Reports (APRs) for January 1, 2016, to December 31, 2016, unless otherwise noted.			



Populations Served		Possible Score	Project Score
5.1	What is the program's unit utilization rate? <i>[compare actual units in HMIS vs. application projections]</i>		
	95% or higher	2	
	0-94%	0	
5.2	Did 100% of program participants enter the program from an eligible situation? <i>[if participants found ineligible, staff will follow up with grantee to determine eligibility]</i>		
	Yes	1	
	No	0	
5.3	RRH projects: what percentage of program participants exited to a permanent housing destination?		
	Below 80%	0	
	Performance met RRH Performance Benchmark Goal: At least 80%	2	
5.4	PSH projects: what percentage of program participants exited to a permanent housing destination? (if no exits, 2 points are automatically awarded)		
	Below 80%	0	
	80% or higher	2	
5.5	What percentage of program participants exited to a known destination?		
	95% or higher	1	
	0-94%	0	
5.6	What percentage of program participants were employed at program exit?		
	Performance met HUD Goal: At least 20%	0	
	Performance met BoS Goal: At least 28%	1	
5.7	What percentage of program participants were receiving mainstream benefits at program exit?		
	Performance met HUD Goal: At least 20%	0	
	Performance met BoS Goal: At least 75%	1	
5.8	PSH projects: what percentage of program participants remained in the program for 6 months or longer?		
	Performance met HUD Goal: At least 80%	0	
	Performance met BoS Goal: At least 94%	1	
HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)		Possible Score	Project Score
5.9	Are all of the agency's projects that are listed in the 2017 HIC participating in HMIS? <i>[HIC]</i>		
	Yes	5	
	No	0	
5.10	Does the agency commit to enter 100% of this project's beds into HMIS (with client consent)? <i>[New Project Form; interview with agency]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	



		<input type="checkbox"/> unmet, documentation not provided	
HUD Monitoring			
5.11	If the agency has other existing projects, 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. <i>[New Project Form; Interview with agency]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A	
5.12	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) <i>[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.]</i>	Amount awarded	
		Amount spent	
5.13	Percentage 90+%	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
5.14	How many grant extensions from HUD were given in for a reason other than merging grants? <i>[Interview with agency or information from HUD]</i>	Possible Score	Project Score
		0	15
		1	0
		2+	further review



Section VI: Agency's Relationship to Community		Section VI Score	
Possible Points: 0 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 Regional Committee meetings from July 2016 – June 2017? <i>[Regional Committee Information Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
6.2	Application has been presented to Regional Committee for consideration by the BoS Project Review Committee <i>[Letter of support from Regional Committee(s)]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
6.3	Participated in regional ESG planning process (participated in discussions, meetings, scoring, and/or committees) <i>[Regional Committee Information Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet	
6.4	Applicant agrees to participate in the local Coordinated Assessment process as designed by the Regional Committee and only take referrals from the system <i>[New Project Form; interview with applicant]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
6.5	Do all of applicant's projects on the 2017 HIC participate in the Coordinated Assessment system? <i>[Interview with region's Coordinated Assessment Lead and applicant]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A	
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? <i>[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.]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> 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 must be submitted by the deadline.	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	
7.6	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet	





North Carolina Balance of State Continuum of Care

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Reallocation Process

The NC Balance of State CoC chose to reallocate funding from three renewal projects in the 2017 CoC competition. The CoC encouraged new and existing providers to apply for new projects that could be created through reallocation. The reallocation process was presented to the Project Review Committee, which scores and ranks project applications, during its review and ranking process.

Encouraging New and Existing Providers to Apply

The NC Balance of State CoC created an Intent to Apply form for all agencies that were interested in applying for new CoC grants, including existing grantees and agencies that have never received CoC funding. (Please see the Intent to Apply form attached to the end of this document.) CoC staff conducted one-on-one phone calls with all agencies that completed the form to review the proposed new project and explain the CoC funding program, deadlines in the application process, scorecards used to evaluate projects, and threshold items that new applicants must meet.

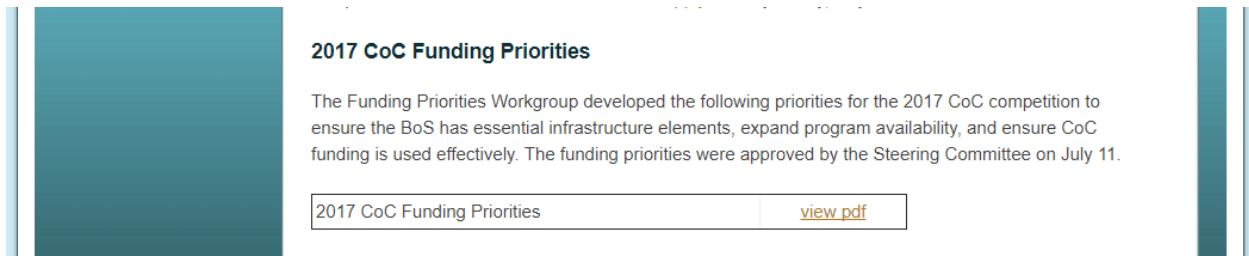
The Intent to Apply form was announced at CoC Steering Committee meetings in April, May, June, and July 2017, and the link to the form was provided to all participants. The link to the Intent to Apply form was also provided to all Regional Committee leads via email to disseminate to agencies in their regions. All presentations and minutes from Steering Committee calls are publicly posted on the CoC website: <http://www.ncceh.org/bosminutes/>

Posting of the Intent to Apply form on the CoC website:

The screenshot shows a website interface with a teal sidebar on the left containing navigation links: Practice, Continuums of Care, Balance of State CoC, HMIS, NC SOAR Initiative, and Point-in-Time Count Resources. The main content area features the heading "Balance of State CoC Application Information" and a sub-heading "Current CoC Application". Below this, there is text stating that the CoC application is released by HUD annually and that the 2017 NOFA was released on July 14, 2017, with a link to the HUD Exchange website. A note indicates that materials for the 2017 application will be posted as they become available. A section titled "Intent to Apply Form" states that agencies interested in applying for new (not renewal) funds in the 2017 CoC competition are asked to fill out the Intent to Apply form by Friday, July 21.

The NC BoS CoC set funding priorities for the FY 2017 CoC Competition. After a workgroup process, funding priorities were set for the full CoC and for each of the 13 regions. The funding

priorities document is posted publicly on the CoC's website and was discussed at length at the July Steering Committee meeting.

A screenshot of a webpage titled "2017 CoC Funding Priorities". The page features a teal header with the title. Below the title, there is a paragraph of text explaining that the Funding Priorities Workgroup developed these priorities for the 2017 CoC competition to ensure the BoS has essential infrastructure elements, expand program availability, and ensure CoC funding is used effectively. The text states that the funding priorities were approved by the Steering Committee on July 11. At the bottom of the page, there is a button labeled "2017 CoC Funding Priorities" and a link labeled "view pdf".

2017 CoC Funding Priorities

The Funding Priorities Workgroup developed the following priorities for the 2017 CoC competition to ensure the BoS has essential infrastructure elements, expand program availability, and ensure CoC funding is used effectively. The funding priorities were approved by the Steering Committee on July 11.

[2017 CoC Funding Priorities](#) [view pdf](#)

This document encouraged new projects to apply, especially those which were in high-priority areas. The funding priorities document also encouraged the Project Review Committee to reallocate low-performing renewal projects, especially those that have not maintained a high rate of spending. The full funding priorities are attached at the end of this document.

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 2017 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.

Communication of the Reallocation Process

The availability of the reallocation process to fund new projects was discussed at the August 1st Steering Committee meeting. At the meeting, CoC staff stated that new applications could be funded through the Permanent Housing Bonus or through the partial or full reallocation of existing grants. The presentation and minutes from this call were publicly posted on the CoC website: <http://www.ncceh.org/bosminutes/>. The slides discussing reallocation are attached at the end of this document.

At the initial meeting of the Project Review Committee on August 22, 2017, CoC staff reviewed the availability of the reallocation process for funding new project applications. The meeting minutes were publicly posted on the CoC website:

<http://www.ncceh.org/bos/currentcocapplication/>



FY2017 CoC Intent to Apply - NC Balance of State

If you are interested in applying for a new (not renewal) project in NC Balance of State in the FY2017 CoC competition, please fill out this form. BoS staff will be in touch to discuss your proposal.

Renewal projects do not need to complete this form.

Agency Info

Agency *

Website

Agency Type *

Address *

Tax ID or EIN

DUNS Number

Non-profits only: Status Documentation



Does the agency receive ESG or CoC funds? *

Has the applicant ever received a federal grant? *

If yes, what type of federal grant?

Does your agency enter data into NC HMIS? *

Contact Info

Please enter information for the primary contact for this project. BoS staff will follow up with this person to discuss the proposed project.

Name *

Title *

Phone *

Email *

Project Info

Project Component *

What type of project are you interested in applying for?



What counties will be served by this project? *

What household type(s) will this project serve? *

How many households do you plan to serve per year? *

Will the project target specific populations? *

People with Disabilities

Check this box if your project will serve people with disabilities.

Chronically Homeless

Check this box if your project will serve chronically homeless people.

Dedicated Chronically Homeless

Check this box if the program will only serve chronically homeless people.

Veterans

Check this box if your project will serve veterans.

Other specific populations:

Will your project serve other specific populations? If so, list here.

Will the project follow the Housing First model? *



Please provide a short description of the project. *

What local gaps/needs will this project fill? *

Budget

Please complete the budget for the entire grant term you are requesting. For instance, if you are requesting a 2-year grant term, complete the budget with the total 2-year amounts.

Grant term *

New Construction \$ Request

Acquisition \$ Request

Rehabilitation \$ Request

Leasing \$ Request

Rental Assistance \$ Request



Supportive Services \$ Request

Operating \$ Request

HMIS \$ Request

Total \$ Request *

Match Sources *

CoC grants require a 25% cash or in-kind match. Please list the sources of match for your proposed project.

Regional Committee Info

What is your Regional Committee? *

Who is your Regional Lead? *

Who from your agency attends Reg. Com. meetings? *

Have you introduced the project to your Reg. Com.? *

What input has the Reg. Com. given on the project?



Send me a copy of my responses

Submit

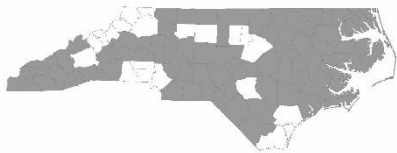
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Reallocation slide from August 1, 2017 Steering Committee meeting

Funding for new projects is available through the PH Bonus & reallocation.

- PH Bonus funds are available for new projects
- The Project Review Committee may also choose to reallocate funds from low-performing renewals to create new projects.





North Carolina Balance of State Continuum of Care

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2017 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 2017 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 2017 competition:

- **Ensure essential infrastructure elements are in place, including HMIS and coordinated assessment**
- **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 Priorities Workgroup's process to arrive at the priorities for the 2017 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 rank 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. In the past few years, these CoC priorities have largely been based on HUD's 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 one HMIS project.

The Funding Priorities Workgroup was formed in 2017 to address priority-setting in a more strategic and comprehensive manner. Its goal was to create funding priorities to have the greatest impact on

homelessness in the CoC. The funding priorities workgroup 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 workgroup set 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 workgroup examined data on current funding and needs across the CoC, which 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 workgroup used these data and other considerations to inform the development of the funding priorities. The workgroup 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 workgroup 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 workgroup also identified HMIS and coordinated assessment as priorities for new and 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 assessment

A robust Homeless Management Information System (HMIS) and coordinated assessment 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. In the past, the Project Review Committee has ranked the HMIS project first in the CoC competition to protect this basic infrastructure. The Project Review Committee should continue to consider funding HMIS a high priority in the 2017 CoC competition.

The NC BoS CoC does not currently have a CoC-funded coordinated assessment project. Funding coordinated assessment in the NC BoS CoC would likely only be possible through reallocation. Coordinated assessment 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 assessment is such an integral piece of the CoC, only projects that would cover all 79 counties of the CoC should be eligible for funding. If new funding is available for coordinated assessment through reallocation, the Project Review Committee should consider it a high priority.

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 2017 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.

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 has made each of these items part of the 2017 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. Over the last two years in the NC BoS CoC, over \$2 million was left unspent and returned to HUD, and almost a third of grantees spent 75% or less of their funding. The CoC has a responsibility to find new, more effective projects if current projects cannot spend their allocated funding.

**Section III. Additional Guidance on Implementing Priorities
Project Review and Ranking Process**

The Project Review Committee 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: points, standards, and thresholds. 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 (question 2.5). 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. Since few agencies work across regions, losing a renewal project could significantly reduce capacity for some

regions and would put project participants at-risk of homelessness. The Project Review Committee should consider these factors before ranking a renewal project low enough to put its funding at-risk.

Priorities for New Projects

As stated above, a state-wide coordinated assessment project should be a high priority new project for reallocated funding. 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	3
2	2	1
3	2	3
4	2	1
5	3	3
6	3	3
7	2	1
8	2	1
9	2	No Priority
10	2	3
11	2	3
12	2	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 assessment 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. RRH is also Priority 2 in Region 7, even though Region 7 has one CoC-funded RRH project, because Region 7 receives the lowest amount of CoC funding for all project types.

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 and 6), 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	27	16	\$0	\$366,926
2	30	5	86	81	\$0	\$241,405
3	98	15	36	21	\$0	\$496,058
4	50	8	59	51	\$0	\$264,054
5	170	26	47	21	\$323,953	\$1,384,046
6	176	26	40	14	\$477,574	\$1,554,364
7	1	0	57	57	\$119,160	\$123,033
8	33	5	43	38	\$0	\$144,606
9	193	29	7	None	\$0	\$1,005,924
10	102	15	35	20	\$0	\$523,411
11	31	5	7	2	\$0	\$166,037
12	182	27	21	None	\$0	\$1,030,192
13	53	8	33	25	\$0	\$284,634

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 homeless during the 2017 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 annual number of people experiencing chronic homelessness to estimate the unmet need in each region (column D).

NC BoS was formed by the Interagency Council for Coordinating Homeless Programs (ICCHP) and submitted its first application as a CoC in 2006. The new NC BoS included counties that were previously smaller CoCs and counties that had never before applied for CoC funding.

NC BoS was initially coordinated through the NC Department of Health and Human Services (NC DHHS), which served as the Lead Agency and Collaborative Applicant for the NC BoS. In 2009, NC DHHS contracted with the NC Coalition to End Homelessness (NCCEH) to coordinate the NC BoS. In 2015, NCCEH became the Lead Agency and Collaborative Applicant.

SECTION II. PURPOSE

a. Vision

To ensure that individuals and families who become homeless return to permanent housing within 30 days.

b. Mission

The North Carolina Balance of State Continuum of Care, composed of a 79-county region, uses evidence-based strategies to implement solutions to prevent and end homelessness in the most efficient, effective and ethical manner.

c. Overall

NC BoS coordinates and implements a comprehensive system to address homeless issues in its 79 county area. As a CoC, NC BoS is responsible for four main areas:

1. Administering NC BoS governance and working committees
2. Submitting funding applications
3. Coordinating data collection and assessment
4. Planning for the future of the CoC

SECTION III. COMMITTEE STRUCTURE

a. BoS Steering Committee

1. Purpose

The BoS Steering Committee serves as the primary decision-making body and board for NC BoS. The Steering Committee is responsible for all matters pertaining to the structure, purpose, performance, and activities of NC BoS.

2. Structure

Each Regional Committee elects one Regional Lead who serves on the NC BoS governing body, the Steering Committee. The Regional Committee should also elect an alternate to fill in for the Regional Lead when needed. Regional Committees should select Regional Leads and alternates at the local level using local criteria each January. Regional Leads and alternates serve for one year, and their election must be reflected in Regional Committee meeting minutes. The Steering Committee meets monthly, normally via conference call and at least one time per year in person. All meetings are public meetings, open to any interested party with meeting agendas and minutes posted on the internet in a timely manner. This process was formally established by NC BoS in August 2013 and will be reviewed at least every five years.

3. Roles & Responsibilities

The Steering Committee is staffed and led by NCCEH.

The Steering Committee is responsible for:

- Promoting communitywide commitment to the goal of ending homelessness
- Providing funding for efforts to quickly rehouse homeless individuals (including unaccompanied youth) and families, while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness
- Promoting access to and effective utilization of mainstream programs by homeless individuals and families
- Providing direction on funding priorities and project application review criteria
- Creating a network of providers for:
 - Outreach, engagement, assessment
 - Shelter, housing, & supportive services for persons experiencing a housing crisis
 - Homelessness prevention services
- Consulting with recipients of Emergency Solutions Grants funds regarding:
 - Allocation of funds
 - Reporting & evaluating performance
- Monitoring recipient and subrecipient performance, evaluating outcomes, and taking action against poor performers
- Establishing performance targets appropriate for population and program type in consultation with recipients and subrecipients
- Establishing and operating a coordinated assessment system, in consultation with the recipients of Emergency Solutions Grants program funds
- Establishing and consistently following written standards for providing CoC assistance, in consultation with the recipients of Emergency Solutions Grants program funds

Regional Leads are responsible for:

- Representing their Regional Committees in all matters pertaining to NC BoS
- Regularly attending monthly Steering Committee and other NC BoS meetings. Regional Leads, or their official designated alternates or stand-ins, must attend at least 75% of Steering Committee meetings in order for their Regional Committee to be eligible to apply for CoC funds. If the Regional Lead or official alternate are unable to attend the meeting, the Regional Lead should email NCCEH with contact information for a stand-in attendee.

4. Avoiding Conflict of Interest

In order to maintain high ethical standards, HUD requires Regional Leads and alternates to comply with Conflict of Interest requirements. Regional Leads and alternates may not participate in or influence any discussions or decision regarding an award of financial benefit to an organization that s/he represents. Regional Leads and alternates complete and sign a Conflict of Interest Information Form (APPENDIX 2) each year with updated information about organizations that s/he represents as an employee, donor, volunteer, member, board member, trustee, or any other affiliation.

5. Voting & Quorums

Each Regional Committee gets one vote in voting matters. Regional Leads can vote, make motions and second motions on matters before the Steering Committee. Officially elected alternates can also make or second motions and vote for the Regional Committee if the Regional Lead is not present or recuses him/herself. In the case a Regional Lead is also the alternate for a second Regional Committee and needs to register a vote, this person will get a vote for each Regional Committee.

Officially elected alternates count for Steering Committee attendance and towards reaching a quorum in the absence of the Regional Lead. In the event that the Regional Lead or the alternate cannot represent their Regional Committee at a Steering Committee meeting, another person may attend as a stand-in and count for Steering Committee attendance, but cannot make or second motions, vote for the Regional Committee if the Regional Lead or alternate is not present or recuses him/herself. Stand-ins do not count towards reaching a quorum.

A quorum within the Steering Committee membership must be present to hold a vote at regular Steering Committee meetings. A quorum is the minimum number of eligible voting members (51%). According to Robert's Rules of Order Newly Revised, Tenth Edition, the "requirement for a quorum is protection against totally unrepresentative action in the name of the body by an unduly small number of persons." If a quorum is not present, votes cannot be conducted. Subcommittee meetings and working groups do not require a quorum.

b. Regional Committees

1. Purpose

NC BoS is broken down into local Regional Committees, which represent the totality of homeless services and providers in a given area. Regional Committees serve as a community resource for coordination and networking on the local level.

2. Structure

In June 2016, the NC BoS Steering Committee approved a proposal to restructure Regional Committees from 26 committees to 13. The restructuring process occurred from June through December 2016, with new Regional Committees in place as of January 1, 2017. Please find a list and map of the 13 NC BoS Regional Committees in APPENDIX 3.

3. Formation of an NC BoS Regional Committee

All Regional Committees of NC BoS must:

- Have a regular meeting time and place(s)
- Publish notices of their meeting agendas and minutes and open meetings to any interested party
- Have participation from a large swath of providers, stakeholders, and subpopulations from each county within the physical bounds of the Regional Committee
- Design Coordinated Assessment systems within parameters set forth in the NC BoS Coordinated Assessment written standards
- Administer Coordinated Assessment systems
- Post meeting agendas and minutes to the NCCEH website on a timely basis
- Annually elect a Regional Lead and alternate during January to represent the Regional Committee on the NC BoS Steering Committee
- Elect leadership positions as outlined below

4. Roles & Responsibilities

Regional Committees are responsible for annually electing:

- A Regional Lead to the Steering Committee (more on this above, Section V.(a) BoS Steering Committee)
- An officially elected alternate lead
- One representative to the CoC Scorecard Committee
- One representative to the CoC Project Review Committee (keeping in mind conflict of interest restrictions, *i.e.*, that a member of this committee cannot also represent an agency applying for funding)
- A coordinated assessment lead
- A Point-in-Time Count lead

- A funding committee lead, who will oversee the ESG application process and ensure the Regional Committee is involved in CoC funding committees
- A webmaster, who is responsible for posting meeting minutes to the NCEH website
- Representatives to working groups as necessary

NC BoS Regional Committees must also provide accurate and complete information on an annual basis, including:

- Point-in-Time population count and bed inventory from each member agency
- Listing of member agencies and services provided

Regional Committees encourage broad-based community stakeholder participation in their meetings. They also promote data quality among their members to include submitting timely and accurate:

- Annual Performance Reports (APRs) to HUD
- High-quality data within NC HMIS

Regional Committees are also responsible for:

- Coordinating the region's Emergency Solutions Grants funding process
- Encouraging Regional Committee members to participate in NC BoS Subcommittees
- Coordinating local temporary and permanent housing, services, and other resources
- Ensuring adequate HMIS bed coverage
- Supporting priorities set by the NC BoS Steering Committee

c. Subcommittees

1. Purpose

The Steering Committee currently has four standing working group subcommittees which are open to any interested party. The subcommittees review performance measures, assess progress, and discuss best practices.

Permanent Supportive Housing Subcommittee

- Meets quarterly
- Reviews performance of agencies receiving HUD CoC Permanent Supportive Housing funding
- Encourages high APR and HMIS performance by agencies receiving HUD CoC Permanent Supportive Housing funding
- Discusses evidence-based and best practices in Permanent Supportive Housing

Rapid Re-Housing Subcommittee

- Meets quarterly
- Reviews performance of agencies receiving HUD Rapid Re-Housing funding
- Encourages high APR and HMIS performance by agencies receiving HUD Rapid Re-Housing funding
- Discusses evidence-based and best practices in Rapid Re-Housing

Coordinated Assessment Exchange

- Meets monthly
- Reviews tools and resources available to communities implementing coordinated assessment
- Discusses successful strategies used by communities implementing coordinated assessment

Veterans Subcommittee

- Meets quarterly
- Implements CoC-wide plan to end veterans homelessness
- Oversees regional veteran plans

d. Funding Application Committees

The Steering Committee currently has two standing subcommittees that inform the CoC's funding decisions. These committees meet on an as-needed basis.

1. Scorecard Committee

- Composed of one representative from each NC BoS Regional Committee
- Determines criteria and scoring guidelines for new and renewal project scorecards

2. Project Review Committee

- Composed of one representative from each NC BoS Regional Committee (members cannot be from agencies applying for funding)
- Reviews and rates each project application according to the current scorecard
- Recommends ranked list of project applications for CoC collaborative application to the Steering Committee

e. Coordinated Assessment Council

The Steering Committee appoints a standing Coordinated Assessment Council to review, provide feedback on, and ultimately recommend approval of coordinated assessment plans written by Regional Committees. The Coordinated Assessment Council provides oversight for Regional Committees implementing coordinated assessment by reviewing plan changes and system outcomes, providing support and feedback, and hearing grievances that cannot be resolved at the local level. The Coordinated Assessment Council is made up of representatives from across NC BoS and other state-level experts.

f. Working Groups

The Steering Committee forms short-term, outcome-focused working groups on an as-needed basis. The scope of work and proposed group duration will be determined by the Steering Committee. Working group membership will vary depending on the particular needs of the group, but generally should represent the totality of the Steering Committee (region, subpopulation, etc.) as feasible.

SECTION IV. FUNDING APPLICATIONS

The NC BoS is responsible for preparing and overseeing the application process for HUD CoC grants (applied to HUD by CoC) and HUD ESG grants (applied to NC DHHS by Regional Committees). The NC BoS does this by establishing funding priorities via a transparent and inclusive process and designing, operating and following a collaborative process. The NC BoS encourages all eligible applicants to submit project applications.

a. CoC Grants

NCCEH is the designated collaborative applicant that submits the CoC grant application and manages the application process at the CoC level. NC BoS Steering Committee, staff, project applicants, and funding application committees work together to prepare and submit the collaborative application. Project applicants are responsible for individual project applications. Each year the application timeline is contingent on HUD.

b. ESG Grants

HUD provides block grant funds to each state for the Emergency Solutions Grants program (hereafter ESG). The State of North Carolina, through DHHS, Division of Aging and Adult Services, Adult Services Section determines and distributes ESG money to each CoC in North Carolina and to Regional Committees within NC BoS. Regional Committees manage the project application process for ESG. The NC BoS has the authority to review and approve ESG applications.

SECTION V. DATA COLLECTION & ASSESSMENT

a. HMIS

NC BoS CoC is a part of the NC HMIS and a member of the NC HMIS Governance Committee. As such NC BoS has four primary responsibilities:

1. **Designate an HMIS Lead Agency:** At the recommendation of the NC HMIS Governance Committee, the NC BoS Steering Committee shall approve an HMIS Lead Agency to operate the local HMIS as part of the statewide NC HMIS. This entity will be responsible for ensuring that all applicable federal partner regulations and notice requirements are met.
2. **Designate an HMIS Grantee:** The NC BoS Steering Committee shall designate an HMIS Grantee who will be the single agency to manage the HMIS funding and

ensure all local financial obligations are met. The HMIS Grantee will contract with the HMIS Lead Agency to operate HMIS in NC BoS. The contract and MOU will describe the exact responsibilities of the HMIS Lead Agency, HMIS Grantee, and Continuum of Care for meeting federal partner regulations and notice requirements.

3. **Designate HMIS Governance Committee Representatives:** NC BoS Steering Committee shall designate four representatives and four alternate representatives from the Continuum of Care to the NC HMIS Governance Committee.
4. **Review NC HMIS Governance Committee Bylaws:** NC HMIS Bylaws direct the governance of the statewide NC HMIS. NC BoS may approve or send suggestions to the NC HMIS Governance Committee on amendments for adoption.
5. **Role of NC BoS staff:** NC BoS staff, in partnership with the NC HMIS Governance Committee, shall ensure the following:
 - Consistent participation in HMIS for all federal partner funded programs and encourage the same for all other agencies
 - For agencies that are exempt from participating in HMIS by Federal Statute (for example, domestic violence service providers) NC BoS staff will support participation in a comparable database that meets the HUD standards for HMIS
 - HMIS is administered within NC BoS in compliance with requirements prescribed by HUD
 - Oversight is provided by the NC HMIS Governance Committee
 - Compliance with all HUD rules and regulations, including reviewing, revising, and approving three key data documents: a privacy plan, a security plan, and a data quality plan

NC BoS uses CoC program funds for an HMIS grant to fund the CoC's HMIS.

b. Point-in-Time Count

NC BoS plans and conducts an annual Point-in-Time Count (PIT) that counts and collects data on homeless people who are both unsheltered and sheltered within emergency shelters and transitional housing. NC BoS will provide training, forms, and instruction for Regional Committees on conducting this count. Normally, the PIT is held on the last Wednesday in January. The PIT will comply with any additional HUD requirements.

c. Housing Inventory Chart (HIC)

NC BoS completes the annual Housing Inventory Chart (HIC), which includes a bed inventory of all emergency shelters, transitional housing programs, rapid re-housing programs, and permanent supportive housing programs in the CoC, as well as the CoC's Point-in-Time Count data. The HIC is submitted to HUD through the Homeless Data Exchange in accordance with the deadline set by HUD.

d. Annual Homeless Assessment Report (AHAR)

In conjunction with the NC HMIS Lead Agency, NC BoS completes the Annual Homeless Assessment Report, which includes both point-in-time and year-round HMIS data on homeless clients enrolled in the CoC's emergency shelter, transitional housing, and permanent supportive housing programs. The AHAR is submitted to HUD through the Homeless Data Exchange in accordance with the deadline set by HUD.

SECTION VI. STAFF ROLES

Since 2009, NC BoS is staffed by the NC Coalition to End Homelessness through an annual contract with the NC DHHS. NC BoS staff is responsible for:

a. CoC Coordination

- a. Coordinate and staff NC BoS Steering Committee
- b. Provide technical support and capacity building to local BoS communities and project applicants
- c. Support grantees
- d. Manage BoS website, email lists, and other communications
- e. Coordinate and conduct subcommittee calls (see above Section III. (c) Subcommittees)
- f. Coordinate Balance of State approval process for regional ESG applications
- g. Organize and staff workgroups as needed for time-limited projects
- h. Staff the Coordinated Assessment Council (CAC)
- i. Support the NC HMIS implementation (see above Section V. (a) 5. HMIS)

b. CoC Application Preparation

- Prepare and validate Grant Inventory Worksheet and complete the CoC registration process
- Coordinate scoring and ranking of applications
- Complete and submit CoC collaborative application
- Assist new and renewal applicants in completing CoC project applications by providing technical assistance and feedback
- Submit AHAR data
- Prepare pre-application forms and instructions as needed
- Track and review pre-applications and provide consultations and technical assistance to applicants
- Collaborate with BoS Regional Committees to gather and compile Point-in-Time (PIT) Count and Housing Inventory Chart (HIC) data. Complete HIC and submit with PIT to HUD Homeless Data Exchange.

c. Written Standards

The NC BoS Steering Committee approved a comprehensive set of written standards for all CoC- and ESG-funded programs and for the NC BoS Coordinated Assessment system on September 6, 2016 (see APPENDIX 4: WRITTEN STANDARDS).

SECTION VII. GOVERNANCE CHARTER

a. Ratification

NC BoS Governance Charter was formally adopted by the Steering Committee on August 6, 2013 and most recently amended on October 4, 2016. The Charter may be thereafter amended at a regular Steering Committee meeting by a simple majority (at least 51%) affirmative vote of the members present and determined eligible to vote.

b. Process for Amending the Charter

Proposed amendments must be in written form and distributed to Steering Committee members prior to the presentation and vote. The Governance Charter may be fully revised to include agreed-upon changes, or an Amended Article may be added for insertion into the existing document.

c. Annual Renewal & Updates

NC BoS Steering Committee will formally review and update the NC BoS Charter annually, making changes as necessary.

2016 NC HMIS Operating Policies and Procedures

rev. 2016.12.08



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2016 North Carolina Statewide Homeless Management Information System (NC HMIS) Operating Policies and Procedures

The purpose of an HMIS project is to:

- Record and store client-level information about the numbers, characteristics and needs of persons who use homeless housing and supportive services
- Produce an unduplicated count of persons experiencing homelessness for each Continuum of Care
- Understand the extent and nature of homelessness locally, regionally and nationally
- Understand patterns of service usage and measure the effectiveness of projects and systems of care

These are the minimum standards of operation for the NC HMIS Project. CoCs may elect to implement more rigorous standards as agreed upon by their local CoC. **The following operating policies and procedures apply to all designated HMIS Lead Agencies and participating agencies in North Carolina. (Contributing HMIS Organizations – CHOs).**

KEY TERMS AND ACRONYMS:

Term	Acronym (if used)	Brief Definition
Homeless Management Information System	HMIS	A data system that meets HUD’s HMIS requirements and is used to measure homelessness and the effectiveness of related service delivery systems. The HMIS is also the primary reporting tool for HUD homeless service grants as well as for other public streams of funding related to homelessness.
North Carolina Statewide Homeless Management Information System	NC HMIS	The North Carolina Statewide Homeless Management Information System is the unified statewide HMIS for all of North Carolina’s 12 Continua of Care.
Continuum of Care	CoC	Planning body charged with guiding the local response to homelessness.
Independent Jurisdiction CoCs	IJs	CoCs that are recognized by HUD and are usually organized around higher population counties.
Balance of State CoC	BOS	The Balance of State CoC is composed of the communities/counties within North Carolina that are not part of another CoC within the state. Communities that are part of the Balance of State are typically smaller mid-sized or rural communities.
Michigan Coalition Against Homelessness	MCAH	The Michigan Coalition Against Homelessness is a nonprofit membership organization that is an advocate for individuals and families who are homeless or at-risk of becoming homeless, and the agencies that serve them. MCAH serves as the HMIS statewide lead for the NC HMIS project.
North Carolina HMIS Governance Committee	GC	The NC Governance Committee is composed of representatives from all 12 North Carolina CoCs and provides direct oversight of the Statewide HMIS project.
MCAH Memorandum of Understanding	MOU	The Interim MOU enables MCAH to serve as the HMIS Lead Agency and administer the statewide HMIS implementation on behalf of the North Carolina CoCs.

Contributing HMIS Organizations	CHO	An organization that participates on the HMIS.
The Health Insurance Portability and Accountability Act of 1996	HIPAA	The Health Insurance Portability and Accountability Act of 1996, particularly the Privacy Rule under Title II, regulates the use and disclosure of Protected Health Information (PHI) held by covered entities and business associates. HIPAA is the base operational privacy rule on which the NC HMIS privacy rule is structured.
42 CFR Part 2	Part 2	42 CFR Part 2 is the federal regulation governing the confidentiality of drug and alcohol use treatment and prevention records. The regulations are applicable to certain federally assisted substance use treatment programs. This law limits use and disclosure of substance use patient records and identifying information.
Participation Agreement		The agreement between NC HMIS participating agencies and MCAH that specifies the rights and responsibilities of MCAH and participating agencies.
Data Use Agreement/Administrative Qualified Services Organization Business Associates Agreement	Data Use Agreement /Admin QSOBAA	The agreement signed by each CHO, the local HMIS Lead Agency and MCAH that governs the privacy standards for participants that can see data from multiple organizations.
Sharing Qualified Services Organization Business Associates Agreement	Sharing QSOBAA	The Agreement between agencies that elect to share information using the HMIS. The Agreement prevents the re-release of data and, in combination with the Participation Agreement, defines the rules of sharing.
User Agreement & Code of Ethics		The document each HMIS user signs that defines the HMIS standards of conduct.
Release of Information	ROI	A Release of Information comes in two forms, a paper ROI and an electronic ROI. A signed (paper) ROI giving informed client consent for sharing is also required to share data between agencies. An electronic ROI must be completed to share a client's data on the HMIS.
Sharing		Sharing refers to the exchange of client data between agencies. External data sharing requires a Sharing QSOBAA between two or more agencies, and a client signed Release of Information authorizing the sharing of that client's information. Data entry (internal sharing) does not require a client signed ROI as there is implied consent for the agency to keep records when a client provides information.
Protected Personal Information	PPI	Protected Personal Information is a category of sensitive information that is associated with an individual. It should be accessed only on a strict need-to-know basis and handled and stored with care. Before any portion of the HMIS client record, outside of the Client Profile, can be shared, a Sharing QSOBAA and a client signed release of information must be in place.
Visibility		Refers to whether or not a provider page can view client data that has been entered into another provider page. HMIS system visibility is configured separately in each provider page. Visibility can be configured by individual provider pages or by Visibility Groups.
Visibility Group		A Visibility Group is a defined group of Provider Pages between which data is shared. Internal Visibility Groups control internal sharing within an organization. Internal Visibility is governed by an agency's internal privacy rule. External Visibility Groups control sharing with other agencies and are defined by a Sharing QSOBAA.
Coverage Rate		Coverage rate refers to the percentage of the homeless population in a geographic area that is measured on the HMIS, divided by the total number of homeless persons in that geographic area. Coverage estimates are used to project a total homeless count if there are homeless service providers in a

		jurisdiction that do not participate in NC HMIS. (These may include persons served in Domestic Violence Providers or other non-participating Shelters or Outreach Projects.) See the NC HMIS Coverage Memo for guidance.
Project Types		<p>HUD defines 12 Project Types in HMIS:</p> <ul style="list-style-type: none"> • Coordinated Assessment – A CoC project that coordinates assessment and referrals of persons seeking housing and/or services, and may include the use of a comprehensive and standardized assessment tool. • ES: Emergency Shelter- Overnight shelters or shelters with a planned length of stay of less than 3 months. • TH: Transitional Housing- Transitional environments with a planned LOS of not more than 2 years that provide supportive services. • PH: PSH Permanent Supportive Housing- Permanent Housing for the formerly homeless with services attached to persons served under this project. • PH: Permanent Housing- Permanent housing that may be supported by a voucher but does not have services attached to the housing. • RR: Rapid Rehousing- A project that rapidly rehouses those who are identified at Literally Homeless. • HP: Homeless Prevention- A project that helps those who are at imminent risk of losing housing, to retain their housing. • SO: Street Outreach Project- A project that serves homeless persons who are living on the street or other places not meant for habitation. • SSO: Services Only Project- A project that serves persons only with no residential component. These projects often provide case management and other forms of support and meet with clients in an office, at the client’s home, or in a shelter. • Safe Haven: A project that provides low-demand shelter for hard-to-serve persons with severe disabilities. The clients have often failed in other sheltering environments.
Length of Stay	LOS	The number of days between the beginning of services and the end of services. It is calculated using entry and exit dates or shelter stay dates. NC HMIS offers calculations for discrete stays as well as the total stays across multiple sheltering events.
Point in Time Count	PIT	An annual count, that is required for all CoCs. It is usually performed during the last week in January. Every other year, the PIT Count must include an “unsheltered” or street count.
Housing Inventory Chart	HIC	The HIC Chart is where all residential projects (both HMIS participating and non-participating) specify the number of beds and units available to homeless persons within a jurisdiction. The numbers are recorded in the agency’s HMIS provider pages, (for NC HMIS participating projects), or in “shell” provider pages for non-HMIS participating agencies.
Homeless Definition		<p>See Homeless Definition Crosswalk.</p> <p>The HEARTH Act defines 4 categories of homelessness. NC HMIS has adopted the HUD definition for counting persons experiencing homelessness.</p> <ul style="list-style-type: none"> • Category 1: Literally Homeless • Category 2: Imminent Risk of Homelessness • Category 3: Homeless under other Federal Statutes • Category 4: Fleeing/Attempting to Flee DV

		Not all projects can serve all categories and some may utilize a different definition when delivering services.
Projects for Assistance in Transition from Homelessness	PATH	PATH is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA). It provides services to mentally ill homeless people, primarily through street outreach, to link them to permanent community housing. This project has different reporting requirements than HUD funded projects and uses HMIS to collect this information.
Shelter Plus Care	S+C	Shelter + Care provides Permanent Supportive Housing to disabled persons and reports on the HMIS.
Housing Opportunities for Persons with AIDS	HOPWA	HOPWA provides housing assistance and related supportive services for persons with HIV/AIDS, and family members who are homeless or at risk of homelessness. This project has different project reporting requirements than the other HUD funded projects in this document.
Coordinated Assessment Programs	CA	Coordinated assessment is now required for all communities receiving HUD funding. Each CoC must develop a plan based on their local providers and resources. The shared objective of these locally defined processes is to ensure that access to homeless resources is optimized and based on a standardized assessment of need.

I. POLICIES AND PROCEDURES SUMMARY:

A. Policy Disclaimers and Updates

Operating Procedures defined in this document represent the minimum standards of participation on the NC HMIS project and represent general “best practice” operational procedures. Local HMIS Lead Agencies in coordination with their CoCs may add additional standards to this base document, which define the local HMIS policies within their jurisdiction.

Operational standards in this document are not intended to supersede grant specific requirements and operating procedures as required by funding entities. PATH, HOPWA and VA providers have operating rules specific to HHS and VA.

The NC HMIS Operating Policies and Procedures are updated routinely as HUD publishes additional guidance or as part of an annual review. Draft updates will be reviewed at the NC HMIS monthly System Administrator Call-In and included in the meeting minutes’ distribution email. Before being finalized, the NC HMIS Policies and Procedures will be formally approved by the North Carolina HMIS Governance Committee. To allow for evolution of compliance standards without re-issuing core agreements, updated policies supersede related policies in any previously published Policies and Procedures document or agreements. Any changes from the previous year will be highlighted. A current copy of the NC HMIS Policies and Procedures may also be found on the NC HMIS website www.nchmis.org

II. AGREEMENTS, CERTIFICATIONS, LICENSES AND DISCLAIMERS:

CoCs, agencies and users are required to uphold specific rules and responsibilities as participants in the NC HMIS project.

A. Required Agency Agreements, Certifications and Policies

Participating CHOs or other partners on the NC HMIS project must have the following contracts, agreements, policies and procedures available for review:

1. All CoCs participating on the NC HMIS must sign the **MCAH Memorandum of Understanding** that designates the Michigan Statewide HMIS Vendor and identifies the Michigan Coalition Against Homelessness as the Statewide Lead Agency for administration of the statewide database. (Within national HMIS circles, this document is often called a Joint Governance Charter.) Each jurisdiction will identify a local Lead Agency that coordinates with the Statewide Agency and is responsible for specific tasks. The Charter supports the ability for multiple jurisdictions to participate on a single HMIS information system.
2. All agencies must have the following fully executed documents on file and be in compliance with the policies and directives contained therein:
 - a. A **Data Use Agreement/Administrative QSOBAA** governing administrative access to the system.
 - b. A **Participation Agreement** governing the basic operating principles of the system and rules of membership.
 - c. **Sharing QSOBAA's** (if applicable) governing the nature of the sharing and the re-release of data.
 - d. A board certified **Confidentiality Policy** governing the privacy and security standards for the Agency.
 - e. A board certified **Grievance Policy** outlining a structured process for resolving complaints or grievances against, or within, the organization.

B. HMIS User Requirements:

All agencies must have the following documents on file for all active users licensed in the NC HMIS project.

1. A fully executed **User Agreement and Code of Ethics** document governing the individual's participation in the system.
2. All agencies must keep training certificates for active users on file.
 - a. All users are required to take full privacy training when they are first licensed, and take privacy update suite of trainings at least annually. Successful completion of the certification questionnaire is required for both the full privacy training and the privacy update. Documentation of completion of these trainings must be available for review.
 - b. All users will complete workflow training, related workflow updates and have documentation of the training completion for all programs with which they work. If local CoCs or Agency Administrators have additional training requirements or offerings, they

should have a method for documenting successful completion and have that documentation available at their local agencies for review as needed.

- c. All users are trained in the HUD Data Standards Universal Data Elements and any Program Specific Elements that apply to the programs with which they work. This includes training on both the process for collecting client identifying information, the Homeless Definition and the Chronic Homeless Definition.

C. Agency Administrator Requirements

All agencies participating on the system must have an assigned Agency Administrator.

1. Agency Administrator Training Requirements - Agency Administrators must complete and maintain documentation of the following:
 - a. All trainings required for standard HMIS users on the system.
 - b. Provider Page training.
 - c. Workflow Training for all workflows used in their agency. This training will be developed by the NC HMIS Project, the funding agency or an agency authorized to train on behalf of the funding agency or NC HMIS.
 - d. Reports Training (agency users and leadership are tasked with supporting data quality as well as monitoring outcome and other performance issues).
 - e. Other training as specified by the CoC.
2. Agency Administrator Participation Requirements – Agency Administrators should participate in the following CoC or agency meetings:
 - a. CoC HMIS Agency Administrator meetings and trainings.
 - b. Agency specific HMIS user meetings or preside over an HMIS specific topic during routine staff meetings.
 - c. A local Reports Committee that reviews and governs the publication of CoC information.

III. PRIVACY:

A. Privacy Statement

NC HMIS is committed to making the project safe for participating agencies and the clients whose information is recorded on the system.

Toward that end:

- Sharing is a planned activity guided by sharing agreements between agencies (Sharing QSOBAAs). Agencies may elect to keep private some or all of the client record including all identifying data.
- All organizations will screen for safety issues related to the use of automation.
- NC HMIS has systematized the risk assessment related to clients through the standard NC HMIS release. The standardized release offers options for the use of a client’s Social Security number. It also provides guidance on using unnamed records and how the Privacy Notice is explained to clients.

- NC HMIS has adopted a Privacy Notice (with minor modifications) that was developed in close collaboration with providers that manage information that may put a client at risk.
- The NC HMIS system is compliant with HIPAA, and all Federal and State laws and codes. All privacy procedures are designed to ensure that the broadest range of providers may participate in the project.
- Privacy Training is a requirement for all agencies and users on the NC HMIS system.
- Privacy training is an opportunity for all participating organizations to revisit and improve their overall privacy practices. Many agencies choose to have all of their staff complete the NC HMIS training curricula – not just those with user access to the system.
- All users issued access to the system must sign a User Agreement & Code of Ethics form, and agencies must sign a NC HMIS Participation Agreement. Taken together, these documents obligate participants to core privacy procedures. If agencies decide to share information, they must sign an agreement that defines their sharing and prevents re-release of information to unauthorized third parties (the Sharing QSOBAA).
- Policies have been developed that protect not only a client’s privacy, but also an agency’s privacy. Privacy practice principles around the use and publication of agency or CoC specific data have been developed and included in both the Participation Agreement and this HMIS Policies and Procedures document.
- The NC HMIS System allows projects with multiple components/locations that serve the same client to operate on a single case plan. This reduces the amount of staff and client time spent in documentation of activities and ensuring that care is coordinated and messages to clients are reinforced and consistent.
- NC HMIS has incorporated continuous quality improvement training designed to help agency administrators use the information collected in the HMIS to stabilize and improve project processes, measure outcomes, report to funders, and be more competitive in funding requests.

B. Privacy and Security Plan:

All records entered into and downloaded from the HMIS are required to be kept in a confidential and secure manner.

Oversight:

1. All Agency Administrators with support of agency leadership must¹:
 - a. Ensure that all staff using the system complete annual privacy update training. Training must be provided by NC HMIS Certified Trainers and based on the NC HMIS Privacy/Security Training curricula.
 - b. Conduct a quarterly review of their provider page visibility, ensuring that it properly reflects any signed Sharing QSOBAAs.
 - c. Modify their adapted Release of Information, and script used to explain privacy to all clients, for any privacy changes made. These documents should also be audited quarterly to ensure they are compliant with current sharing agreements.

¹ In lieu of revised Technical Standards, in 2015 the requirement for a privacy officer was removed. However, the function of data security has been assigned to the Agency Administrator. Reflecting Participation Agreement language, the quarterly review of Provider Visibility has been expressly added to this document.

- d. Ensure user accounts are removed from the HMIS when a staff member leaves the organization, or when changes to a staff member's job responsibilities eliminate their need to access the system.
 - e. Report any security or privacy incidents to the CoC's HMIS Local System Administrator. The System Administrator must investigate the incident and run the applicable audit reports. If the System Administrator determines that a breach has occurred and/or the staff member involved violated privacy or security guidelines, the System Administrator must report the issue immediately to the NC HMIS Project Director and CoC Chair. The Local System Administrator must provide a written description of the breach and a summary of his or her findings to the NC HMIS Project Director and CoC Chair. A Corrective Action Plan will be implemented by the agency and the CoC. Components of the plan must include at minimum supervision and retraining. It may also include removal of HMIS license, client notification if a breach has occurred, and any appropriate legal action.
2. Criminal background checks must be completed on all Local System Administrators by the Local Lead Agency. All agencies should be aware of the risks associated with any person given access to the system and limit access as necessary. System access levels should be used to support this activity.
 3. The Local HMIS Lead Agency will conduct routine audits of participating agencies to ensure compliance with the Operating Policies and Procedures. The audit will include a mix of system and on-site reviews. The Local HMIS Lead Agency will document the inspection and any recommendations made, as well as schedule follow-up activities to identify any changes made to document compliance with the Operating Policies and Procedures.

Privacy:

1. Any agency that is subject to the Violence Against Women Act restrictions on entering data into an HMIS are not permitted to participate in the NC HMIS project. These providers will maintain a comparable database to respond to grant contracts and reporting requirements.
2. All agencies are required to have the **HUD Public Notice** posted and visible to clients in locations where information is collected.
3. All Agencies must have a **Privacy Notice**. They may adopt the NC HMIS sample notice or integrate NC HMIS language into their existing notice. All Privacy Notices must define the uses and disclosures of data collected on HMIS including:
 - a. The purpose for collection of client information.
 - b. A brief description of policies and procedures governing privacy including protections for vulnerable populations.
 - c. Data collection, use and purpose limitations. The uses of data must include de-identified data.
 - d. The client right to copy/inspect/correct their record. Agencies may establish reasonable norms for the time and cost related to producing any copy from the record. The agency may say "no" to a request to correct information, but the agency must inform the client of its reasons in writing within 60 days of the request.²
 - e. The client complaint procedure.

² Language was added to clarify the HIPAA rule.

- f. Notice to the consumer that the Privacy Notice may be updated over time and applies to all client information held by the Agency.
- 4. All Notices must be posted on the Agency's website.
- 5. All Agencies are required to have a **Privacy Policy**. Agencies may elect to use the Sample Privacy Policy provided by the NC HMIS project. All Privacy Policies must include:
 - a. Procedures defined in the Agency's Privacy Notice.
 - b. Protections afforded those with increased privacy risks such as protections for victims of domestic violence, dating violence, sexual assault, and stalking. Protections include at minimum:
 - i. Closing of the profile search screen so that only the serving agency may see the record.
 - ii. The right to refuse sharing if the agency has established an external sharing plan.
 - iii. The right to be entered as an unnamed record, where identifying information is not recorded in the system and the record is located through a randomly generated number (Note: This interface does allow for unduplication by looking at key demographic identifiers in the system.)
 - iv. The right to have a record marked as inactive.
 - v. The right to remove their client record from the system.
 - c. Security of hard copy files: Agencies may create a paper record by printing the assessment screens located within NC HMIS. These records must be kept in accordance with the procedures that govern all hard copy information (see below).
 - d. Client Information storage and disposal: Users may not store information from the system on personal portable storage devices. The Agency will retain the client record for a period of seven years, after which time the forms will be discarded in a manner that ensures client confidentiality is not compromised.
 - e. Remote Access and Usage: The Agency must establish a policy that governs use of the system when access is approved from remote locations. The policy must address:
 - i. The strict control of the use of portable storage devices with client identifying information.
 - ii. The environments where use is approved. These environments cannot be open to public access and all paper and/or electronic records that include client identified information must be secured in locked spaces or be password controlled.
 - iii. All browsers used to connect to the system must be secure. If accessing through a wireless network, that network must be encrypted and secured. **No user is allowed to access the database from a public or non-secured private network such as an airport, hotel, library or internet café.**
 - iv. Access via a cellular network using 4G LTE or similar access is permitted if the connection is protected and encrypted. This permits users to access NC HMIS from cell phones, tablet devices or personal hotspots. If broadcasting a hotspot signal, the device must have a passcode or other security measures to restrict general access.
 - v. All computers accessing the system are owned by the agency.
- 6. Agencies must protect **hard copy data** that includes client identifying information from unauthorized viewing or access.
 - a. Client files must be locked in a drawer/file cabinet.

- b. Offices that contain files must be locked when not occupied.
 - c. Files cannot be left visible to unauthorized individuals.
7. The agency must provide a **Privacy Script** to all staff charged with explaining privacy rights to clients in order to standardize the privacy presentation. The script must:
- a. Be developed with agency leadership to reflect the agency's sharing agreements and the level of risk associated with the type of data the agency collects and shares.
 - b. The script should be appropriate to the general education/literacy level of the agency's clients.
 - c. A copy of the script should be available to clients as they complete the intake interview.
 - d. All agency staff responsible for client interaction must be trained in use of the Privacy Script.
8. Agencies that plan to share information through the system must sign a **Sharing QSOBAA** (Qualified Services Organization Business Associates Agreement).
- a. The Sharing QSOBAA prescribes the re-release of information shared under the terms of the agreement.
 - b. The Sharing QSOBAA specifies what is shared with whom.
 - c. Agencies may share different portions of a client record with different partners, and may sign multiple Sharing QSOBAAs to define a layered sharing practice.
 - d. The signatories on the Sharing QSOBAA must be representatives who have been authorized to sign such an agreement by the senior agency's leadership and/or the Agency Board of Directors.
 - e. All members of a Sharing QSOBAA must be informed that by sharing, they are creating a common electronic record that can impact data reflected in their reports. Members of the sharing group must agree to communicate and negotiate data conflicts.
 - f. No agency may be added to the agreement without the approval of all other participating agencies.
 - i. Documentation of that approval must be available for review and may include such items as meeting minutes, email response or other written documentation.
 - ii. Agency approval of additions or changes to a Sharing QSOBAA must be approved by a staff member with authorization to make such decisions on behalf of their agency.
 - g. When a new member is added to the Sharing QSOBAA, the related Visibility Group must be end-dated and a new Visibility Group must be begun. **A new member may not be added to an existing External Visibility Group.**
9. Agencies must have appropriate **Release(s) of Information** that are consistent with the type of data the agency plans to share.
- a. The agency must have adopted the appropriate NC HMIS Basic Release of Information that is applicable to their sharing practice in order to share basic demographic and transactional information.³
 - b. If the agency integrates the NC HMIS Release into their existing releases, the release must include the following components:
 - i. A brief description of NC HMIS including a summary of the HUD Public Notice.

³ Beyond light touch projects that do not collect or share protected data elements, all projects are encouraged to engage their CoC to discuss and implement the 2016 Reciprocal Release of Confidential Information. This release includes a privacy discussion and can be completed one time to include all sharing partners for the specified time limit and purpose.

- ii. A specific description of the Client Profile Search Screen and an opportunity for the client to request that the screen be closed.
 - iii. A listing of the Agency’s sharing partners (if any) and a description of what is shared. These sections must reflect items negotiated in the agency’s Sharing QSOBAA.
 - iv. A defined term of the Agreement⁴.
 - v. Interagency sharing must be accompanied by a negotiated and executed Sharing QSOBAA.
 - vi. If an agency is subject to stricter privacy laws (ex. 42 CFR Part 2), that only permit external sharing between a subset of their provider pages, all provider pages within that agency that will be sharing must be listed on any Sharing QSOBAAs to which the agency is a party.
 - vii. For agencies subject to 42 CFR Part 2, both internal and external sharing will done in with the law.
- c. A HIPAA compliant **Authorization to Release Confidential Information** is also required if the planned sharing includes any of the following:
- i. Case notes/progress notes
 - ii. Information or referral for health, mental health, HIV/AIDS, substance use disorders, or domestic violence.
 - iii. To streamline paper, the basic HMIS Release may be adapted to include the language necessary for a HIPAA compliant release if sharing practice is likely to include the items above in ii.⁵

10. An **electronic ROI** is required to enable sharing of any particular client’s information between any provider pages on the system.
- a. Agencies should establish **Internal Sharing** or sharing only between their agency’s provider pages, by creating visibility group(s) that include all of the agency’s provider pages where sharing is planned and allowed by law.
 - i. Internal Sharing does not require a signed Client Release of Information unless otherwise specified by law. (However, an electronic release must still be entered into the system to permit Internal Sharing.)
 - ii. Unless otherwise specified by law, when new provider pages are added to the Agency tree, they may be included in the existing internal visibility group. The information available to that provider page will include all information covered by the visibility group from the beginning date of the Group – sharing will be retroactive.
 - b. Agencies may elect to share information with other agencies, a practice known as **External Sharing**, by negotiating a Sharing QSOBAA (see 8 above).
 - i. A signed and dated Client Release of Information must be stored in the Client Record (paper or scanned onto the system) for all electronic ROIs that release data between different agencies.

⁴ The change reflects changes in the HIPAA rule that allow for Releases the cover a term – rather than a specific date. The date in the electronic ROI will reflect the specific date defined by the term. The term should not be arbitrary but reflect the anticipated term of the agencies planned coordinating activities.

⁵ Recognizes existing practice by participating CoCs.

- ii. Retroactive Sharing, or sharing historic information between two or more agencies without client consent is not permitted on the system. To prevent retroactive sharing, a new visibility group must be constructed whenever a new sharing partner is added to the agency's existing sharing plan/Sharing QSOBAA.
 - c. MCAH has defined a procedure for pulling a client's housing history across the entire database to verify a client's eligibility for specific housing options. This procedure requires that:
 - i. Consent for obtaining the client's housing history is written into the Outreach Sharing Plan section of the agency's Release of Information, and that the client has agreed to permit this activity by initialing this section.
 - ii. An electronic copy of the signed Release of Information including the client authorization to release the housing history has been attached to the client record on the system.
11. The Agency must have a procedure to provide privacy notices to clients that are visually or hearing impaired or do not speak English as a primary language. For example:
- a. Provisions for Braille or audio
 - b. Available in multiple languages
 - c. Available in large print
12. **Agencies are required to maintain a culture that supports privacy.**
- a. Staff must not discuss client information in the presence of others without a need to know.
 - b. Staff must eliminate unique client identifiers before releasing data to the public.
 - c. The Agency must configure workspaces for intake that supports the privacy of client interaction and data entry.
 - d. User accounts and passwords cannot be shared between users, or visible for others to see.
 - e. Project staff must be educated to not save reports with client identifying data on portable media. Agencies must be able to provide evidence of this training through written training procedures or meeting minutes.
 - f. Staff must be trained regarding use of email communication, texting, file sharing and other electronic means of transferring data related to client services.
 - i. By-name housing lists may not be printed with client identifying information without obtaining written client consent.

Data Security:

- 1. All licensed Users of the System must be assigned **Access Levels** that are consistent with their job responsibilities and their business "need to know".
- 2. All computers must have **network threat protection software with automatic updates.**
 - a. Agency Administrators or designated staff are responsible for monitoring all computers that connect to the HMIS to ensure that:
 - i. The threat protection software is up-to-date.
 - ii. That various system updates are automatic, unless a specific, documented reason exists to maintain an older version of the software.
 - iii. Operating System updates are run regularly.
- 3. All computers must be protected by a firewall.

- a. Agency Administrators or designated staff are responsible for monitoring all computers that connect to the HMIS to ensure that:
 - i. For single computers, the software and versions are current.
 - ii. For networked computers, the firewall firmware is current.
- 4. Physical access to computers that connect to the HMIS must be controlled.
 - a. All workstations must be in secured locations (locked offices).
 - b. Workstations must be logged off when not manned.
 - c. All workstations must be password protected.
 - d. **All HMIS Users are prohibited from using a computer that is available to the public.**
- 5. A **Plan for Remote Access** must exist if staff will be using the NC HMIS System outside of the office such as working from home. Concerns addressed in this plan should include the privacy surrounding off-site access.
 - a. The computer and environment of entry must meet all the standards defined above.
 - b. Downloads from the computer may not include client identifying information.
 - c. Staff must use an agency-owned computer.

Remember that your information security is never better than the trustworthiness of the staff you license to use the system. The data at risk is your own and that of your sharing partners. If an accidental or purposeful breach occurs, you are required to notify MCAH. A system audit of which users have touched a client record can be completed by a System Administrator.

IV. DATA BACKUP AND DISASTER RECOVERY PLAN:

The HMIS is a critically important tool in responding to catastrophic events. The NC HMIS data is housed in a secure server bank in Shreveport, Louisiana with nightly off-site backup. In case of a significant system failure at the main data center, NC HMIS can be brought back online within approximately four hours.⁶

A. Backup Details for NC HMIS

See “Bowman Systems Securing Client Data” for a detailed description of data security and Bowman’s Disaster Response Plan

- 1. The NC HMIS Project maintains the highest level disaster recovery service by contracting with Bowman Systems for Premium Disaster Recovery that includes:
 - a. Off site, out-of-state backup on a different Internet provider, and a separate electrical grid.
 - b. Regular backups of the application server and regular alignment with the current version of the live NC HMIS site.
 - c. Near-instantaneous backups of the NC HMIS database (information is backed up within 5 minutes of entry.)
 - d. Additional nightly off site replication for protection in case of a primary data center failure.

⁶ MCAH will update the disaster plan from time to time based on best practice recommendations, lessons learned from actual disasters, and other conditions that may change on the ground.

- e. Priority level response that ensures downtime will not exceed 4 hours.

B. NC HMIS Project Disaster Recovery Plan:

In the event of a major system failure:

1. The NC HMIS Project Director or designee will notify all participating CoCs and Local System Administrators should a disaster occur at Bowman Systems which affects the functionality and availability of ServicePoint. When appropriate, MCAH will notify Local System Administrators/CoC Leadership of the planned recovery activities and related time lines.
2. Local/assigned System Administrators are responsible for notifying their local agencies and users.
 - a. If a failure occurs after normal business hours, NC HMIS staff will report the system failure to Bowman Systems using their emergency contact line. An email will also be sent to local System Administrators no later than one hour following identification of the failure.
3. The NC HMIS Project Director or designated staff will notify Bowman Systems if additional database services are required.

C. Local HMIS Lead Agencies:

Local HMIS Lead Agencies within CoCs have an obligation to secure and backup key information necessary for the administration and functioning of the NC HMIS Project within their own jurisdiction.

1. NC HMIS Lead Agencies are required to back-up their internal data system nightly.
2. Data back-ups must include a solution for maintaining at least one copy of key internal data off-site for participating agency internal data systems. This location must be secure with controlled access.
3. Local HMIS Lead Agencies must have a disaster recovery plan documented which outlines the policies and procedures for the CoC in case of a major system disaster.
 - a. **Agency Emergency Protocols must include:**
 - i. Emergency contact information including the names/organizations and numbers of local responders and key internal organization staff, designated representatives of the CoCs, the local HMIS Lead Agency, and the NC HMIS Project Director.
 - ii. Delegation of key responsibilities. The plan should outline which persons will be responsible for notification and the timeline of notification.
4. In the event of a local disaster:
 - a. NC HMIS in collaboration with the local Lead Agencies will also provide information to local responders as required by law and within best practice guidelines.
5. NC HMIS in collaboration with the local Lead Agencies will also provide access to organizations charged with crisis response within the privacy guidelines of the system and as allowed by law.

V. SYSTEM ADMINISTRATION:

The position of the Local System Administrator/System Administrator I is key to the success of the CoC. This individual is responsible for overseeing the operation of the NC HMIS project in either a local CoC or a local Planning Body/Jurisdiction. This position will be referred to in this section as a Local System Administrator. The following describes the typical list of responsibilities for a Local System Administrator within a local CoC.

A. Training Requirements for a Local System Administrator:

1. All trainings required for standard users on the system.
2. Provider Page Training and Workflow Training for all workflows used in their CoC.
3. Reports Training (Local System Administrators are tasked with supporting data quality as well as monitoring outcomes and other performance issues).
4. System Administrator Training – This training usually takes place several weeks after a new Local System Administrator has been in their position.
5. Continuous Quality Improvement Training
6. All System Administrators are required to read and understand the HUD Data Standards that underpin the rules of the HMIS.
7. HUD Initiative Training (AHAR, PIT, APR, etc.)

B. Meetings Local System Administrators Are Required to Participate In:

1. Regular CoC Meetings and/or workgroups as determined by the CoC.
2. The CoC Reports Committee or meetings where data use and release is discussed.
3. The Monthly System Administrator Call-In (2nd Tuesday of every Month at 10 am).
4. Regular Agency Administrator/User Meetings within the CoC

C. Local System Administrator Responsibilities:

1. Help Desk and Local Technical Support

- a. The Local System Administrator provides front-line technical support/technical assistance for users and agencies within the CoCs they support. This support includes resetting passwords and troubleshooting/problem solving for users and agencies within their CoCs. Where applicable, the Local System Administrator may train Agency Administrators to do fundamental system support activities, minimizing the burden for support on the Local System Administrator.
- b. The Local System Administrator builds relationships within the agencies they serve, working to understand the business practices of these agencies, and assisting them with mapping these business practices onto the system. The HMIS lead staff will be available, on request, to provide advanced technical support if requested by the Local System Administrator/Local CoC.

2. User and Provider Page Setup

- a. Local System Administrators will set up new users in NC HMIS, or delegate the task to their Agency Administrators. In the case of delegating this task, they will train Agency Administrators on proper setup of user accounts.

- b. Local System Administrators will supervise license allocation for users and agencies within the CoC they serve. When necessary or requested, the Local System Administrator will purchase additional licenses directly for the CoC.
- c. The Local System Administrator will work in partnership with agencies and Agency Administrators in the CoC they serve to ensure that agency provider pages are set up correctly per the HUD Data Standards.
- d. The Local System Administrator will work directly with Agency Administrators and agencies, through a collaborative process to ensure proper visibility is established for the provider pages in the CoC they serve. The agency, at all times will be directly involved in the visibility process, and will sign off on any visibility changes made.

3. Communication

- a. The Local System Administrator will host regular User/Agency Administrator meetings for users of the system in the CoC they serve. These meetings will cover important news on changes in the system, items of local interest within the CoC, and issues identified by the Local System Administrator within the CoC.
- b. The Local System Administrator will share any key news items of local impact, interest, or relevance to the users and Agency Administrators in the CoC they serve.

4. Training

- a. The Local System Administrator will inform Agency Administrators and local users of required and recommended system trainings that are available through the NCHMIS training website.
- b. The Local System Administrator will provide localized training to CoC users and agencies for issues or items of importance related to the local community. These may include local PIT/HIC training, guidance on local data cleanup, or specific guidance on proper workflow and system usage that are identified through an audit process.
- c. The Local System Administrator will provide training for local users on initiatives identified and agreed upon between the Local System Administrator and the local CoC.

5. HUD Projects and Activities (Including AHAR, PIT/HIC, HMIS APR, SPMs, HUD NOFA):

- a. The Local System Administrator will work directly with CoC leadership to complete CoC wide HUD activities such as the AHAR, PIT/HIC, System Performance Measures and the CoC HUD NOFA submission. The Local System Administrator will also assist the CoC with work surrounding state and local funding initiatives which require data from the HMIS.
- b. The Local System Administrator will assist with completing the HMIS APR for the CoC they serve in.
- c. The Local System Administrator will provide support/technical assistance for agencies completing the CoC APR within their jurisdiction. This includes providing technical assistance with problem solving data quality issues, reporting issues, etc.

6. Local CoC Reporting

- a. The Local System Administrator will be responsible for providing reports to the CoC it serves as the HMIS Lead for, regarding requests made by the local CoC for data. These include, but are not limited to:
 - i. CoC wide demographics, performance outcomes, and data quality reports that are used for informational and evaluation purposes
 - ii. Final reports on submissions made to HUD for various HUD mandated activities such as the AHAR, PIT/HIC, System Performance Measures and the HMIS APR
 - iii. General requests for data of interest to the local CoC
 - iv. Any additional reporting requirements initiated by HUD that are required of the local CoC.
- b. The Local System Administrator will train local Agency Administrators and users on how to run reports at the agency level for the purpose of monitoring data quality and outcomes on a regular basis in the agencies that it serves.
- c. The Local System Administrator will be responsible for generating reports on activities and expenditures to the local CoC which he or she serves, as directed by the CoC.

7. CoC/Agency/Project Auditing and Monitoring

- a. The Local System Administrator will work with the local CoC to establish local HMIS policies and procedures using the system-wide Policies and Procedures document as a frame. The Local System Administrator will work with local CoC leadership and Agency Leadership/Administrators to update this document as needed.
- b. The Local System Administrator, collaborating with the Agency Administrators in the CoC which they serve, will audit agencies and projects to ensure compliance. Audit activities may include, but not be limited to:
 - i. Ensuring the agency has all required contracts, agreements and policies in place for participation on the HMIS.
 - ii. Verifying system users have completed all required training for system participation.
 - iii. Ensuring provider pages are correctly setup per HUD Standards Guidance.
 - iv. Ensuring agencies are following appropriate data entry protocol per the funding sources from which they receive funding.
 - v. Monitoring implementation of privacy, to ensure client rights are being protected.
 - vi. Regularly monitoring data quality, completeness and outcomes to ensure projects are maintaining a high level of compliance with HUD and CoC requirements.

(Note: Completion of these tasks are the responsibility of both the HMIS Lead (the Local System Administrator) and the agencies which participate on the system in the local CoC. The Local System Administrator can create a policy under which local agencies are responsible for monitoring themselves, and instruct them on application of that policy. The Local System Administrator can then assist agencies with implementing the policy locally to ensure compliance. The HMIS Lead has released a series of tools to help local HMIS Leads with the process of developing compliance tools.)

VI. DATA QUALITY PLAN AND WORKFLOWS:

A. Provider Page Set-Up:

1. Provider Pages are appropriately named per the NC HMIS naming standards **Agency Name – Location (CoC Name) – Project Name – Project Funding Descriptors**.
For example: The Salvation Army – Guilford CoC – Emergency Shelter Project – ESG.
Identification of funding stream is critical to completing required reporting to funding organization.
2. Inactive Provider Pages must be properly identified with “XXX Closed” followed by the year of the last project exit >Provider Page Name. For example, XXXClosed2016. For a detailed description of closing inactive provider pages, see the MCAH Procedure for Closing Inactive HMIS Provider Pages.
 - a. All clients in inactive/closed provider pages must be closed. Audit and clean-up of inactive pages includes closing all open services and incomes and exiting all unexited clients.
3. The primary provider contact information must be current and reflect where the services are being delivered.
4. HUD Data Standards must be fully completed on all provider pages:
 - a. CoC code must be correctly set. If a project stops functioning in the CoC, the appropriate end date must be added to the CoC Code Entry.
 - b. Project type codes must be correctly set.
 - c. If a project is an Emergency Shelter, the Method for Tracking Emergency Shelter Utilization field must be correctly set. If a project is not an Emergency Shelter, this field should be left null or “-Select-.”
 - d. Geocodes must be set correctly.
 - e. The Continuum Project field must be properly completed.
 - f. If a project is HOPWA, RHY, PATH or SSVF, the Provider Grant Type must be correctly filled out.
 - g. Bed and Unit Inventories must be set for applicable residential projects. Bed and Unit Inventories for all projects should be reviewed at least annually, and updated as needed.
 - h. Federal Partner Funding Source values should be selected for projects funded by one of the Federal Partners. Federal Partner Funding Sources are to be updated at least annually. If a project is not funded by a Federal Partner Funding Source, the option selected should be “NA.”
 - i. Assessments with the appropriate 3.917 Living Situation question must be assigned based on Program Type
 - i. Emergency Shelter, Street Outreach or Safe Haven projects should use 3.917a assessment.
 - ii. All other project types should use the 3.917b assessment.

B. Data Quality Plan:

1. Agencies must require documentation at intake of the homeless status of consumers according to the reporting and eligibility guidelines issued by HUD. The “order of priority” for obtaining evidence of homeless status are (1) third party documentation, (2) worker observations, and (3) certification from the person. Lack of third party documentation may not be used to refuse emergency shelter, outreach or domestic violence services. Local CoCs may designate the local HARA’s to establish the homeless designation and maintain related documentation.
2. 100% of the clients must be entered into NC HMIS within 15 days of data collection. If the information is not entered on the same day it is collected, the agency must assure that the date associated with the information is the date on which the data was collected by:
 - a. Entering data into the system using the Enter Data As function if needed.
 - b. Entering the entry/exit data including the UDEs on the Entry/Exit Tab of ServicePoint or
 - c. Backdating the information into the system⁷
3. All staff are required to be trained on the definition of Homelessness.
 - a. NC HMIS provides a homeless definition crosswalk and a 3.917 flowchart to support agency level training.
 - b. There must be congruity between the following NC HMIS case record responses, based on the applicable homeless definition. Elements to HUD Data Standard Element 3.917a or 3.917b must be properly completed.
4. The agency has a process to ensure the First and Last Names are spelled properly and that the DOB and social security numbers are accurate.
 - a. Identification (ID) should be requested at intake to support proper spelling of the client’s name, as well as, the recording of the DOB.
 - b. If no ID is available, staff should request the legal spelling of the person’s name. **Staff should not assume they know the spelling of the name.**
 - c. Projects that serve the chronic and higher risk populations are encouraged to use the scan card process within ServicePoint to improve un-duplication and to improve the efficiency of recording services.
 - d. Data for clients with significant privacy needs may be entered under the “unnamed record” feature of the system. However, while identifiers are not stored using this feature, great care should be taken in creating the unnamed algorithm by carefully entering the first and last name and the DOB. Names and ServicePoint ID number crosswalks (that are required to find the record again) must be maintained off-line in a secure location.
5. Income and non-cash benefits must be updated at least annually and at exit, or at the frequency specified by program requirements.
 - a. Annual Reviews will be completed in the 30 days prior to the anniversary of the client’s entry into services.
 - b. For PH projects with long stays, at the annual review, incomes that are over two years old must be updated by closing the existing income and entering a new income record (even

⁷ Clarification of existing policy.

if the income has not changed). This assures that the income has been confirmed and will pull properly into reports.

- c. For all other projects, any income(s) no longer available to the client should be closed on the day before intake (if data is shared from another provider), annual review and exit. If the income is over two years old, please follow the procedure defined above.⁸
6. Agencies must have an organized exit process that includes:
 - a. Educating clients and staff on the importance of planning and communicating regarding discharge destination and outcomes. This must be evidenced through staff meeting minutes or other training logs and records.
 - b. Discharge Destinations must be properly mapped to the HUD Destination Categories.
 - i. NC HMIS provides a Destination Definition document to support proper completion of exits. All new staff must have training on this document.
 - ii. Projects must have defined processes for collecting this information from as many households as possible.⁹
 - c. There is a procedure for communicating exit information to the person responsible for data entry if not entering real time.
7. Agency Administrators/staff regularly run data quality reports.
 - a. Report frequency should reflect the volume of data entered into the System. Frequency for funded projects will be governed by Grant Agreements, HUD reporting cycles, and local CoC Standards. However, higher volume projects such as shelters and services only projects must review and correct data at least monthly. Lower volume projects such as Transitional and Permanent Housing must run following all intakes and exits and quarterly to monitor the recording of services and other required data elements including annual updates of income and employment.¹⁰
 - b. The project entry and exit dates should be recorded for all participants upon project entry and exit. Entry dates should record the first day of service or project entry. A new project entry date is required for each period/episode of service. Exit dates should record the last day of residence before the participant left the shelter/housing project or the last day a service was provided.
 - c. Data quality screening and correction activities must confirm all required data is complete, and should include:
 - i. Correction of missing or inaccurate information in (red) Universal Data Element Fields.
 - ii. Completion of the Relationship to Household assessment questions.
 - iii. Completion of the 3.917 Living Situation series of questions.
 - iv. Completion of the 3.16 Client Location question.
 - v. Completion of the Domestic Violence questions.

⁸ Reflecting the 2015 data quality review of client income, staff are being asked to close any incomes that are more than two years old and to enter a new income with the income review process and to prevent the further accumulation of open old incomes to add closing of the income to the routine discharge processes.

⁹ Data indicates that some providers have regressed in completing discharge destination in the last year and accurately completing this field is vitally important to success. Beyond data entry issues, projects must define processes that collect this information from as many households as possible.

¹⁰ Additional detail was added for low volume environments that are required to annually update income and employment.

- vi. Completion of the HUD Verifications for all Income, Non Cash Benefits, Health Insurance and Disability sub-assessments.
- vii. Completion of the Residential move-in-date for all PH: RRH projects.
- viii. Completion of all of the project specific data elements, as required by the various funding sources supporting the project.
- d. Providers must audit unexited clients in the system by using the Length of Stay and unexited Client Data Quality Reports.
- 8. CoCs and Agencies are required to review Outcome Performance Reports/System Performance Measures reports defined by HUD and other funding organizations. Measures are based on Project Type. The CoC Lead Agency, in collaboration with the CoC Reports Committee or other designated CQI Committee, establishes local benchmark targets for performance improvement on shared measures.
- 9. Agencies are expected to participate in the CoC's Continuous Quality Improvement Plan. See CQI materials designed to support Data Quality through Continuous Quality Improvement.

C. Workflow Requirements:

- 1. Provider Page Configuration settings must use the assessments that are appropriate for the funding stream.
- 2. Users performing data entry must use the latest copies of the workflow guidance documents.
- 3. If using paper, the intake data collection forms must align correctly with the workflow.
- 4. 100% of clients must be entered into the system no later than 15 days from the intake date.
- 5. Agencies must actively monitor project participation and client exits. Clients must be exited within 30 days of last contact, unless project guidelines specify otherwise.
- 6. All required project information must be collected.
 - a. All HMIS participants are required to enter at minimum the Universal Data Elements.
 - b. Projects that serve clients over time are required to complete additional updates as defined by the funding stream. If the Agency is not reporting to a funding stream, they are encouraged to use the Michigan Update form.

VII. RESEARCH AND ELECTRONIC DATA EXCHANGES

A. Electronic Data Exchanges:

- 1. Agencies electing to either import or export data from the NC HMIS must assure:
 - a. **Data Import** - The quality of the data being loaded onto the System meets all the data quality standards listed in this policy including timeliness, completeness, and accuracy. In all cases, the importing organization must be able to successfully generate all required reports including but not limited to the CoC APR, the ESG CAPER, or other required reports as specified by the funder.
 - b. **Data Export** - Agencies exporting data from NC HMIS must certify the privacy and security rights promised participants on the HMIS are met on the destination system. If the destination system operates under less restrictive rules, the client must be fully

- informed and approve the transfer during the intake process. The agency must have the ability to restrict transfers to those clients that approve the exchange.
2. MSHDA/MCAH or your local CoC may elect to participate in de-identified research data sets to support research and planning.
 - a. De-identification will involve the masking or removal of all identifying or potential identifying information such as the name, Unique Client ID, SS#, DOB, address, agency name, and agency location.
 - b. Geographic analysis will be restricted to prevent any data pools that are small enough to inadvertently identify a client by other characteristics or combination of characteristics.
 - c. Projects used to match and/or remove identifying information will not allow a re-identification process to occur. If retention of identifying information is maintained by a “trusted party” to allow for updates of an otherwise de-identified data set, the organization/person charged with retaining that data set will certify that they meet medical/behavioral health security standards and that all identifiers are kept strictly confidential and separate from the de-identified data set.
 - d. CoCs will be provided a description of each study being implemented. Agencies or CoCs may opt out of the study through a written notice to MCAH or the study owner.
 3. MSHDA/ MCAH or your local CoC may elect to participate in identified research data sets to support research and planning.
 - a. All identified research must be governed through an Institutional Research Board including requirements for client informed consent.
 - b. CoCs will be provided a description of each study being implemented. Agencies may opt out of the study through a written notice to MCAH or the study owner.

APPENDIX A: DOCUMENT CHECKLIST FOR NC HMIS AGENCIES¹¹

All agencies that participate on the NC HMIS project are required to keep either a physical or electronic binder containing each of the following fully executed documents.

Contracts, Agreements, Policies and Procedures

- Fully Executed MCAH Memorandum of Understanding:** (Only the HMIS and/or CoC Lead Agency is required to maintain this document.)
- HMIS Policies and Procedures Document for the CoC:** (Only the HMIS and/or CoC Lead Agency are required to maintain this document. It must have been formally approved by the CoC as evidenced by CoC meeting minutes.)
- Administrative QSOBAA:** Fully signed and executed
- Participation Agreement:** Fully signed and executed
- Sharing QSOBAAs:** (Only necessary if the agency has engaged in external sharing). Document should be fully signed and executed. If any changes have been made to a Sharing QSOBAA written documentation and approval of those changes by all parties must be included also.
- Confidentiality Policy:** (As approved by Agency's Board of Directors)
- Grievance Policy:** (As approved by Agency's Board of Directors)

NC HMIS User Documentation

- User Agreement and Code of Ethics Document:** Fully initialed and signed. A User Agreement and Code of Ethics document must be on file for all users currently licensed on NC HMIS. It is recommended that the User Agreement and Code of Ethics documents for employees no longer at the agency be kept with their separated employee file
- User Training Documentation/Certification:** Documentation of all NC HMIS trainings completed by active users are to be kept in the NC HMIS binder. These trainings must be certified by either MCAH, a certified MCAH trainer, other identified statewide trainers or CoC identified trainers for CoC initiatives. Evidence of training include training completion certificates, successfully passed training quizzes, training logs, etc.

Agency Privacy Documents

- HUD Posted Public Notice:** HUD Public Notices should be posted in locations where clients are seen.
- Agency Privacy Notice:** Agencies can adopt the sample MCAH Notice or customize the notice to address agency needs.
- Agency Privacy Policy:** Agencies can adopt the sample MCAH Policy or customize the policy to address agency needs.

¹¹ The previous Appendix A, has been removed due to a full revamping of the MCAH training protocol and documentation storage functionality on our website. MCAH will be releasing an updated version of this document as a real time tool during the HUD FY 2016.

- Current Agency Privacy Script:** Developed and approved by agency leadership. The policy should be based on a current version of the CoC or Agency Release of Information.
- Current Agency Release of Information:** Must specify all sharing partners and the sharing outreach plan, as applicable.

Posted for Public Comment: 4/18/2016

**Brevard Housing Authority Admissions and Continued Occupancy Policy
Amendment to Local Preferences**

4-III.B. SELECTION METHOD

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

Local Preferences [24 CFR 960.206]

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

PHA Policy

The PHA will use the following local preferences:

1. *Working, Elderly or Disabled:* To assist with the de-concentration of poverty in public housing generally, the PHA provides a preference for working families (families where the head, spouse, co-head, or sole member is employed at least 20 hours per week). As required by HUD, families will be given the benefit of this preference if the head, spouse, co-head or sole member is a person age 62 or older, or is a person with disabilities [24 CFR 960.206(b)(2)]. This preference will be verified by documentation from the current employer, a birth certificate, or the Social Security Administration.
2. *Homeless with Supportive Services:* Based on needs identified in the consolidated plan and on consultation with partner agencies, the PHA provides a preference for families and individuals that are homeless as defined by HUD and will be receiving regular on-site case management from a local homeless services, domestic violence, social services, or mental health agency for at least six months after moving in. This preference will be verified by the agency providing case management.
3. *Veterans:* Based on their service to the nation, the PHA provides a preference to low income families and individuals that include a veteran, and to disabled veterans and the surviving families of a deceased veteran if the veteran's disability or death has been determined by the U.S. Department of Veterans Affairs (VA) to be service connected. This preference will be verified by documentation from the VA.

This amendment supersedes all prior preference policies and lists effective June 1, 2016. All other provisions of Section 4-III.B of the ACOP, including the income targeting requirement for extremely low income families, remain in full force and effect.

10.0 TENANT SELECTION AND ASSIGNMENT PLAN

10.1 PREFERENCES

The Hendersonville Housing Authority will select families based on the following preferences within each bedroom size category based on our local housing needs and priorities:

- A. Elderly/disabled families who either live or work or have been hired to work in Henderson County. The residency preference will not have the purpose or effect of delaying or otherwise denying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family.
- B. Applicants with an adult member who is working.
- C. Elderly/Disabled Families who do not live or work in Henderson County.
- D. All other applicants.

“Work or Working: Where the head, spouse or sole member is employed by a third party for at least the minimum wage.”

Based on the above preferences, all families in preference A will be offered housing before any families in preference B, preference B families will be offered housing before any families in preference C, and preference C families will be offered housing before any families in preference D.

The residency preference will not have the purpose or effect of delaying or otherwise denying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family.

The date and time of application will be noted and utilized to determine the sequence within the above prescribed preferences.

Notwithstanding the above, families who are elderly or disabled will be offered housing before other single persons.

Homeless Priority: Within each of the three preference categories listed above, preference is given to Applicant families, otherwise eligible, who meet the definition of homeless. “Homeless” is defined as any individual or family who:

- Lacks a fixed, regular and adequate nighttime residence, AND
- Is living in a homeless shelter (or temporary housing provided by an agency serving the homeless) at the time of application as well as at the time of selection. The applicant must be living at a homeless shelter (or other temporary housing shelter

provided by an agency serving the homeless) that is controlled in whole by an agency that has a current Memorandum of Understanding on file with the Hendersonville Housing Authority. An applicant family must also be referred by such agency. Referrals in this regard must be accompanied by an official certification by the referring agency as the homeless status of the applicant.

The Homeless Priority cannot be claimed by:

- An individual or family who is residing with relatives or other individuals; or
- An individual or family who has created a homeless situation for the sole purpose of obtaining the priority. Creating a homeless situation includes, but is not limited to:
 - Purposely setting fire to existing shelter
 - Being evicted from a rental unit for violation of the lease
 - Voluntarily moving from an otherwise suitable unit.

An applicant family, who qualifies for the Homeless Priority will receive only one offer for a public housing unit. If this offer is refused, the homeless priority is void, and the applicant will be ranked in the preference category for which they qualify.

Buildings Designed for the Elderly and Disabled (Mixed Population Developments):

Preference will be given to elderly and disabled families. If there are no elderly or disabled families on the list, preference will then be given to near-elderly families. If there are no near-elderly families on the waiting list, units will be offered to families who qualify for the appropriate bedroom size using these priorities. All such families will be selected from the waiting list using the preferences as outlined above.

Accessible Units: Accessible units will be first offered to families who may benefit from the accessible features who reside in the development that has the vacancy. If there are no families residing in that development needing the accessible unit, it shall then be offered to families residing in other developments that may benefit from the accessible unit. If there are no families residing in the other developments needing the accessible unit, it shall then be offered to applicants on the waiting list who may benefit from the accessible features. Applicants for these units will be selected utilizing the same preference system as outlined above.

If there are no applicants who would benefit from the accessible features, the units will be

offered to other applicants in the order that their names come to the top of the waiting list. Such applicants, however, will be requested to sign a lease rider stating they will accept a transfer (at the Housing Authority's expense) if, at a future time, a family requiring an accessible feature applies or a family requires a transfer from a non-accessible unit. Any family required to transfer will be given a 30-day notice.

Chapter 3

APPLYING FOR ADMISSION

INTRODUCTION

The policy of MERHA is to ensure that all families who express an interest in housing assistance are given an equal opportunity to apply, and are treated in a fair and consistent manner. This Chapter describes the policies and procedures for completing an initial application for assistance, placement and denial of placement on the waiting list, and limitations on who may apply. The primary purpose of the intake function is to gather information about the family, but MERHA will also utilize this process to provide information to the family so that an accurate and timely decision of eligibility can be made. Applicants will be placed on the waiting list in accordance with this Policy.

A. HOW TO APPLY

Families who wish to apply for any of MERHA's programs must complete a written application form when the application process is open. Applications will be made available in an accessible format upon request from a person with a disability. Persons with disabilities who require a reasonable accommodation in completing an application may call the MERHA to make special arrangements. A Telecommunication Device for the Deaf (TDD) is available for the hearing impaired. The TDD telephone number is 711.

Applications are taken at the central Administrative Office for all Waiting Lists. Applications for site-based Waiting Lists may be made at the Site or at the central Administrative Office. The preliminary application form is also available on MERHA's website at MERHAMerha.com

The application process will involve two phases.

1. The first is the initial application for admission, referred to as the preliminary application. The preliminary application is dated and time stamped and is keyed to the computerized Waiting List management system to secure a place on the Waiting List in accordance with the date and time order.
2. The second phase is the final determination of eligibility referred to as the "full application." The full application takes place when the family approaches the top of the Waiting List and is notified for an interview. At this time, MERHA ensures that verification of all HUD, State, local, and MERHA eligibility factors as pursuant to the program are current in order to determine the family's eligibility for an offer of a suitable unit.

B. "INITIAL" APPLICATION PROCEDURES

MERHA will utilize a preliminary application form for the initial application. The application may be made in person by completion of the form itself, whenever the Waiting List is open. Applications may be mailed to Out of State applicants or for purposes of reasonable accommodations.

Spanish translation of the pre-application is available for non-English speaking applicants.

At a minimum, the preliminary application will contain questions designed to obtain the following information:

- Names of head of household, spouse/co-head
- Names of all members and age of all members
- Number of family members (used to estimate bedroom size needed)
- Street address and phone numbers
- Mailing address (If PO Box or other permanent address)
- Annual income
- Source(s) of income received by household members
- Information regarding request for reasonable accommodation or for accessible unit
- Social Security Numbers
- Race/ethnicity
- Arrests/Convictions for Drug Related or Violent Criminal Activity
- Questions regarding previous participation in HUD programs

Duplicate applications, including applications from a segment of an applicant household, will not be accepted.

Preliminary applications will not require interviews. Information on the application will not be verified until the applicant has been selected for final eligibility determination. Final eligibility

will be determined when the full application process is completed and all information is verified.

Applicants are required to inform MERHA in writing of changes in family composition, income, and address. Applicants are also required to respond to requests from MERHA to update information on their application, or to determine their continued interest in assistance.

Corrections, updates, or changes on applications will be documented. Obsolete information on paper forms of applications shall be lined through and documented as to its obsolescence, initialized and dated by the employee making such changes, or by the applicant, if such change is made by the applicant him/herself.

Failure to provide information or to respond to mailings will result in the applicant being removed from the waiting list.

When the applicant nears the top of the waiting list, MERHA will then utilize a full application form.

Applications will require an interview and information on the application will be verified prior to admission. Final eligibility will be determined when the full application process is completed and all information is verified.

C. PREFERENCE DEFINED

Emergency Preference

The MERHA shall grant preferences to families of federally declared disasters who are public housing residents from another jurisdiction and other eligible disaster-affected families who are income eligible. These persons will receive preferences over other waiting list placeholders. This preference will remain in place until the emergency no longer exists.

Victims of Domestic Violence

For the purpose of priority for admission, a person or persons that due to no fault of their own is the recipient of a felony or misdemeanor crimes of violence by a current or former spouse, or an individual that is engaged in acts that violate VAWA or the domestic or violence laws of the jurisdiction, whichever is the higher standard.

Accessible Units

Qualified families will be offered an accessible unit, upon request by the family, when an accessible unit is available. Due to the limited number of accessible units, MERHA will offer vacant accessible units with features for person with disabilities as follows:

- First, to a current occupant of another unit of the same development who requires the accessible features of the vacant, accessible unit and is occupying a unit not having

the features;

- If there is no current resident in the same development that requires the accessible features of the vacant unit, then it will be offered to a resident with disabilities residing in another development under MERHA's control, who has a disability that requires the special features of the vacant accessible unit;
- If there is no current resident who requires the accessible features of the vacant, accessible unit, then the vacant accessible unit will be offered to an eligible qualified applicant with disabilities on the waiting list who can benefit from the accessible features of the available, vacant, accessible unit; .
- If there is not an eligible qualified resident or applicant with disabilities, needing the features of the vacant available unit on the waiting list who wishes to reside in the available accessible unit, then it will be offered to an applicant on the waiting list who does not need the accessible features of the unit. See 24 CFR 8.27. However, the MERHA will require the applicant to execute the MERHA public housing lease that requires to the resident to relocate to a vacant non-accessible unit within thirty (30) days of notice by the MERHA that there is an eligible applicant or existing resident with disabilities who requires the accessible features of the unit.

Elderly/Disabled Preference

An elderly/disabled single family will have a preference over a non-elderly/non-disabled single family for 0 or 1-BR units

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 or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; 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.

D. COMPLETION OF A FULL APPLICATION

All preferences claimed on the preliminary application or while the family is on the waiting list will be verified after the family is selected from the waiting list.

The qualification for preference must exist at the time the preference is verified and at the time of admission regardless of the length of time an applicant has been on the waiting list because the preference is based on current status.

Applicants on the Waiting List who will be selected in the next 120 days will be sent a letter to complete a full application. The letter will notify the applicant of an application interview and request the applicant to bring all documents which verify all factors to be verified. Factors to be verified will be listed in the letter. Documents presented at the time of full application are not in lieu of third party verification.

Applicants are required at the full application interview to:

Complete a Full Application Form prior to the full application interview.

Sign Release of Information Forms including authorization form for criminal background checks of all adult household members, and consent for verification of Immigration status.

Participate in a full application interview with a MERHA representative during which the applicant will be required to furnish complete and accurate information as requested by the interviewer. The applicant will sign and certify that all information is complete and accurate.

Requirement to Attend Interview

MERHA utilizes the full application interview to discuss the family's circumstances in greater detail, to clarify information that has been provided by the family, and to ensure that the information is complete. The interview is also used as a vehicle to meet the informational needs of the family by providing information about the application and verification process, as well as to advise the family of other MERHA services or programs that may be available.

The head, spouse, co-head and all adult family members are required to attend the interview and sign the housing application. Exceptions may be made for adult students attending school out of state or for members for whom attendance would be a hardship.

It is the applicant's responsibility to reschedule the interview if s/he misses the appointment. If the applicant does not reschedule or misses two scheduled meeting(s), MERHA will reject the applicant unless the missed appointment is due to extreme emergency, such as hospitalization, death in immediate family, etc.

Reasonable accommodation will be made for persons with a disability who requires an advocate or accessible offices. A designee will be allowed to provide some information, but only with permission of the person with a disability.

If an application is denied due to failure to attend the full application interview, the applicant will be notified in writing and offered an opportunity to request an informal review. (See Chapter on Complaints, Grievances and Appeals.)

All adult members must sign form HUD-9886, "Release of Information"; the declarations and consents related to citizenship/immigration status; and any other documents required by MERHA. Applicants will be required to sign specific verification forms for information that are not covered by the HUD-9886. Failure to do so will be cause for denial of the application for failure to provide necessary certifications and release as required by MERHA.

Information provided by the applicant will be verified, including information related to family composition, income, allowances and deductions, assets, eligible immigration status, full time

student status and other factors related to preferences, eligibility and rent calculation.

If MERHA determines at or after the interview that additional information or document(s) are needed, MERHA will request the document(s) or information in writing. The family will be given **five (5)** working days to supply the information; however extensions may be given for extenuating circumstances such as information that must be obtained from out of state. If the information is not supplied in this time period, MERHA will provide the family a notification of denial for assistance. (See Chapter on Complaints, Grievances and Appeals.)

E. PROCESSING APPLICATIONS

As families approach the top of the Waiting List, the following items will be verified to determine qualification for admission:

- Preference verification
- Family composition and type (elderly/non elderly), inclusive of family status, familial/marital status when needed for Head or spouse definition, or for inclusion in the household of a minor who is not yet born to or adopted by the assisted family, or legal guardianship, or right to custody, including temporary right to custody.
- Annual Income* inclusive of tips and meals, including income that is expressly excluded by regulation where the MERHA is required verify.
- Assets and Asset Income*
- Deductions from Annual Income including but not limited to full-time student status, including students who are 18 or over, childcare expenses for children under 13 where such expenses allow an adult family member to be employed or to further his/her education or seek employment, total medical expenses of all family members in households whose Head or spouse is elderly or disabled, disability assistance expenses to include only those costs associated with attendant care or auxiliary apparatus which allow an adult family member to be employed, disability for determination of allowance or deductions.
- Social Security Numbers (SSN) of all eligible family members when they have a SSN Certification. Members that do not declare eligibility will be required to execute a document that member does not have Social Security Number.
- Non-economic selection criteria used in applicant screening, inclusive of criminal history report, past landlord reports, credit reports, rent payment history.
- Citizenship or eligible immigration status, including date and place of birth.

- Criminal background on all members over 18 years of age.

In the event that the family appears to be eligible for income that is not reported to be received (i.e. TANF, unemployment compensation, child support, etc.), the absence of such income will be verified. Family members will not be required to contact the local SSA office for verification that they do not receive benefits.

**Homeless or Substandard Verification will be accepted from healthcare providers, social service providers, homeless service providers, continuum of care, local government offices and community organizations; and letters from family or friends providing temporary housing (Substandard only).

Timeliness of Verifications

All verifications will be obtained prior to determination of eligibility to ensure that current and accurate data is being used in calculating rents and eligibility.

Certification by the appropriate staff member will be made when verification of all necessary items for each application is completed.

Verifications for the public housing program must be dated within 60 days from the date of the interview and not exceed 120 days in age, prior to admission to the unit. The family will be questioned prior to admission in regard to any change in status. If changes are reported, they will be verified to determine their effect on eligibility, preference rating (if any), rent, and unit size required.

The applicant file shall contain documentation of all verifications.

Systems of Verification

Upfront Income Verification (UIV): The verification of income at admission or before or during a family reexamination, through an independent source that systematically and uniformly maintains income information in computerized form for a large number of individuals. HUD's **Enterprise Income Verification System (EIV)** is considered to be this method.

To assure that the data upon which determinations of eligibility, preference status (if any), rent to be paid, and size of dwelling unit required are based on full, true, and complete information to the best of staff's ability, the data on each applicant shall be verified and consist of the following types and systems of verification:

MERHA will consult the EIV system on all applicants. The EIV will be used to determine if the applicant is in the HUD system, determine if they are being assisted by other programs in the HUD data-base, and determine if they were previously being assisted by another PHA.

MERHA shall use the streamlined verification system allowed by HUD whenever possible. The simplifying the income verification process is as follows:

- Tenant reports income and provides current documents
- MERHA consults EIV system, and prints an income details report printout which is included in the tenant file
- If additional information is not needed, the MERHA uses the current tenant-provided documents to calculate anticipated annual income
- 3rd party verification is only required if:
 - The tenant disputes the EIV data
 - Additional information is required as determined by the MERHA, such as
 - Effective dates of employment
 - Pay rate, number of hours worked, pay frequency for new jobs
 - Confirmation of changes in circumstances (reduced hours, reduces rates of pay, etc.)
 - The MERHA will use current tenant-provided documents or most current information to calculate anticipated annual income

If third party verification is not received directly from the source, MERHA staff will document the file as to why third party verification was impossible to obtain and another method was used (such as reviewing documents families provide.)

The MERHA will not delay the processing of an application beyond 5 working days because a third party information provider does not return the verification in a timely manner.

For applicants, verifications used to determine adjusted income may not be more than **60 days** old at the time of the original lease. For residents, they are valid for **120 days** from date of receipt. All tenant supplied documents supplied should be dated within the last 60 days of the interview or reexamination. Pay stubs should be current and consecutive.

Regardless of these timeframes, Criminal History Reports will be useable as a valid verification for no longer than 120 calendar days.

F. FINAL DETERMINATION AND NOTIFICATION OF ELIGIBILITY

After the verification process is completed, MERHA will make a final determination of eligibility. This decision is based upon information provided by the family, the verification completed by MERHA, and the tenant suitability determination (see Chapter on Eligibility for Admission).

Because HUD can make changes in rules or regulations and family circumstances may have changed during the review process that affect an applicant's eligibility, it is necessary to make final eligibility determination.

The household is not actually eligible for a unit offer until this final determination has been made, even though they may have been listed on the waiting list.

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. **Homeless**

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 or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; 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.

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

Mountain Projects, Inc. homeless preference documentation

4-III.C. SELECTION METHOD

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

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

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

PHA Policy

The PHA will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding.

Other preferences will be as follows:

Victims of fire within last 90 days (must provide fire report)

Victims of Domestic Violence (referred by REACH)

Homeless

Elderly or Disabled

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

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

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

PHA Policy

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

From: Timothy Rogers

To: Ehren Dohler

CC: Kelly Vick

Subject: Wilson Housing Authority information for full CoC application

Ehren,

I am putting our responses below the three question that you sent us. If you have any questions please give me a call at 252-291-2245 or drop me an email.

Thanks,

Tim

Questions:

1. I need official documentation of the preference. Could you send me whatever documents your preferences are in? ACOP, Tenant selection plan, admin plan, etc.
We have the same preference in both our ACOP and our Admin Plan (with the exception of the first preference in the HCV program which is only for that program.) Here is a copy of it. You will see that homeless is one of our preferences that will lift a family to the top of the waiting list for both our ACOP and HCV Administrative Plan. It is not the top preference, but the ones above it typically don't have many people using them so getting a homeless certification from one of our community partners has become the biggest source of families who have moved into our programs in the last 18 months. FYI, we have been contacted about our Involuntarily Displaced Persons preference, because of Harvey, so we may see our numbers related to that preference go up.

LOCAL PREFERENCES

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.

The WHA will use the following local preferences:

First Priority

- Any family who has been terminated from its HCV program due to insufficient program funding.

Second 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.

Third Priority:

- Veterans – An applicant who has actively served in the US military and has been discharged or released under conditions than dishonorable will be placed at the top of the WHA’s waiting list behind only Involuntarily Displaced Persons.
- Homeless – An applicant who meets one of the following criteria will be placed at the top of the WHA’s waiting list behind only Involuntarily Displaced Persons.
 - Individuals and families who lack a fixed, regular and adequate nighttime residence an includes a subset for 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 a place not meant for human habitation immediately before entering that institution.
 - Individuals and families who will immediately lose their primary nighttime residence.
 - 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 this definition.
 - Individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or other dangerous or life-threatening conditions that relate to violence against the individual or a family member.

To qualify for the WHA’s homeless preference on the waiting list, the WHA requires the family to get a letter from one of our partner agencies confirming their homeless status. The letter must have been written within in the last four months. 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, and Wilson County Schools.

If a family that has qualified for the homeless preference by obtaining a letter from a partner agency 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.

Fourth 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

**Memorandum of Understanding
North Carolina Statewide HMIS
North Carolina Continua of Care and the Michigan Coalition Against Homelessness
July 1, 2017 – June 30, 2018**

Objective: This MOU is designed to provide a frame for North Carolina's multi-jurisdiction HMIS implementation as presented in Section 508.7 of the Federal Register / Vol. 76, No. 237 Homeless Management System Requirements. It is recognized that operation of the Statewide HMIS requires ongoing collaboration from member Continua of Care.

NC-503 North Carolina Balance of State Continuum of Care (CoC) agrees to adopt the North Carolina Statewide shared HMIS platform vendor, Mediuware Information Systems, Inc. ("Mediuware"), using ServicePoint software. The CoC agrees that administration of the shared platform will be provided by the North Carolina HMIS Project, operated by the Michigan Coalition Against Homelessness. The CoC further agrees to operate the local CoC Implementation in compliance with HUD Data Standards and the North Carolina Statewide Operating Policies and Procedures.

Roles and Responsibilities:

Michigan Coalition Against Homelessness:

1. Management of the Statewide Vendor Contract with Mediuware Information Systems, Inc. ("Mediuware")
2. Host the Statewide coordination meeting – the Monthly SA Call-In.
3. Define privacy and security protocols that allow for the broadest possible participation.
4. Provide Statewide Operating Policies and Procedures that represent the minimum standards for participation. Local CoCs may add additional requirements as negotiated locally.
5. Designate ex-officio staff member for NC HMIS Governance Committee
6. Provide for system administration and analyst staffing of help desk services between 9am and 5pm workdays and after-hours emergency response.
7. Negotiate the cost for local licenses to the Statewide System via contracts with Mediuware
8. Provide training and ongoing collaboration regarding cross-jurisdiction system operation, measurement and research activities including:
 - a. Negotiation and training basic workflows for all users and specialized workflows for cross-jurisdiction funding streams.
 - b. HUD mandated activities including Point In Time, Housing Inventory Count, Annual Performance Report, System Performance Measures and the Annual Homelessness Assessment Report.
 - c. Provide data for Statewide and CoC-specific unduplicated homeless counts.
 - d. Research projects that involve statewide data sets.

- e. Maintain a suite of data quality, demographics, and outcome reports available to all CoCs on the System.
 - f. Support for local Continuous Quality Improvement efforts.
9. Execute Contract for Services with CoC-designated fiduciary entities.
 10. Provide the NC HMIS Governance Committee monthly reports updating the status and accomplishments of the NC HMIS project aligned with the scope of work and corresponding work plan approved by the Governance Committee.

North Carolina Continua of Care:

1. Designate HMIS system
2. Designate CoC members and CoC alternates to NC HMIS Governance Committee
3. Ensure consistent participation of recipients and sub recipients in the HMIS
4. Uphold Cost-sharing agreement set by Governance Committee, including no/late-payment consequences
5. Plan the local HMIS implementation to maximize the greatest possible participation from homeless service providers.
6. Comply with North Carolina Statewide Privacy Protocols as specified in the Administrative and Sharing Qualified Services Organization Business Associates Agreements (QSOBAAs), Participation Agreements and the User Agreement Code of Ethics.
7. Adopt any additional standards of practice beyond those identified in the Statewide HMIS Operating Procedures.
8. Staff at least one local System Administrator and assure that each participating agency has identified an Agency Administrator. The System Administrator will:
 - a. Demonstrate competence in required training in privacy, security and system operation (e.g. provider page, workflows and reports).
 - b. License local users and support data organization and completion of Provider Pages for participating agencies.
 - c. Assign licenses to Agency Administrators and/or users.
 - d. Host local HMIS operations meeting(s) and/or assure that Agency Administrators are attending the Statewide User Meetings.
 - e. Assure that all users are trained in privacy, security and system operation.
 - f. Participate in HUD mandated measurement including PIT, HIC, APRs, System Performance Measures and the AHAR as appropriate.
 - g. Participate in the annual PIT count process and support publication of local reports.
 - h. Support the CoC's Continuous Quality Improvement efforts.
9. Through the Governance Committee, CoCs will:
 - a. Review, revise and approve Privacy, Security and Data Quality Plans
 - b. Ensure HMIS is administered to meet HUD standards
 - c. Approve MCAH budget and technical agreements
10. Designate fiduciary responsible for entering into a Contract for Services with HMIS Lead Agency

11. Designate eligible applicants to receive HMIS funds that will best allow them to participate in the statewide HMIS

The parties hereto have caused this Memorandum of Understanding to be executed by their duly authorized representatives and signed under seal effective as of the date first written above.

Signed:  Date: 7/21/17

HMIS Lead Agency: MCAH Title: Executive Director

Signed:  Date: 6/30/17

CoC Representative: Denise Neunaber Title: Executive Director, NCLFH



North Carolina Balance of State Continuum of Care

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NC Balance of State Continuum of Care Standards Permanent Supportive Housing

OVERVIEW

The NC Balance of State Continuum of Care has developed these program standards to provide specific guidelines for how programs can operate to have the best chance of ending homelessness. These guidelines create consistency across the Balance of State, protect our clients by putting their needs first, and provide a baseline for holding all CoC programs to a specific standard of care.

The Department of Housing and Urban Development (HUD) requires every Continuum of Care to evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program and report to HUD (24 CFR 578.7(a)7). In consultation with recipients of ESG program funds within the geographic area, CoCs must establish and operate either a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individual and families for housing and services.

In consultation with recipients of ESG and CoC program funds within the geographic area, CoCs must establish and consistently follow written standards for providing CoC assistance. At a minimum, these standards must include:

- Policies and procedures for evaluating individuals' and families' eligibility and determining the process for prioritizing eligible households in emergency shelter, transitional housing, rapid rehousing, and permanent supportive housing programs (24 CFR 578.7(a)(9)).
- For permanent supportive housing programs, program standards to define policies and procedures for prioritization of eligible households.
- Policies and procedures for coordination among emergency shelters, transitional housing programs, essential service providers, homelessness prevention programs, rapid rehousing programs, and permanent supportive housing programs.
- Definitions for participation in the CoC's Homeless Management Information System (or comparable database for domestic violence or victims' service programs).

The Balance of State Continuum of Care developed the following Permanent Supportive Housing program standards to ensure:

- Program accountability to individuals and families experiencing homelessness, specifically populations at greater risk or with the longest histories of homelessness

- Program compliance with the Department of Housing and Urban Development and the Department of Veteran Affairs
- Service consistency within programs
- Adequate program staff competence and training, specific to the target population served

EXPECTATIONS

All program grantees using Department of Housing and Urban Development Continuum of Care and the Department of Veteran's Affairs VA Supportive Housing (VASH) funding must adhere to these performance standards. Programs funded through the Continuum of Care will be monitored by the Balance of State Continuum of Care to ensure compliance. The BoS CoC recommends that permanent supportive housing programs funded through other funding sources also follow these standards. These performance standards attempt to provide a high standard of care that places community and client needs first. Based on proven best practices, this high standard of care is necessary to achieve our goal of ending homelessness in the BoS CoC.

PERMANENT SUPPORTIVE HOUSING

Permanent supportive housing programs provide safe, stable homes through long-term rental assistance, paired with long-term intensive case management services, to highly vulnerable individuals and families with complex issues who are otherwise at risk of serious health and safety consequences from being homeless.¹ This model seeks to provide a stable housing option and the necessary supportive services for individuals and families who would not succeed in other permanent housing settings. Permanent supportive housing is designed for persons with disabilities, including severe mental health, physical health, HIV/AIDS, and/or substance abuse disorders, especially targeting individuals and families meeting the Department of Housing and Urban Development's definition of chronic homelessness. Types of permanent supportive housing include HUD CoC Permanent Supportive Housing, HUD-VASH, and other housing programs created specifically to house this population through tenant-based rental assistance.

Successful permanent supportive housing programs use the national best practice called Housing First, the model in which programs house all persons immediately without preconditions such as sobriety, income, or behavioral requirements and pair supportive services matched to the needs of the household.² Long-term studies demonstrate that individuals and families experiencing homelessness, even chronic homelessness, can move into a home with case management, follow a standard lease, and successfully remain in housing over a long period of time. Permanent supportive housing programs with preconditions for entry and overly burdensome program rules cause this high-need population to regularly fail in housing or drive programs to target lower-need individuals who do not need permanent supportive housing programs to successfully remain housed.

¹ <https://www.gpo.gov/fdsys/granule/CFR-2013-title24-vol3/CFR-2013-title24-vol3-part578/content-detail.html>

² <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1448313/pdf/0940651.pdf>



Permanent supportive housing programs should participate in their Regional Committee's coordinated assessment process, including the local prioritization of individuals for housing. In the BoS CoC, each community utilizes the Prevention and Diversion screening tool and the Individual and Family VI-SPDAT Prescreen Tools to set priorities and housing triage methods, while permanent housing programs use the Case Management Tool for more developed housing placement purposes and for intensive case management over time. Communities use the VI-SPDAT to prioritize individuals and families experiencing homelessness based on an acuity score that indicates the type of housing intervention best suited to their ongoing needs. Permanent supportive housing programs are intended to serve the individuals and families with the longest time homeless and the highest needs.

DEFINITIONS

Acuity: When using the VI-SPDAT prescreens, acuity means the presence of a presenting issue based on the prescreening score. Acuity on the prescreening tool is expressed as a number with the higher score representing more complex, co-occurring issues likely to impact overall stability in permanent housing. When using the Case Management Tool acuity refers to the severity of the presenting issue and the ongoing goals in addressing these issues.

Case Management Tool: A standardized tool for case management to track outcomes in the coordinated assessment process. Housing programs administer this tool at program entry, housing entry, and every six months thereafter until program discharge. Upon discharge from the program, housing case managers administer the tool one final time 12 months later, when possible, to ensure the household continues to make progress.

Chronically Homeless: (1) an individual with a disability as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)) who: (i) lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) had been homeless and living as described in (i) continuously for at least 12 months or on at least 4 occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating occasions included at least 7 consecutive nights of not living as described in (i). Stays in institutional care facilities for fewer than 90 days will not constitute a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the care facility; (2) an individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or (3) a family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in (1) or 2) of this definition, including a family whose composition had fluctuated while the head of household has been homeless. (24 CFR 578.3)

Comparable Database: HUD-funded providers of housing and services (recipients of ESG and /or CoC funding) who cannot enter information by law into HMIS (victim service providers as defined under the Violence Against Women and Department of Justice Reauthorization Act of 2005) must operate a database comparable to HMIS. According to HUD, "a comparable database . . . collects client-level data over time and generates unduplicated



aggregate reports based on the data.” The recipient or subrecipient of CoC and ESG funds may use a portion of those funds to establish and operate a comparable database that complies with HUD’s HMIS requirements. (24 CFR 578.57)

Coordinated Assessment: “A centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals across a geographic area. The . . . system covers the geographic area (designated by the CoC), is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool” (24 CFR 578.3). CoCs have ultimate responsibility to implement coordinated assessment in their geographic area.

Developmental Disability: As defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002): (1) A severe, chronic disability of an individual that (i) is attributable to a mental or physical impairment or combination of mental and physical impairments; (ii) is manifested before the individual attains age 22; (iii) is likely to continue indefinitely; (iv) results in substantial functional limitations in three or more of the following major life activities: (a) self-care; (b) receptive and expressive language; (c) learning; (d) mobility; (e) self-direction; (f) capacity for independent living; (g) economic self-sufficiency; (v) reflects the individual’s need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated. (2) an individual from birth to age 9, inclusive, who has a substantial developmental disability or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria in (1)(i) through (v) of the definition of “developmental disability” in this definition if the individual, without services or supports, has a high probability of meeting these criteria later in life. (24 CFR 578.3)

Disabling Condition: According to HUD: (1) a condition that: (i) is expected to be of indefinite duration; (ii) substantially impedes the individual’s ability to live independently; (iii) could be improved by providing more suitable housing conditions; and (iv) is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury; or a developmental disability, as defined above; or the disease of Acquired Immunodeficiency Syndrome (AIDS) or any conditions arising from AIDS, including infection with the Human Immunodeficiency Virus (HIV). (24 CFR 583.5)

Diversion: Diversion is a strategy to prevent homelessness for individuals seeking shelter or other homeless assistance by helping them identify immediate alternate housing arrangements, and if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion practices and programs help reduce the number of people becoming homeless and the demand for shelter beds.

Family: A family includes, but is not limited to the following, regardless of actual or perceived sexual orientation, gender identity, or marital status: (1) a single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or (2) a group of persons residing together, and such group includes, but is not limited to: (i) a family with or without children (a child who is temporarily away from the home



because of placement in foster care is considered a member of the family); (ii) an elderly family; (iii) a near-elderly family; (iv) a disabled family; (v) a displaced family; and (vi) the remaining member of a tenant family. (24 CFR 5.403)

Homeless:

Category 1: an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (ii) an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by Federal, State, or local government programs for low-income individuals); or (iii) an individual who exits an institution where he/she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;

Category 2: an individual or family who will immediately lose their primary nighttime residence, provided that: (i) the primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; (ii) no subsequent residence has been identified; and (iii) the individual or family lacks the resources or support networks (e.g. family, friends, faith-based or other social networks) needed to obtain other permanent housing; or

Category 4: any individual or family who: (i) is fleeing, or 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 family member, including a child, that has either taken place within the individual's or family's primary nighttime residence; (ii) had no other residence; and (iii) lacks the resources or support networks (e.g. family, friends, and faith-based or other social networks) to obtain other permanent housing. (24 CFR 578.3)

Housing First: A national best practice model that quickly and successfully connects individuals and families experiencing homelessness to permanent housing without preconditions such as sobriety, treatment compliance, and service and/or income requirements. Programs offer supportive services to maximize housing stability to prevent returns to homelessness rather than meeting arbitrary benchmarks prior to permanent housing entry.³

Prevention and Diversion Screening Tool: A tool used to reduce entries into the homeless service system by determining a household's needs upon initial presentation to shelter or other emergency response organization. This screening tool gives programs a chance to divert households by assisting them to identify other permanent housing options and, if needed, providing access to mediation and financial assistance to remain in housing.

Rapid Rehousing: A national best practice model designed to help individuals and families exit homelessness as quickly as possible, return to permanent housing, and achieve long-term

³ <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1448313/pdf/0940651.pdf>



stability. Like Housing First, rapid rehousing assistance does not require adherence to preconditions such as employment, income, absence of criminal record, or sobriety. Financial assistance and housing stabilization services match the specific needs of the household. The core components of rapid rehousing are housing identification/relocation, short- and/or medium-term rental and other financial assistance, and case management and housing stabilization services. (24 CFR 576.2)

Transitional Housing: Temporary housing for participants who have signed a lease or occupancy agreement with the purpose of transitioning participants into permanent housing within 24 months.

VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool): An evidence-based tool used by all regions in the Balance of State to determine initial acuity and set prioritization and intervention for permanent housing placement.

PERSONNEL

STANDARD: Programs shall adequately staff services with qualified personnel to ensure quality of service delivery, effective program administration, and the safety of program participants.

Benchmarks

- The organization selects employees and/or volunteers with adequate and appropriate knowledge, experience, and stability for working with individuals and families experiencing homelessness and/or other issues that place individuals and/or families at risk of homelessness.
- The organization provides time for all employees and/or volunteers to attend webinars and/or trainings on program requirements, compliance, and best practices.
- The organization trains all employees and/or volunteers on program policies and procedures, available local resources, and specific skill areas relevant to assisting clients in the program.
- All paid and volunteer staff participate in ongoing internal and/or external training on the Prevention and Diversion Screening Tool, the individual and family VI-SPDAT screening tool, and the Case Management Tool.
- For programs using the Homeless Management Information System (HMIS), all end users must abide by the NC HMIS End User and Participation Agreements, including adherence to the strict privacy and confidentiality policies.
- Staff supervisors of casework, counseling, and/or case management services have, at a minimum, a bachelor's degree in a human service-related field and/or experience working with individuals and families experiencing homelessness and/or other issues that place individuals and/or families at risk of homelessness.
- Staff supervising overall program operations have, at a minimum, a bachelor's degree in a human service-related field and/or demonstrated ability and experience that qualifies them to assume such responsibility.
- All program staff have written job descriptions that address tasks staff must perform and the minimum qualifications for the position.
- Case managers provide case management with the designated Case Management Tool on a frequent basis (every six months minimum) for all clients.



- Organizations should share and train all program staff on the NC Balance of State Permanent Supportive Housing Written Standards.

ORDER OF PRIORITY FOR CoC-FUNDED DEDICATED OR PRIORITIZED CHRONICALLY HOMELESS BEDS

STANDARD: Programs receiving CoC-funded permanent supportive housing which have dedicated or prioritized their beds to serve individuals and families experiencing chronic homelessness must follow the order of priority in accordance with the Order of Priority section in Notice CPD-16-11⁴ when selecting participants for housing. Grantees must exercise due diligence when conducting outreach and assessment to ensure the program serves people in the order of priority as adopted by the Balance of State Continuum of Care.

Benchmarks

- *First Priority:* Chronically homeless individuals and families as defined in 24 CFR 578.3 with the longest histories of homelessness AND the most severe service needs (as found through the acuity score on the VI-SPDAT with information from community stakeholders).
 - The chronically homeless individual or head of household of a family has experienced homelessness, living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12 months; and
 - The chronically homeless individual or head of household of a family has severe service needs as assessed through the VI-SPDAT. This person has a history of high utilization of crisis services, including, but not limited to, hospital emergency departments, jail, or psychiatric facilities; or significant health and behavioral health challenges or functional impairments which require a significant level of support in order to maintain permanent housing.
- *Second Priority:* Chronically homeless individuals or families with the longest history of homelessness that meet the following:
 - The chronically homeless individual or head of household of a family has experienced homelessness, living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12 months; and
 - The chronically homeless individual or head of household of a family has not been identified to meet the severe service needs described in priority one.
- *Third Priority:* Chronically homeless individuals or families with the most severe service needs.
 - The chronically homeless individual or head of household of a family has experienced homelessness, living in a place not meant for human habitation, a safe haven, or in an emergency shelter on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12

⁴ <https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>



- months but less than others identified in the community needing permanent housing; and
- The chronically homeless individual or head of household of a family has severe service needs as assessed through the VI-SPDAT. This person has a history of high utilization of crisis services, including, but not limited to, hospital emergency departments, jail, or psychiatric facilities; or significant health and behavioral health challenges or functional impairments which require a significant level of support in order to maintain permanent housing.
- *Fourth Priority:* All other chronically homeless individuals or families.
 - The chronically homeless individual or head of household of a family has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter on at least four separate occasions in the last 3 years, where the cumulative total of the four separate occasions is less than 12 months; and
 - The program has not identified the chronically homeless individual or head of household of a family, who meets all of the criteria of a chronically homeless person or family, as having severe service needs.

ORDER OF PRIORITY FOR CoC-FUNDED NON-DEDICATED OR NON-PRIORITIZED CHRONICALLY HOMELESS BEDS

STANDARD: Programs receiving CoC-funded permanent supportive housing that do not dedicate or prioritize their beds for individuals and families experiencing chronic homelessness must first follow the order of priority as mentioned in the section above: Order of Priority for CoC-Funded Dedicated or Prioritized Chronically Homeless Beds. However, if the community does not have any chronically homeless individuals or families or someone meeting the priority listing above cannot be identified within 30 days, programs will prioritize their beds in accordance with the Order of Priority section in Notice CPD-16-11⁵ for non-dedicated or non-prioritized beds when selecting participants for housing.

Benchmarks

- *First Priority:* Priority listing under section: Order of Priority for CoC-Funded Dedicated or Prioritized Chronically Homeless Beds.
- *Second Priority:* Homeless individuals and families with a disability with long periods of episodic homelessness and severe service needs.
 - An individual or family that is eligible for CoC Program-funded PSH who has experienced fewer than four occasions where they have been living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter but where the cumulative time homeless is at least 12 months and has been identified as having severe service needs.
- *Third Priority:* Homeless individuals and families with a disability with severe service needs.
 - An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or in an emergency shelter and has been identified as having severe service needs. The length of time in which

⁵ <https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>



households have been homeless should also be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

- *Fourth Priority:* Homeless individuals and families with a disability coming from places not meant for human habitation, safe havens, or emergency shelters without severe service needs.
 - An individual or family is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or an emergency shelter where the individual or family has not been identified as having severe service needs. The length of time in which households have been homeless should be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.
- *Fifth Priority:* Homeless individuals and families with a disability coming from transitional housing.
 - An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing had lived in a place not meant for human habitation, in an emergency shelter or safe haven. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, an emergency shelter, or a safe haven prior to entry in the transitional housing.

CLIENT INTAKE PROCESS

STANDARD: Programs will actively participate in their community's coordinated assessment system by only taking referrals from the coordinated assessment system for their program. The program will limit entry requirements to ensure that the program serves the most vulnerable individuals and families needing assistance. The program will ensure active client participation and informed consent.

Benchmarks

- All adult program participants must meet the following program eligibility requirements:
 - Literally homeless or fleeing domestic violence (see definitions above for Category 1 and Category 4 of the Homeless Definition). Some programs have stricter participant guidelines and should see their specific program and application information to determine eligibility.
- Programs may require participants to meet only these additional program eligibility requirements if they have targeted specific populations under their grant applications:
 - Chronic homelessness (for CoC-funded PSH that requires chronic homelessness and programs that have committed to prioritize turnover beds to people experiencing chronic homelessness).
 - Homeless veterans (for HUD-VASH programs).
 - Residency requirements (abide by the language of the lease).
- Programs cannot disqualify an individual or family because of prior evictions, poor rental history, criminal history, or credit history.



- Programs focus on engaging participants by explaining available services and encouraging each adult household member to participate in said services, but programs do not make service usage a requirement or the denial of services a reason for disqualification or eviction.
- Programs cannot disqualify an individual or family from program entry for lack of income or employment status.
- Programs can turn away individuals and families experiencing homelessness from program entry for only the following reasons:
 - Household makeup (provided it does not violate HUD's Fair Housing and Equal Opportunity requirements): singles-only programs can disqualify households with children; families-only programs can disqualify single individuals
 - All program beds are full.
 - If the housing has in residence at least one family member with a child under the age of 18, the program may exclude registered sex offenders and person with a criminal record that includes violent crime from the program so long as the child resides in the same housing facility (24 CFR 578.93)
- Programs shall use the standard order of priority for documenting evidence to determine homeless status and chronically homeless status per the program's eligibility requirements. Grantees must document in the client file that the agency attempted to obtain the documentation in the preferred order. That order should be as follows:
 - Third-party documentation (including HMIS)
 - Intake worker observations through outreach and visual assessment
 - Self-certification of the person receiving services
 - CoC programs should also assess participant eligibility based on eligibility criteria established by the NOFA for the year of the award.
- Programs must provide evidence of a diagnosis of one or more of the following conditions (for the CoC program, one adult OR child in the family would qualify): substance use disorder, serious mental illness, developmental disability, post-traumatic stress disorder, cognitive impairments resulting from a traumatic brain injury, or chronic physical illness or disability. The documentation must include:
 - Written verification of the condition from a professional licensed by the state to diagnose and treat the condition; or
 - Written verification from the Social Security Administration; or
 - Copies of a disability check (e.g. Social Security Disability Insurance check or Veteran Disability compensation); or
 - Intake staff (or referral staff) observation confirmed by written verification of the condition from a professional licensed by the state to diagnose and treat the condition that is confirmed no later than 45 days after the application for assistance and accompanied with one of the types of evidence above; or
 - Other documentation approved by HUD or the VA.
- Programs will maintain release of information, case notes, and all pertinent demographic and identifying data in HMIS as allowable by program type. Paper files should be maintained in a locked cabinet behind a locked door with access reserved for case workers and administrators who need said information.



PERMANENT SUPPORTIVE HOUSING

STANDARD: Programs will provide safe, affordable permanent housing that meets participants' needs in accordance with the client intake practices and within CoC established guidelines for permanent supportive housing programs. Programs will pair permanent housing with intensive case management services to participants to ensure long-term housing stability.

Benchmarks

- Programs will meet the key elements of permanent supportive housing published by the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration.⁶
- Programs consider the needs of the household in terms of location, cost, number of bedrooms, handicap access, ongoing service needs and other pertinent information when moving a household into housing. Programs will assess potential housing for compliance with program standards for habitability, lead-based paint, and rent reasonableness prior to the individual or family signing a lease.
- Programs provide assistance to the participant in locating and procuring housing.
- For rental assistance or tenant-based rental assistance grants, program participants must sign a lease in their name for a one-year period. For leasing assistance grants, agencies must master lease a unit and then have a sub-lease with the program participant for a one-year period. All participant leases and sub-leases must be standard leases that would apply to any other person leasing said unit and automatically renewable upon expiration for a minimum term of one month. Participant sub-leases with grantees must confer all of the legal rights and protections of the lease between the agency and the landlord.
- HUD CoC grantees will adhere to the responsibilities of grant management outlined by the BoS CoC.⁷
- For CoC-funded permanent supportive housing programs, HUD does not require programs to impose occupancy charges on participants as a condition of residing in the housing (CFR 578.77). However, if programs do require occupancy charges, they must impose them on all participants of the program and these charges cannot exceed the highest of:
 - 30% of the household's monthly adjusted gross income;
 - 10% of the household's monthly income; or
 - If the household receives payments for welfare assistance from a public agency wherein part of the payment is for housing costs, the portion of the payment designated for housing costs.
- For CoC programs, PSH assistance must be provided without a designated length of stay.
- For HUD-VASH permanent supportive housing programs, participants must follow rent payment guidelines of the Housing Choice Voucher program.

⁶ See SAMHSA's Key Elements of PSH: <http://store.samhsa.gov/shin/content/SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf>

⁷ See the signature form with responsibilities: <http://www.ncceh.org/files/6274/>



CASE MANAGEMENT SERVICES

STANDARD: Programs shall provide access to intensive case management services by trained staff to each individual and/or family in the program. Programs should note acceptance or refusal of all services offered in thorough case notes.

Benchmarks (Standard Available Services)

- Programs will meet the key elements of permanent supportive housing published by the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration.⁸
- Program staff or other programs connected to the permanent housing program through formal relationship will provide regular and consistent case management to clients based on the individuals' or families' specific needs. This case management should optimally happen at the participants' home whenever possible, or at a minimum, in a convenient place for the participant. Case management includes:
 - Assessing, planning, coordinating, implementing, and evaluating the services delivered to participants.
 - Assisting participants to maintain their permanent housing placement in a safe manner and understand how to get along with fellow residents or neighbors.
 - Helping participants to create strong support networks and participate in the community, as they desire.
 - Using the Case Management Tool for ongoing case management and measurement of acuity over time, determining changes needed to better serve participants.
- Program staff or other programs connected to the permanent housing program through formal relationship will provide basic life skills, including housekeeping, grocery shopping, menu planning and food preparation, consumer education, transportation, and obtaining vital documents (social security cards, birth certificates, school records).
- Program staff or other programs connected to the permanent housing program through formal relationship will assist participants in accessing cash and non-cash income through employment, mainstream benefits, childcare assistance, health insurance, and other sources.
- Program staff or other programs connected to the permanent housing program through formal relationship will provide individualized budgeting and money management services to clients as needed.
- Program staff or other program connected to the permanent housing program through formal relationship will provide ongoing assistance with food, clothing, and transportation.
- Programs must assess service needs annually.

Benchmarks (Optional but recommended services, often from other providers)

- Representative payee services.
- Relationship-building and decision-making skills.
- Education services such as GED preparation, post-secondary training, and vocational education.

⁸ See SAMHSA's Key Elements of PSH: <http://store.samhsa.gov/shin/content/SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf>



- Employment services, including career counseling, job preparation, resume-building, dress and maintenance.
- Behavioral health services such as relapse prevention, crisis intervention, medication monitoring and/or dispensing, outpatient therapy and treatment.
- Physical health services such as routine physicals, health assessments, and family planning.
- Legal services related to civil (rent arrears, family law, uncollected benefits) and criminal (warrants, minor infractions) matters.
- For CoC PSH, in addition to the services mentioned such as one-time moving costs and case management, other eligible supportive service costs include childcare, food, housing search and counseling, outreach services, transportation, and one-time utility deposit.

TERMINATION

STANDARDS: Termination should be limited to only the most severe cases. Programs will exercise sound judgment and examine all extenuating circumstances when determining if violations warrant program termination. BoS recommends programs work with other community service providers to develop a board to hear client grievances.

Benchmarks

- Programs will meet the key elements of permanent supportive housing published by the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration.⁹
- While violation of a participant’s lease or sublease may be cause for termination, programs should develop a termination of services policy giving participants multiple housing chances or work to move participants to a higher-level permanent supportive housing intervention, when possible (i.e. programs will move a participant two times before terminating him/her from services). Programs should only terminate services when clients pose a safety risk to staff or other residents of their community.
 - Programs’ goal should be to avoid eviction by working with the landlord and participant to form an agreement allowing participants to move prior to a legal eviction, when possible.
- To terminate assistance to a program participant, the agency must follow the provisions described in 24 CFR 578.91 of the HEARTH Continuum of Care Interim Rule as follows:
 - The grantee may terminate assistance to program participants who violate program requirements or conditions of occupancy. Termination under this section does not preclude the program from providing further assistance at a later date to the same individual or family.
 - To terminate assistance to program participants, the grantee must provide a formal process, recognizing the rights of the individuals receiving assistance under the due process of law. This process, at a minimum, must consist of:
 - Providing program participants with a written copy of program rules and the termination process before the participant begins to receive assistance with a copy signed by the participant in the file;

⁹ See SAMHSA’s Key Elements of PSH: <http://store.samhsa.gov/shin/content/SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf>



- Written notice to program participants containing a clear statement of the reasons for termination.
- A review of the decision, in which the program participant has the opportunity to present written or oral objections before a person other than the person who made or approved the termination decision; and
- Prompt written notice of the final decision to the program participant.
- Programs should not immediately terminate participants who enter an institution (medical, mental health, or crisis). HUD CoC PSH grants allow grantees to maintain open units for institutionalized individuals and families for up to 90 days.

EXITING AND FOLLOW-UP SERVICES

STANDARD: Programs must ensure a continuity of services to all clients exiting their programs, including those individuals and families terminated from the program. Agencies can provide these services directly or through referrals to other agencies.

Benchmarks

- Programs prioritize the development of exit plans for each participant to ensure continued permanent housing stability and connection to community resources, as desired.
- Programs routinely check in with PSH participants to identify those households whose acuity scores are low enough to maintain permanent housing stability in market rate or subsidized housing outside the permanent supportive housing program.
- Programs develop a plan, in conjunction with the participating household, for effective, timely exit of individuals and families whose acuity scores are low enough to maintain permanent housing stability in market rate or subsidized housing outside the permanent supportive housing program.
- Programs should attempt to follow up with participants through verbal or written contact at least once 6 months after the client exits the program. A program may provide follow-up services to include identification of additional needs and referral to other agency and community services in order to prevent future episodes of homelessness.
- For HUD CoC PSH grants, programs may provide services to formerly homeless individuals and families for up to six months after their exit from the program.

CLIENT AND PROGRAM FILES

STANDARD: Programs will keep all program participant files up-to-date and confidential to ensure effective delivery and tracking of services.

Benchmarks

- Client and program files should, at a minimum, contain all information and forms required by HUD (24 CFR 576.500), and the VA, service plans, case notes, referral lists, and service activity logs, including services provided directly by the permanent supportive housing program and indirectly by other community service providers. Programs should have:
 - Documentation of homeless status, chronic homelessness status (where applicable), and disabling condition.
 - Determination of ineligibility, if applicable, which shows the reason for this determination.
 - Initial and annual income evaluation, per program rules.



- Program participant records.
 - Documentation of using the community's coordinated assessment system.
 - Compliance with shelter and housing standards.
 - Services and assistance provided.
 - Expenditures and match.
 - Conflict of interest/code of conduct policies.
 - Homeless participation requirement.
 - Faith-based activity requirement, if applicable.
 - Other Federal requirements, if applicable.
 - Confidentiality procedures.
- All client information should be entered in the NC HMIS in accordance with data quality, timeliness, and additional requirements found in the agency and user participation agreements. At a minimum, programs must record the date the client enters and exits the program, HUD required data elements, and an update of client's information as changes occur.
 - Programs must maintain a release of information form for clients to use to indicate consent in sharing information with other parties. This cannot be a general release but one that indicates sharing information with specific parties for specific reasons.
 - Programs must maintain the security and privacy of written client files and shall not disclose any client-level information without written permission of the client as appropriate, except to program staff and other agencies as required by law. Clients must give informed consent to release any client identifying data to be utilized for research, teaching, and public interpretation.
 - All records pertaining to CoC funds must be retained for the greater of 5 years or the participant records must be retained for 5 years after the expenditure of all funds from the grant under which the program participant was served. Agencies may substitute original written files with microfilm, photocopies, or similar methods. Records pertaining to other funding sources must adhere to those record retention requirements.

EVALUATION AND PLANNING

STANDARD: Permanent supportive housing programs will work with the community to conduct ongoing planning and evaluation to ensure programs continue to meet community needs for individuals and families experiencing homelessness.

Benchmarks

- Agencies maintain written goals and objectives for their services to meet outcomes required by the HUD CoC and VA programs or other funding sources.
- Programs review case files of clients to determine if existing services meet their needs. As appropriate, programs revise goals, objectives, and activities based on their evaluation.
- Programs conduct, at a minimum, an annual evaluation of their goals, objectives, and activities, making adjustments to the program as needed to meet the needs of the community.
- Programs regularly review project performance data in HMIS to ensure reliability of data. Programs should review this information, at a minimum, quarterly.



FY2016 - 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)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	5387	5705	79	80	1	33	32	-1
1.2 Persons in ES, SH, and TH	5977	6207	99	93	-6	41	36	-5

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer 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.

NOTE: Due to the data collection period for this year's submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.917 in time for next year's submission.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	5713	-	119	-	-	46	-
1.2 Persons in ES, SH, and TH	-	6227	-	132	-	-	51	-

FY2016 - 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.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	70	8	11%	8	11%	6	9%	22	31%
Exit was from ES	1624	190	12%	83	5%	91	6%	364	22%
Exit was from TH	267	9	3%	6	2%	2	1%	17	6%
Exit was from SH	0	0		0		0		0	
Exit was from PH	725	8	1%	11	2%	16	2%	35	5%
TOTAL Returns to Homelessness	2686	215	8%	108	4%	115	4%	438	16%

FY2016 - Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	3021	2963	-58
Emergency Shelter Total	1827	1682	-145
Safe Haven Total	0	0	0
Transitional Housing Total	534	446	-88
Total Sheltered Count	2361	2128	-233
Unsheltered Count	660	835	175

Metric 3.2 – Change in Annual Counts

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

	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	6039	6335	296
Emergency Shelter Total	5411	5813	402
Safe Haven Total	0	0	0
Transitional Housing Total	728	580	-148

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)	623	644	21
Number of adults with increased earned income	30	34	4
Percentage of adults who increased earned income	5%	5%	0%

FY2016 - Performance Measurement Module (Sys PM)

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)	623	644	21
Number of adults with increased non-employment cash income	140	101	-39
Percentage of adults who increased non-employment cash income	22%	16%	-7%

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)	623	644	21
Number of adults with increased total income	163	127	-36
Percentage of adults who increased total income	26%	20%	-6%

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)	255	227	-28
Number of adults who exited with increased earned income	23	30	7
Percentage of adults who increased earned income	9%	13%	4%

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

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)	255	227	-28
Number of adults who exited with increased non-employment cash income	60	39	-21
Percentage of adults who increased non-employment cash income	24%	17%	-6%

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)	255	227	-28
Number of adults who exited with increased total income	80	65	-15
Percentage of adults who increased total income	31%	29%	-3%

FY2016 - 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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	5172	5567	395
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.	1103	1117	14
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)	4069	4450	381

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	6629	6661	32
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	1407	1241	-166
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.)	5222	5420	198

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 2016.

FY2016 - Performance Measurement Module (Sys PM)

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

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach	186	58	-128
Of persons above, those who exited to temporary & some institutional destinations	51	15	-36
Of the persons above, those who exited to permanent housing destinations	48	27	-21
% Successful exits	53%	72%	19%

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

	Previous FY	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	5757	5764	7
Of the persons above, those who exited to permanent housing destinations	2441	2209	-232
% Successful exits	42%	38%	-4%

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

	Previous FY	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	1716	1739	23
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	1649	1686	37
% Successful exits/retention	96%	97%	1%

2017 HDX Competition Report

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

Total Population PIT Count Data

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count	2963	3054
Emergency Shelter Total	1682	1,682
Safe Haven Total	0	0
Transitional Housing Total	446	420
Total Sheltered Count	2128	2102
Total Unsheltered Count	835	952

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	348	382
Sheltered Count of Chronically Homeless Persons	165	127
Unsheltered Count of Chronically Homeless Persons	183	255

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	342	347
Sheltered Count of Homeless Households with Children	266	282
Unsheltered Count of Homeless Households with Children	76	65

Homeless Veteran PIT Counts

	2011	2016	2017
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	242	136	176
Sheltered Count of Homeless Veterans	150	82	105
Unsheltered Count of Homeless Veterans	92	54	71

2017 HDX Competition Report

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

HMIS Bed Coverage Rate

Project Type	Total Beds in 2017 HIC	Total Beds in 2017 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	2649	886	1152	65.34%
Safe Haven (SH) Beds	0	0	0	NA
Transitional Housing (TH) Beds	629	76	308	55.70%
Rapid Re-Housing (RRH) Beds	467	150	317	100.00%
Permanent Supportive Housing (PSH) Beds	1731	0	1566	90.47%
Other Permanent Housing (OPH) Beds	0	0	0	NA
Total Beds	5,476	1,112	3343	76.60%

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 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

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

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

2017 HDX Competition Report

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

Rapid Rehousing Beds Dedicated to All Persons

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

2017 HDX Competition Report

FY2016 - 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)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	5387	5705	79	80	1	33	32	-1
1.2 Persons in ES, SH, and TH	5977	6207	99	93	-6	41	36	-5

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer 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.

NOTE: Due to the data collection period for this year's submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.917 in time for next year's submission.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	5713	-	119	-	-	46	-
1.2 Persons in ES, SH, and TH	-	6227	-	132	-	-	51	-

2017 HDX Competition Report

FY2016 - 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.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	70	8	11%	8	11%	6	9%	22	31%
Exit was from ES	1624	190	12%	83	5%	91	6%	364	22%
Exit was from TH	267	9	3%	6	2%	2	1%	17	6%
Exit was from SH	0	0		0		0		0	
Exit was from PH	725	8	1%	11	2%	16	2%	35	5%
TOTAL Returns to Homelessness	2686	215	8%	108	4%	115	4%	438	16%

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	2015 PIT Count	Most Recent PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	3021	2963	-58
Emergency Shelter Total	1827	1682	-145
Safe Haven Total	0	0	0
Transitional Housing Total	534	446	-88
Total Sheltered Count	2361	2128	-233
Unsheltered Count	660	835	175

Metric 3.2 – Change in Annual Counts

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

	Submitted FY 2015	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	6039	6335	296
Emergency Shelter Total	5411	5813	402
Safe Haven Total	0	0	0
Transitional Housing Total	728	580	-148

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

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	623	644	21
Number of adults with increased earned income	30	34	4
Percentage of adults who increased earned income	5%	5%	0%

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

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	623	644	21
Number of adults with increased non-employment cash income	140	101	-39
Percentage of adults who increased non-employment cash income	22%	16%	-7%

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

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	623	644	21
Number of adults with increased total income	163	127	-36
Percentage of adults who increased total income	26%	20%	-6%

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	255	227	-28
Number of adults who exited with increased earned income	23	30	7
Percentage of adults who increased earned income	9%	13%	4%

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

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	255	227	-28
Number of adults who exited with increased non-employment cash income	60	39	-21
Percentage of adults who increased non-employment cash income	24%	17%	-6%

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	255	227	-28
Number of adults who exited with increased total income	80	65	-15
Percentage of adults who increased total income	31%	29%	-3%

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 2015	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	5172	5567	395
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.	1103	1117	14
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)	4069	4450	381

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

	Submitted FY 2015	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	6629	6661	32
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	1407	1241	-166
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.)	5222	5420	198

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in 2016.

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

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 2015	Current FY	Difference
Universe: Persons who exit Street Outreach	186	58	-128
Of persons above, those who exited to temporary & some institutional destinations	51	15	-36
Of the persons above, those who exited to permanent housing destinations	48	27	-21
% Successful exits	53%	72%	19%

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

	Submitted FY 2015	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	5757	5764	7
Of the persons above, those who exited to permanent housing destinations	2441	2209	-232
% Successful exits	42%	38%	-4%

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

	Submitted FY 2015	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	1716	1739	23
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	1649	1686	37
% Successful exits/retention	96%	97%	1%

2017 HDX Competition Report FY2016 - 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.

2017 HDX Competition Report FY2016 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016
1. Number of non-DV Beds on HIC	1602	1699	1701	1784	975	826	773	556	1187	1388	1490	1659	90	229	211	396				
2. Number of HMIS Beds	1200	1108	1113	1134	594	540	509	296	1132	1319	1394	1510	90	216	211	396				
3. HMIS Participation Rate from HIC (%)	74.91	65.21	65.43	63.57	60.92	65.38	65.85	53.24	95.37	95.03	93.56	91.02	100.00	94.32	100.00	100.00				
4. Unduplicated Persons Served (HMIS)	5637	5674	5392	5833	759	651	662	580	1481	1645	1698	1766	699	1147	1187	1547	0	2	70	75
5. Total Leavers (HMIS)	4787	4776	4531	5035	467	399	456	385	224	257	250	231	314	759	775	858	0	0	12	21
6. Destination of Don't Know, Refused, or Missing (HMIS)	2277	2015	2113	2048	138	38	53	66	13	7	8	5	52	54	56	76	0	0	7	3
7. Destination Error Rate (%)	47.57	42.19	46.63	40.68	29.55	9.52	11.62	17.14	5.80	2.72	3.20	2.16	16.56	7.11	7.23	8.86			58.33	14.29

2017 HDX Competition Report

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2017 PIT Count	1/25/2017	

Report Submission Date in HDX

	Submitted On	Met Deadline
2017 PIT Count Submittal Date	5/1/2017	Yes
2017 HIC Count Submittal Date	5/1/2017	Yes
2016 System PM Submittal Date	6/5/2017	Yes