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: TX-607 - Texas Balance of State CoC

1A-2. Collaborative Applicant Name: Texas Homeless Network

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Texas Homeless Network

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)	No	No
Hospital(s)	Yes	Yes
EMT/Crisis Response Team(s)	No	No
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	Yes	Yes
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)		

Advocates for Homeless Veterans	Yes	Yes
AIDS Services Organizations	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)

CoC Board has 15 seats, each with pop/comm member designation to ensure broad representation. CoC holds elections 1/yr to solicit nominations from entire CoC membership. CoC involves 26 Local Homeless Coalitions (LHCs) in recruitment, & advertises elections thru LHCs, on website, and via membership e-mails. Anyone in geo area may join CoC meetings (public monthly via webinar) & listserv (schd & sign-up on website). Between LHC-&CoC-level opps, a full range of stakeholders is engaged. In 2017, LHC Chairs were surveyed to assess need for a toolkit to assist w/ org structure, cap building, & implementing best practices. Based on feedback the CoC created an LHC toolkit. The CoC solicits feedback after all meetings & surveys participants after every training, asking for opinions & expertise on how the CoC is functioning & addressing homelessness. CoC, Coordinated Entry & RRH Prioritization written standards were made available for public comment. Comments were incorporated in revisions.

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

Due to our large geography, web-based communications and word-of-mouth are the most effective ways to reach new members. The CoC posts on various external social media outlets, primarily Facebook and Twitter, and internal listservs to ensure the audience is aware that the process to become a member is easy and the opportunity to become a member is open year-round. The CoC also engages new entities and potential members throughout the year at various conferences, workshops, webinars, trainings, technical assistance, and other programs. In addition to appealing to people who are currently or formerly homeless through social media, the CoC depends heavily on the 26 Local Homeless Coalitions to do outreach regarding the CoC. The CoC also does a lot of outreach to find people from this population to participate on the CoC Board. Everyone who was nominated is encouraged to join the CoC Membership regardless of whether or not they win the CoC Board Seat.

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)**

The CoC relies heavily on web-based communications, due to our large geography. On 7/31/17 and 8/3/17, the CoC emailed several listservs, many unrelated to CoC membership, notifying of the ability for eligible project recipients to apply for new projects through the permanent housing bonus and reallocation, when available. New projects are also engaged & encouraged to apply throughout the year. The CoC held a mandatory webinar for project applicants, new agencies were encouraged to apply. The RFP & New Project Apps were posted to the website on 08/07/17. New applicants had to meet the same requirements and deadlines as renewals. They must attend the mandatory webinar, submit a letter of intent, submit their application, pass threshold review, & be scored by the Independent Review Team. One agency that has never received CoC Program funding & one agency that is not a current recipient met the requirements and deadlines, & both projects were included in the priority listing.

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 has 40 CP jurisdictions (juris) incl 7 ESG recipients (ESGs). CoC communicates w/ESGs regularly re: allocation & activities. ESGs consult w/ CoC on allocation, CP drafts & Action Plans (APs). Alt funding opps, community

need, CoC/local priorities & best use of avail resources are discussed. Local allocation input is prioritized, CoC provides data & context for decisions. Local Homeless Coalitions (LHCs), extensions of CoC on local level, coord w/CP juris on LHC initiatives & CPs. CoC provides PIT data & reports to communities. PIT & HIC reports are posted on CoC website & emailed, 27 juris had PIT & HIC data; 6 PIT only; 3 HIC only; 4 neither. CoC surveyed juris to solicit input on collab, 20 responded incl all ESGs. CoC reviewed CPs/APs, provided feedback & encouraged incl of CoC info in CPs/APs. CoC will cont review to ensure CoC info is incl. CoC coordinates w/all ESG & 20/33 non-ESG juris, CoC reaches out to all 33, lack of responsiveness is a barrier.

**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)**

CoC ensures persons fleeing all forms of DV and their fam are offered available, safe hsg & svcs & are supported with individual choice. All projects are encouraged to transfer households if in imminent danger, use MI and TIC, and develop a Landlord Risk Mitigation fund. CoC Prog- CE system allows for separate DV entry points, emphasizes client choice, and safety planning. Written standards include a policy against involuntary fam separation; grantees supported to collect data in comp database. ESG Prog- In addition to the above, encourages joint hsg & svcs among victim svcs and non-victim svcs providers; CoC encourages use of TCFV-administered comp database across geo area; other prog-privately funded NPOs, including faith-based orgs, pay for motel stays, short term rental costs, utilities assistance & basic needs. Participants are connected w/resources for survivors including those funded by the DOJ and HHS. CoC ensures data is shared in a manner that protects PII.

**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)**

The Coordinated Entry (CE) Written Standards (W.S) assessor training includes CE 101, Trauma Informed Care, Motivational Interviewing, Diversion, & Safety Planning. Safety planning is required for survivors who do not access CE through a local victim service provider (VSP). VSPs may serve as CE entry points. Due to the size of the CoC, trainings are virtual, posted on web, & avail as needed. Per CPD 17-11, annual training will be provided. Due to CoC size, data is used from the Tx Council on Family Violence, National Network to End Domestic Violence, annual PIT Count, & HMIS. In the 2017 PIT, 7% of respondents cited DV as reason for homelessness. HMIS indicates 214 families were fleeing btw 01/01/16-12/31/16. CE W.S's allow for flexibility due to variations among our 215 counties. Assessors are required to engage in a

private location, at survivor's pace, and thoroughly explain the Release of Information and sharing. Client choice is integral to the CE process for all participants.

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
Lubbock Housing Authority	22.00%	Yes-HCV
Corpus Christi Housing Authority	15.00%	Yes-HCV
City of Denton Housing Authority	0.09%	Yes-HCV
City of Brownsville Housing Authority	1.00%	Yes-HCV
Longview Housing Authority	0.00%	Yes-HCV

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)**

N/A

**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 effecctively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Idenity, including Gender Identify Equal Access to Housing, Fina Rule; and (3) implementation of an anti-discrimination policy.
(limit 1000 characters)**

CoC Written Standards (WS) require projects to comply with EA & family separation regs. CoC P&Ps include policy against fam separation. CE WS address EA & nondiscrim. CoC staff review projects' P&Ps to verify compliance. CoC expects Local Homeless Coalitions (LHCs) to ensure project compliance. LHCs have anti-discrim policies, encourage practices to meet LGBT needs &

ensure persons who present as a family are provided same svcs by all LHC partners. Partners advocate on behalf of LGBT persons; encourage staff to attend ethics & cultural sensitivity trainings. CoC sent members registration & materials for HUD's EAR training and sent multiple emails with educational materials. Sent open invite for all projects to join Region 6 EAR training, required CoC funded projects. Staff reviewed regs & training materials at mult meetings & posted regs on THN site. In 2 & 4/17 Gen Mtgs staff presented Notice CPD 17-01, including non-discrim. Board approved anti-discrim & equal access policy 11/8.

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:	X
Engaged/educated law enforcement:	X
Engaged/educated local business leaders	X
Implemented communitywide plans:	
No strategies have been implemented	
Other:(limit 50 characters)	
Work w/ LHAs to reduce barriers due to criminal BG	X

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

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)

N/A

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:	X
Health Care:	X

Mental Health Care:	X
Correctional Facilities:	X
None:	

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

Instructions

For guidance on completing this application, please reference the FY 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	Yes

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 expects all projects to serve people with high vulnerabilities & service needs. The CoC adjusted expected performance outcomes with the knowledge that all projects must commit to serving the “hardest-to-serve” to be included in the ranking & selection process. For example, because CoC Policy dictates that all PSH projects must be dedicated to people experiencing chronic homelessness, who often face significant barriers to employment, the CoC adjusted the earned income & mainstream benefits metrics. Projects are able to score additional points for adherence to prioritization standards, which requires projects to target interventions toward people with high vulnerabilities; the percentage of entries of people with no income into the project; & serving people with specific vulnerabilities, such as those with no income, those fleeing DV or sexual assault, youth, those coming from unsheltered homelessness, & people experiencing CH, which can increase the project’s ranking standing.

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

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 2

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

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. **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.**	09/13/2017
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. **Attachment Required: Copies of the written notification to project applicant(s) their project application(s) were accepted and ranked on the Priority listing.**	11/08/2017

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? **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.**	Yes
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.	Pages 3-7 of MOU; page 5, 17-21 of Governance Charter
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?	Eccovia Solutions
2A-4. Using the drop-down boxes, select the HMIS implementation Coverage area.	Single 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	3,395	1,378	1,182	58.60%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	1,248	435	636	78.23%
Rapid Re-Housing (RRH) beds	883	104	591	75.87%
Permanent Supportive Housing (PSH) beds	1,052	0	269	25.57%
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)

HMIS bed coverage increased for 3 of 4 project types in 2017. For the next year the CoC will cont to work on increasing coverage using the 2017 HIC to determine projects of all types to target for HMIS outreach. The CoC will also cont to present on HMIS to Local Homeless Coalitions (LHCs) to educate about HMIS & the role it has in ending homelessness. CoC will engage entities the first quarter of 2018 & F/U throughout the year. Implementation of CE will provide additional trainings on benefits of comprehensive HMIS coverage in communities across the geography. For PSH the CoC will also cont engaging VASH providers, RRH will work w/ SSVF providers that serve multiple CoCs & use another CoCs HMIS, ES & TH will target projects not mandated and reluctant to use HMIS. Equipment & technology resources are often a barrier to projects using HMIS in the BoS, the CoC will assist to find resources opportunities & funding. These activities will be on going throughout the next year.

2A-6. Annual Housing Assessment Report (AHAR) Submission: How many Annual Housing Assessment Report (AHAR) tables were accepted and used in the 2016 AHAR? 12

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

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.	01/26/2017
2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy)	05/05/2017

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)

For 2017 sheltered PIT, CoC used HMIS for the first time to collect survey info. All shelters that use HMIS were required to use the system for all surveys. THN also created a PIT Coordinators Manual that provided detailed guidance on how to execute the count resulting in a more systematic & consistent approach. CoC saw a decrease in #'s of sheltered people from 2016-2017. Through the use of the PIT Coordinators Manual & HMIS to collect surveys, agencies were able to provide a more reliable/accurate shelter count. The following communities partnered in PIT planning: Texoma, Mt. Pleasant, Lamar Cty (Paris), Henderson Cty, Texarkana, Hunt Cty, Tyler, Lubbock, Perryton, Cameron Cty, Hidalgo Cty, Laredo, Abilene, Brownwood, Midland, Odessa, San Angelo, Bastrop-Elgin, Bay City, Galveston Cty, Williamson Cty, Victoria, Beaumont & ,Kerville.

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:	336
Beds Removed:	568
Total:	-232

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?
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.

Yes

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)

Four new communities participated in the 2017 count, which increased the geographic coverage of the PIT. Several communities were able to significantly increase their volunteer capacity through outreach and education initiatives. For example, one community increased volunteers from 6 in 2016 to 42 in 2017, a 600% increase in volunteers. Due to the increase in volunteers, in 2017 they were also able to identify 324 individuals compared to only 168 individuals in 2016, a 93% increase. In addition to the regular trainings, the CoC also created a new PIT Coordinator Manual that provided the PIT leads with detailed information on how to organize and execute the count within their community. These combined efforts resulted in stronger local participation and a more reliable PIT count.

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)

The CoC partnered with the Texas Network of Youth Services in 2016 to conduct a baseline "Youth Count Texas" and conducted several in person trainings across the state focused on a youth specific survey tool & engaging unaccompanied youth. A youth specific tool was not utilized in 2017 however,

many of the strategies were implemented & expanded upon in 2017. PIT coordinators worked closely with local education liaisons while planning & conducting the PIT to identify homeless youth. RHY grantees took on leadership roles in PIT planning for some Local Homeless Coalitions (LHCs). Some LHCs used social media to raise awareness about the PIT; research indicates this may be helpful in spreading the word about the PIT to this population. LHCs engaged stakeholders that serve homeless youth, including street outreach workers, to help identify locations that youth were most likely to be found in PIT planning.

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)

People experiencing chronic homelessness (CH): In 2016, the CoC required all PSH projects to 100% dedicate to people experiencing CH, thus increasing awareness of where to find people experiencing CH. LHCs partnered with police outreach/street outreach teams to identify and target homeless camps & remote areas where persons least likely to request assistance congregate. Families with Children: Through the CoC's annual conference, homeless education liaisons built partnerships with LHCs to help identify families exp homelessness. Education liaisons assist w planning trainings/speakers on identifying and serving this pop. LHCs leverage partnerships w schools, CPS, shelters, food banks, etc. to identify families exp homelessness. Vets: In addition to the above strategies used to target families and Vets experiencing CH, communities partnered w housed Vets to volunteer for PIT count and regular outreach efforts. CoC also provided training on asking people abt military service.

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)

The # of persons exp homelessness for the first time from ES or TH was reduced from 8,350 to 7,251, resulting in a reduction of 1099. The # of persons exp homelessness for the first time from ES, TH, or PH was reduced from 9,740 to 8,826, resulting in a reduction of 914. CoC & LHCs ID specific risk factors using PIT Count & APR data to understand situations prior to entry into homelessness; prevention assistance providers & mainstream providers (Medicaid, TANF, etc); shelter users self-reports; engagement info from outreach; collaboration w/ Homeless Ed Liaisons & other school personnel. To prevent homelessness, CoC agencies use locally-funded pools of assistance; publicize HP resources; expand partnerships with ESG & CAAs; engage in diversion w/clients; work w/ prisons & jails on re-entry; coord w/ law enforcement to prevent criminalization; & provide job training & placement, & financial planning to assist w/ self-sufficiency. E: CoC Board, THN, LHCs.

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)

For those in ES there was a decrease from 41 to 40 bed nights, resulting in one less bed night for individuals in ES for 2016. The CoC has worked with LHCs to implement strategies to reduce LOT families & individuals remain homeless e.g., diversion, prioritization, Housing First, PSH, RRH, & CE, to make homelessness brief w/in their jurisdiction. Projects have reduced the LOT

families exp homelessness via strategies with CoC support, incl additional staffing to increase the number of housing inspections per week, consolidating intake processes, & landlord outreach. The CoC is currently working on implementing HMIS queries to track the # of days from CE assessment & referral to move-in as part of ongoing CE implementation. CoC prioritization standards prioritize HHs with the longest LOT homeless. These HH's are identified by CE & entered into HMIS by CoC proj & then prioritized via the CE prioritization list; ESG CE implementation is in progress. E: CoC Board, THN, LHCs.

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)

From FY15 to FY16 the rate of PH placement for ES/SH/TH/RRH improved overall by 2%. PH Placement & Retention increased from 90% to 92%. RRH beds increased by 329 in FY 16. All CoC projects are evaluated on the # of clients who exit to/retain PH in the annual CoC project eval process. CoC strategies include further implementation of Housing 1st across the CoC's geographic area, increasing availability of PH, refining CE, & educating projects on best housing stability practices. The CoC implemented strategies by providing education to projects PSH & RRH Project Design Clinics, Housing Stability/Housing 1st trainings & special sessions during CoC's annual conference. Trainings incl info on rapid exit, developing housing plans & hsing retention & eviction strategies. Use of Housing 1st is mandated in the CoC RFP, encouraging applications for CoC Program PSH & RRH, & consulting with ESG applicants to create strong RRH applications. The CoC Board, THN, LHCs oversee these strategies.

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)

For FY16 the rate of returns to homelessness (RTH) was at 16% as compared to 18% for FY 15. The following demonstrates the overall % change from FY15 to FY16 for the RTH rate: there was reduction from 5% to 4% for RTH in less than 6 mts and 6-12 mts and the RTH rate remained the same, at 5%, for 13-24 mts. Providers are required to record episodes of homeless using HMIS or comparable dtbs. The CE process helps to not only identify those who have RTH, but also provides a uniform method for connecting them to interventions that will meet their specific needs and prevent future RTH; In the next 12 months, the CoC will focus on triaging returners at CE, further adoption of HF

throughout the CoC; additional targeted HP activities; & increasing the # of RRH units thru FY17 NOFA that are required to employ best practices, e.g. low barrier, housing HHs quickly, & providing support svcs & case mgt after exit. E: CoC Board, THN, LHCs.

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)

35% of client's increased total income, an increase from 2015. Strats include SOAR training; SOAR VISTA members; 1 app for mult mainstream benefits; work w/local Workforce Dev Bds, employers & higher ed. to ensure empl trng & jobs meet indiv & communities' needs. THN is TX State SOAR Lead; supervises 10 VISTAs & oversees statewide training. THN is Advisory Memb of TICH along with TX Workforce Comm (TWC); employment opps are discussed then shared w/ CoC projects. Case mgrs & outreach connect participants to resources, assess strengths & help locate jobs. Employment trng progs are run by orgs for culinary skills & Cert Nurse Assts. There is an LHC-sponsored scholarship prog to attend local college to obtain voc prog cert. Orgs assist w/resume prep, work/interview clothing, interview techniques, employment coaching, job skills training, & job search/placement. E: CoC Board, THN, LHCs.

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.	200	215	15

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	321
Total	321

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	X
Number of previous homeless episodes	X

Unsheltered homelessness	X
Criminal History	X
Bad credit or rental history (including not having been a leaseholder)	
Head of Household with Mental/Physical Disability	X

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)

Due to large geography, the strategy is developed & implemented at the local level. Local Homeless Coalitions in the CoC report that projects have strong relationships with homeless liaisons. When HH w/children are identified by Homeless Liaisons at school districts they are referred to RRH projects. To support local efforts, the CoC has focused on developing more RRH projects and education to ensure projects are implemented according to best practices. From 16-17, there has been a 37% increase in RRH projects. Many projects are ESG funded & prioritize HH w/children. In 2017, CoC held several trainings (RRH & ES specific) in several communities across the state that emphasized the importance of rehousing households within 30 days of becoming homeless. The education around best practices seems to be working because the LOT SPM for the CoC is 40 days. The CoC will work to reduce LOT to 30 days by the end of 19, aiming for 35 days by the end of 18. E: CoC Board, THN, LHCs.

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.	112	202	90

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)

CoC Written Standards address fair housing, equal access, ADA & family separation. CoC P&Ps include policy against family separation adopted by CoC Board 8/16. CE Written Standards address equal access & nondiscrimination, & are regularly discussed at CoC General Mtgs & posted on THN website. AFFH was reviewed at two CoC trainings in 2017. Projects must follow all guidance

related to anti-discrim. based on age, sex, gender, LGBT status, marital status & disability. CoC staff review project P&Ps to verify compliance. CoC expects Local Homeless Coalitions (LHCs) to ensure projects follow regulations. Participants may alert the CoC when involuntarily separated by contacting THN or LHCs via phone, email, social media, or in person. LHCs provide training on Housing First & low-barrier approaches, especially in developing CE processes. LHC member orgs have written anti-discrim. P&Ps; adopt policies to reduce barriers & protect safety of all homeless persons; & provide ongoing staff training.

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

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)

In the FY 15 CoC Competition, all but one youth-dedicated project was eliminated, and that project voluntarily reallocated, unable to meet new CoC requirements. The CoC's strategy is focused on cultivating relationships with projects & providing education & training to new & existing organizations to reconnect them with funding. LHCs are working to increase youth shelter

options, including development of host homes. Through stronger relationships with youth service organizations, the CoC hopes to encourage applications for the CoC and ESG programs. The CoC has strong partnerships with state-wide youth organizations in Texas Homeless Education Office (THEO) and Texas Network of Youth Services (TNOYS). Due to the increased focus on youth homelessness in the 2016 PIT, the total number of unaccompanied youth households decreased by 9% between 2016 & 2017. This preliminary metric helps the CoC to determine if the overall # of youth experiencing homelessness is decreasing. The # of youth entered into HMIS from unsheltered situations increased, indicating improved outreach efforts. CoC will continue to build relationships with providers & learn from strategies being implemented across the nation in YHDP communities. The CoC looks forward to this being an area of growth with FY 17 funds.

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)

THN (CoC Lead) hosts annual conference with TX Hml Ed Ofc (THEO) & Reg. 10 ESC (State Coords) for stakeholder cross-training. THN, THEO, Reg. 10, TX Network of Youth Svcs, TX Ed. Agency, & State Health Dept (RHY), & Juvenile Justice are advisory members on Texas Interagency Council on Homelessness. CoC Board seats represent hml youth & hml fam. CoC & Local Hml Coalitions' members are liaisons, other school personnel & youth hsg & svc providers. MOU to deliver conferences. CoC P&Ps include ed. assurances. CoC Prog funded projs serving hmls children and youth have ed liaisons. LHCs, Ed. Liaisons & svc providers have MOUs & data sharing agreements for referrals & access to M-V supports, street outreach & shelter & hsg for unaccomp youth. CoC P&Ps & Written Stds require projects to ensure that persons are informed of elig for ed svcs; proj and ed liaisons inform hmls families and youth of their rights under M-V Act. LHCs & LEAs create procedures for local areas.

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	Yes	
Head Start	Yes	
Early Head Start	No	No
Child Care and Development Fund	Yes	
Federal Home Visiting Program	Yes	
Healthy Start	Yes	
Public Pre-K	Yes	
Birth to 3	No	No
Tribal Home Visting Program	No	No

Other: (limit 50 characters)		
	No	No
	No	No

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)

As part of mobilization efforts to end Veteran homelessness, the CoC has innovated ways to increase identification, assessment, and referral of homeless Vets. Some BoS communities use a police outreach team to identify homeless Vets on the streets and in jails. Many Local Homeless Coalitions reach out to Vets identified during the PIT count to connect them to the VA. In communities with a concerted mobilization effort, a lead agency (e.g. VAMC, SSVF, or non-federally funded leadership org) takes responsibility to obtain VA/SSVF eligibility status for all Vets identified and to assess the Vet's vulnerability with the VI-SPDAT for referral. The lead agency places Vets on a Master List, which is taken to a community case conference where the partners can discuss the options appropriate for and available to each Vet. VA-funded projects such as SSVF and HUD-VASH are often present during case conferencing, facilitating connection to VA programs. The TX BoS CoC does not contain GPD Programs.

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)**

CoC encourages Local Hml Coalitions (LHCs) & agencies to 1) use 1 application for Medicaid, CHIP, SNAP, TANF (YourTexasBenefits.com) & 2) use UWay 211 database. THN is the state SOAR Lead & has VISTA members focusing on SOAR placed thruout CoC. CoC requires funded projects' to have SOAR-certified staff. LHCs & member orgs have SOAR VISTA members & staff; partner w/ local legal aid orgs for benefits advocacy, leverage priv-city-state-fed funds & in-kind to increase access & participation, participate in CPP; & partner with NPOs, faith grps, Health Svcs ofcs, CAAs & ADRCs with vols to help people apply. CoC regularly emails info to members & addresses in mtgs & recommends subscribing to mainstream e-mail lists for resources. LHCs invite providers to speak at mtgs & train staff; encourage members to participate in CoC trainings & HUD, THN & NAEH webinars; & send staff to resource fairs. E:

CoC Board, THN, LHCs.

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)	23.00
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.	23.00
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).	23.00
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.	23.00
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)

As a large BoS, CoC relies on LHCs & projects for SO: ESG, SSVF, PATH, HOPWA, RHY, unfunded projects and does not have 100% coverage across 215 county geography. LHCs reach out during PIT counts & hold events where unsheltered persons engage w/providers. SO involves engaging, assessing & housing case management. Some SO focuses on meals, hygiene supplies & clothing. Some projects cover entire LHCs' geo, others cover city limits. Frequency varies by proj: daily, wkly, monthly, bi- & annual. Communities deliver SO according to local needs & addressing barriers: Workers give toiletries, socks & food to establish trust. SO uses Spanish-speaking workers, diverse vols & Language Line. SO targets encampments/remote areas. SO seeks people with cognitive/physical barriers & helps them navigate assistance. PATH uses MH-trained staff. SSVF uses peer support vets. Police Dept uses plain-clothes ofcrs. SO posts resource info at relevant locations & transports people to resources.

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)

AFFH was reviewed at required CoC PSH & RRH clinics. CoC and CE Written Standards require compliance w/Fair Housing Act. Local Homeless Coalitions (LHCs), incl anti-discrimination policies in bylaws; ensure orgs comply w/AFFH regs & provide equal access to all groups.LHCs' member orgs coordinate w/CDBG Fair Housing Plans; maintain housing databases; annual Fair Housing educational events; display Fair Housing marketing material. CoC provides effective communication for persons w/disabilities & access for those w/LEP by offering to provide assistance upon request. To date, no requests received. Orgs have multi-lingual staff &/or staff fluent in ASL. LHCs provide effective communication for persons w/disabilities & access for those w/LEP w/ESG Language Access Plan & coordinating translation services; providing written materials in Spanish & materials to orgs assisting those who are blind; utilizing existing comm resources for translation services.

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	554	883	329

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	Rejection-Reduction	11/15/2017
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes	Public Posting Pr...	11/15/2017
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	CoC Rating and Ra...	11/14/2017
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	CoC Rating and Ra...	11/14/2017
05. CoCs Process for Reallocating	Yes	CoCs Process for ...	11/15/2017
06. CoC's Governance Charter	Yes	CoC's Governance ...	10/23/2017
07. HMIS Policy and Procedures Manual	Yes	HMIS Policy and ...	08/28/2017
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	PHA Administratio...	11/15/2017
10. CoC-HMIS MOU (if referenced in the CoC's Goverance Charter)	No	CoC-HMIS MOU	10/23/2017
11. CoC Written Standards for Order of Priority	No	CoC Written Stand...	11/15/2017
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	FY 2017 CoC Compe...	11/15/2017
14. Other	No		
15. Other	No		

Attachment Details

Document Description: Rejection-Reduction

Attachment Details

Document Description: Public Posting Project Selections, Ranking, and CoC Application

Attachment Details

Document Description: CoC Rating and Ranking Procedure

Attachment Details

Document Description: CoC Rating and Ranking Procedure - Public Posting

Attachment Details

Document Description: CoCs Process for Reallocating

Attachment Details

Document Description: CoC's Governance Charter

Attachment Details

Document Description: HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: PHA Administration Plan

Attachment Details

Document Description: CoC-HMIS MOU

Attachment Details

Document Description: CoC Written Standards for Order of Priority

Attachment Details

Document Description:

Attachment Details

Document Description: FY 2017 CoC Competition Report

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	08/26/2017
1B. Engagement	11/14/2017
1C. Coordination	11/14/2017
1D. Discharge Planning	08/27/2017
1E. Project Review	11/14/2017
2A. HMIS Implementation	11/14/2017
2B. PIT Count	11/14/2017
2C. Sheltered Data - Methods	11/15/2017
3A. System Performance	11/15/2017
3B. Performance and Strategic Planning	11/15/2017
4A. Mainstream Benefits and Additional Policies	11/14/2017
4B. Attachments	11/15/2017

Submission Summary	No Input Required

TEXAS HOMELESS NETWORK

September 13, 2017

Giving Hope, Inc.
117 W Sycamore | P.O Box 50946
Denton, TX 76206

RE: Giving Hope, Inc. FY 2017 Budget Reduction/Reallocation

To Whom It May Concern:

On September 13, 2017, the TX BoS CoC Board reviewed projects meeting the criteria referenced below. The FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process for HUD Continuum of Care Program Funds posted on the THN Balance of State Website states:

> **Involuntary Reallocation**
> Projects with poor performance, that are not serving the intended population, that have unresolved HUD monitoring findings, that have had funds recaptured, and/or are underspending during the grant term are subject to involuntary reallocation. Projects that have underspent their award by 10% or more for the current grant term and have not met the HUD quarterly draw-down requirement may have their funding reduced, and these reallocated funds are pooled for New Project(s). The TX BoS CoC may recapture up to 7% of the total project grant amount for reallocation.

Please note projects that have funds reallocated in consecutive competitions and/or are placed on conditional renewal for two years in a row are subject to full project reallocation in the following competition, in order to maximize future CoC Program funding.

The board voted to re-allocate $16,673 from your project for the FY 2017 competition based on the following:

- Evidence of Poor Financial Management
    - History of recaptured funds
      (applicant paid HUD $5,136.19 from FY2015 Award for exceeding FMR, Recipient has insufficient Policies and Procedures in place to ensure compliance)
    - Project has not met HUD's quarterly drawdown requirement
      (historical pattern that this project draws funds down from eLOCCS less than once per quarter)
- History of Low Performance
    - History of serving ineligible participants
      (FY 2015 project served multiple participants from non-homeless prior residences)
    - Unresolved HUD monitoring findings
      (insufficient homeless eligibility and disability documentation, multiple open findings related to all areas of program administration)
    - Failure to meet performance benchmarks
      (applicant did not meet income-related performance benchmarks)
    - Late submission of Annual Performance Report (APR)
      (applicant submitted FY 2015 APR outside mandated 90 day deadline)

We strongly recommend you begin reviewing your budget now to determine how to move forward with revising your budget to account for the reduction in funds. This discussion will need to include your HUD CPD rep. We will be in contact regarding a deadline for your budget adjustments.

We understand the project has gone through many staff changes over the past year and the board is committed to making changes to ensure the project is successful, however, per P&P

these performance and spending issues could not be overlooked by the board. In addition, this is the second year in a row the project has had funds reallocated. It is our hope that CoC and HUD expectations are clear and that we can continue to support the project and agency moving forward.

Should you wish to appeal this decision your deadline to appeal is 5pm Friday September 15, 2017. Appeals must be sent to txboscoc@thn.org. The procedure can be found here FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process for HUD Continuum of Care Program Funds.

Sincerely,

Kameron Fowler, LMSW
CoC Director
Texas Homeless Network
512-861-2119
Kameron@thn.org

TEXAS HOMELESS NETWORK

September 13, 2017

WestCare Foundation
1023 N. Pine
San Antonio, TX 78202

RE: WestCare FY2017 Budget Reduction/Reallocation

To Whom It May Concern:

On September 13, 2017, the TX BoS CoC Board reviewed projects meeting the criteria referenced below. The FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process for HUD Continuum of Care Program Funds posted on the THN Balance of State Website states:

> **Involuntary Reallocation**
>
> Projects with poor performance, that are not serving the intended population, that have unresolved HUD monitoring findings, that have had funds recaptured, and/or are underspending during the grant term are subject to involuntary reallocation. Projects that have underspent their award by 10% or more for the current grant term and have not met the HUD quarterly draw-down requirement may have their funding reduced, and these reallocated funds are pooled for New Project(s). The TX BoS CoC may recapture up to 7% of the total project grant amount for reallocation.

Please note projects that have funds reallocated in consecutive competitions and/or are placed on conditional renewal for two years in a row are subject to full project reallocation in the following competition, in order to maximize future CoC Program funding.

The CoC Board voted to reallocate $21,016 in funding from your project for the FY 2017 competition based on the following criteria:

- Evidence of Poor Financial Management
    - Underspent funds on most recent grant term by more than 10% (applicant has made 1 draw on the FY 2015 grant, and is 84% behind on fund expenditure 8 months into their FY15 grant cycle, (as of June 1st, 2017)
    - History of recaptured funds (applicant repaid HUD $3,385 during the FY 2014 grant term due to insufficient match documentation)
    - Project has not met HUD's quarterly drawdown requirement (applicant has made 1 draw, equal to 8% of the total award, on their FY 2015 grant, which is 8 months into its grant term)
- History of Low Performance
    - WestCare is out of compliance with the tenets of Housing First
        - Participants may be terminated for activities not covered in a lease agreement typically found for unassisted units in the project's geographic location, e.g. visitor policy and curfew (per WestCare 6/6/17 lease agreement revisions)
        - Project uses a sublease agreement with non-standard language that forfeits tenants' rights normally found in lease agreements, (per WestCare 6/6/17 lease agreement revisions)
    - Project has abnormally high percentage of exits prior to **180** days (12 participants, 75% of total exits). Of exits prior to **90** days, 100% exited to homelessness, or non-permanent destinations. (8 participants, 50% of total exits)
    - Project shows evidence of non-compliance with PSH prioritization standards (44% of participants entered fell below an 8 on the VI-SPDAT)
    - Failure to meet performance benchmarks (applicant did not meet housing stability or income-related performance

benchmarks; has the highest percentage of participants that exit PSH in less than 6 months, see above)

- Late submission of Annual Performance Report (APR)
  (applicant submitted FY 2014 APR outside mandated 90 day deadline)

We strongly recommend you begin reviewing your budget now to determine how to move forward with revising your budget to account for the reduction in funds. This discussion will need to include your HUD CPD rep. We will be in contact regarding a deadline for your budget adjustments.

Should you wish to appeal this decision your deadline to appeal is 5pm Friday September 15, 2017. Appeals must be sent to txboscoc@thn.org. The grievance procedure can be found in Appendix E of the FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process for HUD Continuum of Care Program Funds.

Sincerely,

Kameron Fowler, LMSW
CoC Director
Texas Homeless Network
Kameron@thn.org
512-861-2119

TEXAS HOMELESS NETWORK

September 13, 2017

Dr. Cathy Williams
Lazarus House Initiative, Inc.
P.O. Box 764815
Dallas, TX 75376

RE: LHI-HELP Ellis County PH-SHP
Exclusion from FY 2017 CoC Program Consolidated Application

Dear Dr. Williams:

In order to be included in the TX BoS CoC Consolidated Application, all applicants must pass the Threshold Review process as outlined in the FY 2017 TX BoS CoC Request for Proposals (RFP). The RFP states:

> Threshold requirements are certain requirements that Project Applicants and Project Applications must meet in order to be considered for funding in the FY2017 CoC Program local application process. An application must first successfully pass a review of threshold requirements in order to be considered eligible for review by the TX BoS CoC IRT, which will score project applications.

After thorough review, TX BoS CoC staff has determined that Lazarus House Initiative does not pass Threshold Review requirements for the following reasons:

- **The project is not cost-effective** (see RFP, p. 22, bullet 8).
    - Project's budget substantially exceeds the average cost per client (the project is currently charging almost $10,000 more per client than other projects of similar size). The project also requested substantially more funds for furniture, equipment, and materials than other projects in the TX BoS CoC geographic area.

- The project's requested HMIS budget line items are substantially higher than other projects of similar size. For instance, the project lists that HMIS licenses cost $1400. This is the cost for 5 HMIS licenses. We would not expect a project serving 12 clients to need that many licenses.
- There are also serious concerns about using HMIS to fund a program supervisor position, as a project with 12 clients in it is unlikely to necessitate a project supervisor or any employee spending half their time on HMIS for a small PSH project. This is indicative of a lack of understanding of HMIS and program administration.

- **The project applicant does not demonstrate understanding of the Housing First approach** (see RFP, p. 22, bullet 11)
  - The applicant's Housing First Narrative, Project Description, and other narrative sections detail a "Phase" approach to serving participants, which is counter to the Housing First approach. The applicant also stated in a competition TA call that participants must remain sober and submit to random drug-testing to maintain their housing, which is also contrary to the Housing First approach.

- **The project applicant does not demonstrate understanding of the Permanent Supportive Housing (PSH) model** (RFP, p. 21, bullet 1)
  - While the applicant indicates on the project application that it wishes to operate PSH, the application narratives are more indicative of a Transitional Housing Project, as it intends to operate in transitional "Phases" and emphasized rapid exits to permanent housing and other PSH in the area as primary project goals. While having a "move up" plan for PSH residents is best practice, the narratives indicated that the process was to happen regularly and quickly, which is unlikely to happen in PSH when targeting the most vulnerable chronically homeless.

- **The project's source of match is not feasible** (RFP, p. 22, bullet 3)
  - It is highly unlikely that a project with 12 participants will require 30 hours of volunteer driving each week.

For the above reasons, the applicant Lazarus House Initiative, Inc. will not be included in the CoC Consolidated Application in FY 2017. We strongly encourage the project to begin

attending monthly general meetings and participate in the TX BoS CoC training and resource opportunities. We hope that LHI will consider re-applying for project funding next year after gaining a better understanding of the CoC Program and the TX BoS CoC expectations. If you feel this determination has been made in error, you may file an appeal in accordance with Appendix E of the FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process for HUD Continuum of Care Program Funds. Your deadline to appeal is 5pm Friday September 15, 2017. Appeals should be sent to txboscoc@thn.org.

We thank you for your application, and encourage you to continue engaging in the TX BoS CoC.

Sincerely,

Kameron Fowler, LMSW
Director of Continuum of Care Programs
Texas Homeless Network
512-861-2119
Kameron@thn.org

THN

Notification of Acceptance

Caitlin Bayer <caitlin@thn.org>

FY 2017 TX BoS CoC Priority Listing Enclosed

1 message

Texas Homeless Network <txboscoc@thn.org> Wed, Nov 8, 2017 at 3:49 PM
Cc: Sophia Checa <sophia@thn.org>, Jim Ward <jim@thn.org>, Kameron Fowler <kameron@thn.org>
Bcc: John Cooper <john@abilenehopehaven.org>, Kathy Reppart <kathy@abilenehopehaven.org>, Katherine Bisson <katherine@abilenehopehaven.org>, Chad Wheeler <chad@opendoorlbk.org>, Jocelyn Wiebe <jocelyn@opendoorlbk.org>, Cheryl Robinson <crobinson@beaumonttexas.gov>, JoAnn Patillo <jpatillo@beaumonttexas.gov>, Janice Ridley <jridley@beaumonttexas.gov>, Stephanie Adams <sadams@tanhealthcare.org>, Dhughes@tanhealthcare.org, djordan@tanhealthcare.org, Cheteva Marshall <cmarshall@longviewtexas.gov>, Tammie Porter <tporter@longviewtexas.gov>, Adrienne Arthur <aarthur@longviewtexas.gov>, "Tex-Orr, David" <david.orr@txkusa.org>, Zandra Carroll <zandra.carroll@txkusa.org>, Betsy Freeman <betsy.freeman@txkusa.org>, Adra Hallford <adra.hallford@txkusa.org>, Jennifer Laurent <jenniferlaurent@cableone.net>, Cody Howard <choward@tfci.org>, jordanm@dentonmhmr.org, nathand@dentonmhmr.org, Tammy Weppelman <tammyw@dentonmhmr.org>, Pam Gutierrez <pamg@dentonmhmr.org>, William Hall <edficinc@earthlink.net>, Suzanne Armour <ficinccr@earthlink.net>, Jean Bush <jrbush76@hotmail.com>, Hope Nordon <hnordon@hopeincdenton.com>, Cynthia Cindy Harris <cynthiaholleyharris2@gmail.com>, Ginny Stafford <gstafford@midcoastfamily.org>, Brett Jones <bjones@midcoastfamily.org>, Lisa Griffin <lgriffin@midcoastfamily.org>, Debra Huffman <debrah@exp.net>, Rebecca Becky Bromley <beckbear09@hotmail.com>, Erika Chavez Thomas <homelesslinks@gmail.com>, Sabrina Lang <sabrina.lang@communityhealthcore.com>, Chesley Knowles <Chesley.Knowles@communityhealthcore.com>, Stanley Williams <stanley.williams@communityhealthcore.com>, Melissa Hollman <MelissaH@gulfcoastcenter.org>, Melissa Tucker <melissat@gulfcoastcenter.org>, Cheryl Folkes <cherylf@gulfcoastcenter.org>, Kyle.Knutson@uss.salvationarmy.org, Jesus Hernandez <jesus.hernandez@uss.salvationarmy.org>, patrick.gesner@uss.salvationarmy.org, Sheryl McMillan <smcmil5049@aol.com>, Gustavo Perez <Gustavo.Perez@uss.salvationarmy.org>, Jaime Arizpe <jaime.arizpe@westcare.com>, Beverly Watts-Davis <beverly.watts@westcare.com>, Paula Forbes <paula.forbes@westcare.com>, Maryellen Pistalu <maryellen.pistalu@westcare.com>, Suzette Chapman <suzette.chapman@gmail.com>, Michaelle Wormly <womaninc@pdq.net>

Dear FY 2017 CoC Program Applicants,

We are pleased to present the FY 2017 TX BoS CoC Priority Listing for your review. Please find it attached to this e-mail. The Priority Listing was approved by the CoC Board on 11/8/17, and adheres to the FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process. Projects are organized to best maximize the CoC Consolidated Application's overall score.

HUD continued use of the Tier 1 and Tier 2 funding process this year. Tier 1 and Tier 2 funding amounts are based on the total amount of funds requested by eligible renewal projects. Projects in Tier 1 are historically more likely to receive funding than projects that are in Tier 2. Whether projects in Tier 2 receive funding is largely dependent on how the CoC Consolidated Application is scored. The funding threshold separating Tier 1 and Tier 2 is between Lubbock Open Door and WestCare, Texas Inc.

In the coming days you will receive another e-mail containing a copy of your organization's score sheet/s for your records. Projects that were first time renewals were "held harmless" this year and were not scored. Therefore, these applicants will not receive a score sheet e-mail.

Grievances may be filed using the Grievance Procedure detailed in Appendix G of the FY 2017 Texas Balance of State Continuum of Care Request for Proposals. The deadline to submit a grievance is 5:00 PM tomorrow, 11/9/2017.

While we are sure you are anxious to be done with the competition process, please **DO NOT HIT SUBMIT IN ESNAPS** until instructed. This email is **not** a notification to submit your application. Please expect notification to hit submit in esnaps soon, and be prepared to take action swiftly.

Thank you,

THN Staff

Ranking Report FY2017- FINAL.pdf
68K

Texas Homeless Network via auth.ccsend.com

to me

7:32 PM (0 minutes ago)

TX BoS CoC 2017 Consolidated Application October 13, 2017

THN

IMPORTANT FY 2017 CoC PROGRAM COMPETITION UPDATE

The FY 2017 CoC Consolidated Application, including the CoC Application and the Final Project Priority Listing, has been posted. Some minor changes to the CoC Application may

7:33 PM
11/13/2017

Twitter

Person 1

Twitter, Inc. [US] | https://twitter.com

Apps | Citrix Sign In | Highrise Login | e-snaps Login | ClientTrack Training | ClientTrack- Live | Wufoo Login | Training Report | Repository Login | Other bookmarks

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Strategies For Change

TexasHomelessNet...
@TXHomeNet

Tweets	Following	Followers
6,936	599	1,251

Austin trends · Change

Moore
1.06M Tweets

#WorldKindnessDay
@invisiblepeople, @JanusYouth and 5 more are Tweeting about this

#LHHNY
7,461 Tweets

Knicks
36.5K Tweets

World Cup
196K Tweets

Wikileaks
306K Tweets

What's happening?

TexasHomelessNetwork @TXHomeNet · now
At last! The TX BoS CoC 2017 Consolidated Application has been posted! A big thank you to all who participated! Check out the CoC Application here: thn.org/wp-content/upl... And the Project Priority Listing here: thn.org/wp-content/upl...

Saint Louise House @StLouiseHouse · 18s

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7:40 PM
11/13/2017

Applicants

THN serves as the "Collaborative Applicant" for the TX BoS CoC and leads the HUD CoC Grant process. THN provides technical assistance and guidance to agencies and communities applying for funding to create new housing and service programs. Applicants must submit proposals through THN in the annual CoC Program competition. This Prezi is a great overview of HUD's CoC program.

Competition Application Materials

FY 2017 TX BoS CoC Application
FY 2017 TX BoS CoC Project Priority Listing

FY 2017 TX BoS CoC Project Ranking
2017 TX BoS CoC Competition Webinar Slides
2017 Notice of Funding Availability (NOFA)
TX BoS CoC Request for Proposals (RFP)-Posted 8/7/2017
2017 TX BoS CoC New/Expansion Project Application- UPDATED 8/14/2017
2017 TX BoS CoC Renewal Project Application- UPDATED 8/14/2017
FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process

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.

Applicant: Texas Balance of State Continuum of Care TX-607
Project: TX-607 CoC Registration FY2017 COC_REG_2017_149303

Before Starting the Project Listings for the CoC Priority Listing

The FY 2017 CoC Consolidated Application requires TWO submissions. Both this Project Priority Listing AND the CoC Application MUST be submitted prior to the CoC Program Competition deadline as required by the FY 2017 CoC Program Competition NOFA.

The FY 2017 CoC Priority Listing includes the following:
- Reallocation forms – must be fully completed if the CoC is reallocating eligible renewal projects to create new projects as described in the FY 2017 CoC Program Competition NOFA.
- New Project Listing – lists all new project applications created through reallocation and the permanent housing bonus that have been approved and ranked or rejected by the CoC.
- Renewal Project Listing – lists all eligible renewal project applications that have been approved and ranked or rejected by the CoC.
- UFA Costs Project Listing – applicable and only visible for Collaborative Applicants that were designated as a Unified Funding Agency (UFA) during the FY 2017 CoC Program Registration process. Only 1 UFA Costs project application is permitted and can only be submitted by the Collaborative Applicant.
- CoC Planning Project Listing – Only 1 CoC planning project is permitted per CoC and can only be submitted by the Collaborative Applicant.
- HUD-2991, Certification of Consistency with the Consolidated Plan – Collaborative Applicants must attach an accurately completed, signed, and dated HUD-2991

FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process for HUD Continuum of Care Program Funds

Performance Review and Scoring Policies

Texas Homeless Network (THN) is the Collaborative Applicant and Continuum of Care (CoC) Lead Agency for the Texas Balance of State Continuum of Care (TX BoS CoC). THN facilitates the local competition/application process in the TX BoS CoC for U.S. Department of Housing and Urban Development (HUD) Continuum of Care (CoC) Program funds.

Applications for Renewal Projects and New Projects will undergo a threshold review by TX BoS CoC staff to ensure compliance with the HEARTH Act, the CoC Program Notice of Funding Availability (NOFA), and the local CoC Request for Proposals (RFP). Any Renewal Project or New Project not meeting the threshold requirements as outlined in the RFP may not be further reviewed and may not be considered for funding. Applications submitted after the due date and time listed in the RFP will be submitted to the CoC Board, per the policy on Late Submission of Project Applications for the HUD CoC Program competition (Appendix A) adopted by the TX BoS CoC Board on 2/10/2016.

The TX BoS CoC makes available the scoring standards for Renewal Projects and New Projects on THN's website. Scoring is largely based on data obtained from Annual Performance Reports (APRs) generated from HMIS or Osnium (the HMIS-comparable database for victim service providers), Line Of Credit Control System (LOCCS) draw-down data, HUD monitoring reports, System-Wide Performance Measures, and other HMIS data. Feedback on scoring standards is welcomed at CoC General Meetings. The Renewal Project Score Sheet (Appendix B) and the New Project Score Sheet (Appendix C) are attached.

The TX BoS CoC appoints an Independent Review Team (IRT) to review and score Renewal Project and New Project applications. After meeting the local RFP and HUD CoC Program requirements during Threshold Review, project applications are reviewed and scored with either the Renewal Project Score Sheet (Appendix B) or the New Project Score Sheet (Appendix C), which are comprised of the scoring criteria outlined in the RFP. Review and scoring of Renewal Projects and New Projects is completed by the Independent Review Team (IRT) then tabulated by TX BoS CoC staff.

After the IRT scores all Renewal Projects and New Projects within the CoC, based on the scoring criteria contained in the Renewal Project Score Card and the New Project Score Card, the CoC Lead Agency will rank applications for the CoC Priority Listing according to the Ranking Policies, present the CoC Priority Listing to the TX BoS CoC Board, and, upon approval by the Board, submit the Priority Listing to HUD in the Consolidated Application.

New Projects

Agencies seeking CoC Program funding and most agencies that currently have CoC Program-funded projects may apply for New Projects, including a project that expands an existing Renewal Projects (Expansions), through either Reallocation or the Permanent Housing Bonus. Renewal Project applicants meeting the following criteria **may not** apply for a New Project through Reallocation funds or the Permanent Housing Bonus:

a. Renewal Projects that have been placed on a Performance Improvement Plan (PIP) and/or Corrective Action Plan (CAP); or
b. Renewal Projects that have been identified as an "at-risk" project by HUD and the TX BoS CoC **and** are receiving technical assistance from HUD through CSH

The TX BoS CoC Board has the discretion to include in the CoC's Consolidated Application one or more project applications for the funding amount available for New Projects. The TX BoS CoC Board may also give TX BoS CoC staff direction to negotiate with conditional grantees on project applications, including negotiating budgets, to best maximize overall score and increase chances of receiving funding for New Projects through the Permanent Housing Bonus.

Ranking Policy

HUD requires Collaborative Applicants to rank all projects in two tiers.

- Tier 1 is defined by HUD in the CoC Program NOFA as a percent of the CoC's Annual Renewal Demand (ARD) approved by HUD on the final HUD-approved Grant Inventory Worksheet (GIW). Tier 1 projects traditionally have been protected from funding cuts.
- Tier 2 is the difference between Tier 1 and the CoC's ARD plus any amount available for the Permanent Housing Bonus, as described in the NOFA. Tier 2 projects have to compete nationally for funding. Projects placed in Tier 2 will be assessed for eligibility and threshold requirements, and funding will be determined using the CoC Application score as well as the factors listed in Section II.B.17. of the NOFA.

For FY 2017, Tier 1 is 94% of the CoC's ARD, and Tier 2 is 6% of the CoC's ARD plus the Permanent Housing Bonus.

The TX BoS CoC's HMIS Project will be ranked first in Tier 1, per the policy (Appendix D) adopted by the TX BoS CoC Board on 6/8/2016, as the board views it as an essential project to effectively operate the CoC.

First-time Renewal Projects are those that were funded as part of the FY 2016 CoC Program competition that have not been in operation for at least one year or are not yet under contract and are renewing for the first time during the FY 2017 CoC Program Competition. These projects will be ranked in the bottom of Tier 1, in order of their 2016 scores.

The CoC Planning Project is not ranked, according to the NOFA.

<u>Ranking:</u>

Tier 1:

1. HMIS Project
2. Scored Permanent Housing (PH)—both PSH and RRH--Renewal Projects (lowest-scoring projects may drop to Tier 2)
3. First-time Renewal Permanent Housing (PH) Projects (PSH and RRH) and other Renewal Projects that have not been in operation for at least one year
4. New Projects funded through Reallocation (lowest-scoring projects may drop to Tier 2)

Tier 2:
Bonus Projects, remaining Renewal Projects, and remaining New Projects funded through Reallocation. (Bonus Projects and New Projects funded through Reallocation may out-rank Renewal Projects of the same component type by score in Tier 2.)

Projects and project component types will be organized to best maximize the CoC Consolidated Application's overall score.

Reallocation Process

Any funds made available as part of recapturing unspent funds, voluntary reallocation, or involuntary reallocation will be made available to create New Projects, including Expansions, during the local competition/application process. Projects that have been in operation for less than twelve (12) months **may not** reallocate to a different project type but may apply for New Projects through the Permanent Housing Bonus or Reallocation funds, if available.

In the FY 2017 competition $70,000 of the reallocated funds will first go toward funding a New Project expanding the TX BoS CoC Homeless Management Information System (HMIS) Project grant that was lost in 2015 but awarded as a New Project in 2016 at half the original grant amount. Since HMIS is a critical function of the TX BoS CoC, the HMIS Project Expansion will be ranked first among New Projects. Remaining reallocated funds will be reallocated for other New Project(s).

Voluntary Reallocation

As part of the local competition/application process, current CoC Program recipients are asked whether they wish to voluntarily reallocate some or all of their funding. These reallocated funds, if any, are pooled for New Project(s).

Involuntary Reallocation

Projects with poor performance, that are not serving the intended population, that have unresolved HUD monitoring findings, that have had funds recaptured, and/or are underspending during the grant term are subject to involuntary reallocation. Projects that have underspent their award by 10% or more for the current grant term and have not met the HUD quarterly draw-down requirement may have their funding reduced, and these

reallocated funds are pooled for New Project(s). The TX BoS CoC may recapture up to 7% of the total project grant amount for reallocation.

Projects that have funds reallocated in consecutive competitions and/or are placed on conditional renewal for two years in a row are subject to full project reallocation in the following competition, in order to maximize future CoC Program funding.

Conditional Renewal

The TX BoS CoC has established a performance threshold at 75% of the top scoring Renewal Projects. For example, if the top score earned by a Renewal Project is 100 points, the minimum performance threshold will be set at 75 points. Projects scoring below the minimum performance threshold will be conditionally renewed and will be asked to develop a Performance Improvement Plan (PIP) to address performance issues by the next year's competition. If Projects do not satisfactorily complete the PIP, those Projects may have funding reallocated in the following competition. Project Applicants may appeal the decision, using the TX BoS CoC's Grievance Procedure (Appendix E).

This document, including all attachments was made publicly available on the THN website on 09/01/2017.

Appendix A

Policy on Late Submissions

CoC Program Application Process/Local Competition

Late Submission of Project Applications

Approved by the TX BoS CoC Board 2-10-2016

Policy:

Project Applicants shall adhere to all due dates and deadlines related to the TX BoS CoC's application process, also known as the local competition, for HUD Continuum of Care (CoC) Program funding. Project Applications must be submitted by the due date and time.

If a Project Application is not submitted by the due date and time, the TX BoS CoC Board will determine potential consequences, including but not limited to ranking, whether the project is ineligible for inclusion in the final TX BoS CoC's Consolidated Application or will receive reduced funding.

Procedure:

THN staff will notify the Project Applicant via email when a Project Application is not submitted by the due date and time. THN staff will send a copy of this policy regarding late submissions.

THN staff will notify all CoC Board members via e-mail when a Project Application is not submitted by the due date and time.

THN staff will schedule a webinar meeting with the CoC Board members to discuss potential consequences. The meeting will be held within 2 business days of the day that the Project Application was submitted late.

When determining potential consequences, the CoC Board will consider the following factors:

a. Whether or not the Project Applicant has maintained regular communication with THN, as the CoC Lead Agency, during the application process/competition;
b. Whether or not the Project Applicant has maintained regular communication with THN, as the CoC Lead Agency, throughout the prior year;
c. How the Project has performed during the prior year;
d. The rate of expenditures for the project in the prior year, as evidenced by LOCCS draw-downs;
e. The potential impact of a decrease or loss of funding to the community where the project operates; and
f. The potential impact of a decrease or loss of funding to the TX BoS CoC.

THN staff will provide information and data, as requested by CoC Board members.

The CoC Board will determine consequences.

THN staff will inform the Project Applicant via email of the Board's decision.

THN staff will inform HUD staff via email of the Board's decision.

THN staff will maintain records of the proceedings and decisions related to the matter.

Appendix B

Renewal Project Score Sheet

2017 Texas Balance of State Continuum of Care Renewal Project Score Sheet

Applicant Name: **Project Name:** **Type:**

	Where to Reference on APR	Your Answer
Total number of clients	APR: Q7	
Total number of adults	APR: Q7	
Total leavers	APR: Q7	
Total number of children leavers	APR: Total for Children Column for Q22a2	
Total number of adult leavers	Auto-calculates	

Targeting Hard to Serve

Scored Category	Goal	Where to Reference	Your Answer	Percentage (%)	Point Criteria	Score	Total Possible Points	Notes
Percent of adults with entries from homeless situations	≥81%	APR: Q20a1, Subtotal, Without Children Column APR: Q20a1, Subtotal, With Children and Adults Column		#DIV/0!	100-81% = 10 points <81-76% = 7.5 points <76% = 0 points		10	
Percent of adults with no income at entry	≥40%	APR: Q23, Row 1, Income at Entry Column		#DIV/0!	100-40% = 10 points <40-35% = 7.5 points <35% = 0 points		10	
Targeting Hard to Serve Total Score						**0**	**20**	

Access to Income and Benefits

Scored Category	Criteria Goal	Where to Reference	Answer	Percent (%)	Point Criteria	Score	Total Possible Points	Notes
Percent participants age 18 or older with earned income at exit	≥17%	APR: Q25a1, Row 1, Adults Column		#DIV/0!	100-17% = 10 points <17-12% = 7.5 points <12% = 0 points		10	
Percent participants with 1+ source of non-cash benefits at exit	≥67%	APR: Q26a2, Row Two, Total Column		#DIV/0!	100-67% = 10 points <67-62% = 7.5 points <62% = 0 points		10	
Percent participants age 18 or older who maintained or increased their total income (from all sources) as of the end of the operating year or project exit	≥56%	APR: Q36(a or b).2a., Column 2		#DIV/0!	100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
Access to Income and Benefits Total Score						**0**	**30**	

Housing Stability

Scored Category	Goal	Where to Reference	Your Answer	Percent (%)	Scoring Instructions	Score	Total Possible Points	Notes
Percentage of participants exiting the project prior to 6 months	≤15%	APR: Q27, Row 1, Leavers Column APR: Q27, Row 2, Leavers Column APR: Q27, Row 3, Leavers Column		#DIV/0!	0-15% = 10 points <15-20% = 7.5 points <20% = 0 points		10	
Percent participants remaining in the project for 6 months or more	≥79%	APR: Q27, Row 4, Total Column APR: Q27, Row 5, Total Column APR: Q27, Row 6, Total Column APR: Q27, Row 7, Total Column APR: Q27, Row 8, Total Column APR: Q27, Row 9, Total Column		#DIV/0!	100-79% = 10 points <79-74% = 7.5 points <74% = 0 points		10	
Percent participants who remained in project as of the end of the operating year or exited to PH during the operating year	≥80%	Participants who remained in project as of the end of the operating year (Auto-calculates) APR: Q29a1, Permanent Destinations Subtotal, Total Column APR: Q29a2, Permanent Destinations Subtotal, Total Column	0	#DIV/0!	100-80% = 10 points <80-75% = 7.5 points <75% = 0 points		10	

Housing Stability Total Score						**0**	**30**	

Project Description

Scored Category	Goal	Where to Reference	Your Answer		Point Criteria	Score	Total Possible Points	Notes
Project Description: Should describe community needs, target population, plan for housing identification, proposed outcomes, community partners, and why CoC support is needed.	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 3B, Q1			See Narrative Guidance: Section 2 Q1		10	
Project Description Total Score						**0**	**10**	

Special Populations Served Score

Scored Category	Goal	Where to Reference	Your Answer		Point Criteria	Score	Total Possible Points	Notes
Is the program exclusively serving a special population: Youth (ages 18-25), survivors of Domestic Violence, Veterans, Households with Children, or Chronically Homeless?	Project applicants indicates in narrative the special population they will exclusively be serving.	Project Application: Section 3B, Q1			Indicates a special population = 10 Does not indicate a special population = 0		10	
Special Populations Served Total Score						**0**	**10**	

Housing First and Low Barrier

Scored Category	Goal	Where to Reference	Your Answer		Point Criteria	Score	Total Possible Points	Notes
Housing First Narrative: Project applicant explains how the Housing First principles will be incorporated into the project.	Meets all of the requirements in the Narrative Scoring Guide	Housing First Narrative			See Narrative Guidance: Section 5 Q1		7.5	
Housing First Fidelity Assessment: Project applicant is able to show adherence to Housing First in project's Policies and Procedures.	The table must be complete.	Housing First Fidelity Assessment			See Narrative Guidance: Section 4 Q1		12	
Housing First and Low Barrier Total Score						**0**	**19.5**	

Meeting Community Need

Scored Category	Goal		Your Answer		Point Criteria	Score	Total Possible Points	Notes
Average daily bed utilization	≥85%				100-85% = 10 points <85-80% = 7.5 points <80% = 0 points		10	
Meeting Community Need Total Score						**0**	**10**	

Matching Funds

Scored Category	Goal		Your Answer		Point Criteria	Score	Total Possible Points	Notes
Matching funds	≥25%				≥25% = 5 points		5	
Matching Funds Total Score						**0**	**5**	

Cost Effectiveness

Scored Category	Goal		Your Answer	Percentage (%)	Point Criteria	Score	Total Possible Points	Notes
2014-2015 Total CoC Funds Awarded	≤5% unspent funds			#DIV/0!	0-5% = 7.5 points >5-11% = 5 points >11% = 0 points		7.5	
2014-2015 Total CoC Expenditures								
2015-2016 Total CoC Funds Awarded	≤5% unspent funds			#DIV/0!	0-5% = 7.5 points >5-11% = 5 points >11% = 0 points		7.5	
2015-2016 Total CoC Expenditures								
On track to spend 2016-2017 CoC Award	Yes				Yes = 5 points No = 0 points		5	
Money Recaptured by HUD	No				Yes = -10 points No = 0 points		10	
Cost Effectiveness Total Score						**0**	**20**	

HMIS Data Quality

Scored Category	Goal		Your Answer		Point Criteria	Score	Total Possible Points	Notes
Percent missing data	0%				0% = 15 points >0-2% = 10 points >2-5% = 5 points >5% = -10 points		15	
HMIS Data Quality Total Score						**0**	**15**	
Project Monitoring Results								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Point Criteria**	**Score**	**Total Possible Points**	**Notes**
Did the applicant submit a letter indicating they were not monitored?	Yes				Yes = 5 points No = 0 points		5	
Did the Applicant submit a final monitoring letter or most recent communication?	Yes				Yes = 5 points No = 0 points		5	
Number of unresolved HUD audit or monitoring findings	No findings				-5 points for each finding, up to -15 points			
Project Monitoring Results Total Score						**0**	**10**	
Continuum of Care Engagement								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Point Criteria**	**Score**	**Total Possible Points**	**Notes**
Did the Project Applicant attend all of the mandatory General Meetings?	100%				100% = 10 points <100-75% = 7.5 points <75% = 0 points		10	
Did the Project Applicant attend all of the mandatory webinars/trainings in FY 2016 - 2017?	100%				100% = 10 points <100-75% = 7.5 points <75% = 0 points		10	
Continuum of Care Engagement Total Score						**0**	**20**	
Prioritization Fidelity								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Point Criteria**	**Score**	**Total Possible Points**	**Notes**
For PSH Projects only: Followed the TX BoS CoC Prioritization Standards for Chronically Homeless Households in Permanent Supportive Housing	Yes				Yes = 10 No = 0		10	
For RRH Projects only: Served households who score for RRH and/or PSH on the VI-SPDAT or F-VI-SPDAT	Yes				Yes = 10 No = 0		10	
Prioritization Fidelity Total Score						**0**	**20**	
SOAR Training								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Point Criteria**	**Score**	**Total Possible Points**	**Notes**
Has a staff person providing SSI/SSDI technical assistance completed SOAR training in the past 24 months?	Yes				No = -5 points Yes = 0 points		0	
SOAR Training Total Score						**0**	**0**	
Total Score						**0**	**219.5**	

Appendix C

New Project Score Sheet

2017 TX BoS CoC New Project Score Sheet

Applicant Name: **Project Name:** **Type:**

Proposed Project Impact	Where to Reference	Your Answer
Total number of participants projected during operating year	Project Application: 5A "characteristics" table, total persons (column 4)	
Total number of adult participants	Project Application: 5A "characteristics" table, total adults over age 24 + Adults ages 18-24 (column 4)	

Applicant's Experience

Scored Category	Goal	Where to Reference	Your Answer	Scoring Instructions	Score	Total Possible Points	Notes
Description of experience utilizing Federal funds and performing activities proposed, given funding and time limitations.	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 2B Q1		See Narrative Scoring Guide: Section 1 Q1		10	
Description of experience leveraging other Federal, State, local, and private sector funds	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 2B Q2		See Narrative Scoring Guide: Section 1 Q2		10	
Description of basic organization and management structure, including evidence of internal and external management coordination and an adequate financial accounting system	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 2B Q3		See Narrative Scoring Guide: Section 1 Q3		10	
Any unresolved monitoring or audit findings for any HUD grants?	No	Project Application: Section 2B Q4a		No = 10 points Yes = 0 points		10	
Applicant's Experience Total Score					**0**	**40**	

Project Description

Scored Category	Goal	Where to Reference	Your Answer	Scoring Criteria	Score	Total Possible Points	Notes
The project description describes community needs, target population, plan for housing identification, proposed outcomes, community partners, and why CoC support is needed.	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 3B Q1		See Narrative Scoring Guide: Section 2 Q1		10	
Is the program exclusively serving a special population: Youth (ages 18-25), survivors of Domestic Violence, Veterans, Households with Children, or Chronically Homeless?	Project applicants indicates in narrative the special population they will exclusively be serving.	Application: Section 3B, Q1		Indicates a special population = 10 points Does not indicate a special population = 0 points		10	
The Applicant has an estimated schedule for the proposed activities, the management plan, and the method for assuring effective and timely completion of all work	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 3B Q2		See Narrative Scoring Guide: Section 2 Q2		7.5	
The Applicant will participate in a CoC Coordinated Entry Process.	Yes	Project Application: Section 3B Q3		Yes = 5 points No = 0 points		5	
The Applicant has the ability to serve sub-populations.	One or more boxes selected	Project Application: Section 3B Q4		One or more boxes selected = 10 points No = 0 points		10	
The Applicant will quickly move participants into permanent housing.	Yes	Project Applicition: Section 3B Q5a		Yes = 5 points No = 0 points		5	

The proposed project will be low barrier.	All boxes except "None of the above" selected	Project Application: Section 3B Q5b			All boxes except "None Selected" = 10 points No = 0 points		10	
The proposed project will not terminate participants for specific reasons.	All boxes except "None of the above" selected	Project Application: Section 3B Q5c			All boxes except "None Selected" = 10 points No = 0 points		10	
The proposed project will follow a "Housing First" approach	Yes	Project Application: Section 3B Q5d			Yes = 10 points No = 0 points		10	
Describes the proposed development activities and the responsibilities that the Applicant and potential subrecipients (if any) will have in developing, operating, and maintaining the property, if applicable	Meets all of the requirements in the Narrative Scoring Guide or N/A	Project Application: Section 3B Q6			See Narrative Scoring Guide: Section 2 Q3		7.5	
Project Description Total Score						**0**	**85**	

Supportive Services for Participants

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes
The proposed policies and practices are consistent with laws related to providing education services to individuals and familes, e.g., the McKinney-Vento Acto	Yes or N/A	Project Application: Section 4A Q1a			Yes or N/A = 7.5 points No = 0 points		7.5	
The Applicant has a designated staff person to ensure children are enrolled in school and receive educational services, as appropriate	Yes or N/A	Project Application: Section 4A Q1b			Yes or N/A = 7.5 points No = 0 points		7.5	
The Applicant has a plan for how participants will be assisted to obtain and remain in permanent housing	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 4A Q2			See Narrative Scoring Guide: Section 5 Q1		7.5	
The Applicant has a plan for how participants will be assisted both to increase their employment and/or income and to maximize their ability to live independently	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 4A Q3			See Narrative Scoring Guide: Section 5 Q2		7.5	
Supportive Services for Participants Total Score						**0**	**30**	

Supportive Services Type and Frequency

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes
Frequency of Assessment of Service Needs	Annually (or more) or As Needed	Project Application: Section 4A Q4, Column "Supportive Services" and Section 4A Q4, Column "Frequency"			Annually (or more) = 1 point Less than anually = 0 points		1	
Frequency of Case management	Monthly (or more) or As Needed	Project Application: Section 4A Q4, Column "Supportive Services" and Project Application: Section 4A Q4, Column "Frequency"			Monthly (or more) = 1 points Less than monthly = 0 points		1	
Number of supportive services provided, not including Assessment of Service Needs or Case Management.	≥7 of 16 supportive services	Project Application: Section 4A Q4, Column "Supportive Services" and Section 4A Q4			≥7 = 3 points <7 = 0 points		3	
The Applicant will provide transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs	Yes	Project Application: Section 4A Q5a			Yes = 5 points No = 0 points		5	
The Applicant will use a single application form for four or more mainstream programs	Yes	Project Application: Section 4A Q5b			Yes = 10 points No = 0 points		10	
The Applicant will provide regular follow-ups with participants to ensure mainstream benefits are received and renewed	Yes	Project Application: Section 4A Q5c			Yes = 5 points No = 0 points		5	
The Applicant will make SSI/SSDI technical assistance available to participants	Yes	Project Application: Section 4A Q6			Yes = 5 points No = 0 points		5	
Supportive Services Type and Frequency Total Score						**0**	**30**	

Outreach for Participants – Serving Literally Homeless

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes
Percentage of persons who will be served will come from the street, other locations not meant for human habitation, emergency shelters, or fleeing domestic violence	100%	Project Application: Section 5C Q1, total appropriate percentages			100% = 5 points Less than 100% = 0 points		5	
The Applicant describes the outreach plan to bring these paticipants experiencing homelessness into the project	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 5C Q2			See Narrative Scoring Guide: Section 6 Q1		7.5	
Outreach for Participants - Serving Literally Homeless Total Score						**0**	**12.5**	

Budget

Scored Category	Goal	Where to Reference	Your Answer	Percentage (%)	Scoring Criteria	Score	Total Possible Points	Notes
Budget Costs	Allowable and reasonable considering the project's activities.	Project Application: Sections 6J			Reasonable = 7.5 points Somewhat = 5 points Not = 0 points		7.5	
Budget Line Item	Each budget line item is descibed with detail and quantity.	Project Application: Sections 6J			Sufficient detail and quantity = 7.5 points Somewhat = 5 points Not = 0 points		7.5	
Percent administrative funding requested of the total budget request	Requests ≤ 7%	Project Application: Section 6J, 8. Admin Project Application: Section 6J, Q7 "Subtotal Costs Requested"		#DIV/0!	0-7% = 5 points >7% = 0 points		5	
Project match	≥25%	Project Application: Section 6J, 12. Total Match Project Application: Section 6J, 9. Total Assistant Plus Admin Requested		#DIV/0!	≥25% = 5 points <25% = 0 points		5	
Budget Total Score						**0**	**25**	

Housing First Narrative

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes
Housing First Narrative: Focuses on how the New Project Applicant will adhere to the Housing First model.	Meets all of the requirements in the Narrative Scoring Guide	Housing First Narrative			See Narrative Scoring Guide: Section 3 Q1		7.5	
Housing First Narrative Score						**0**	**7.5**	

Joint TH and PH-RRH Narrative

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes
Joint TH and PH-RRH Narrative: The New Project Applicant describes how the need for this new component type in their community was determined.	Complete and concise	Joint TH and PH-RRH Narrative			See Narrative Scoring Guide: Section 7 Q1		7.5	
Joint TH and PH-RRH Narrative Score						**0**	**7.5**	

PSH Standard Performance Measures

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes

Housing Measure: Persons remaining in permanent housing at the end of the operating year or exiting to permanent housing destinations during the operating year	≥80%				100-80% = 10 points <80-75% = 7.5 points <75% or less = 0 points		10	
Income Measure: Adults who maintained or increased their total income (from all sources) at the end of the operating year or project exit	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
or								
Income Measure: Adults who maintained or increased their earned income at the end of the operating year or project exit.	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
PSH Standard Performance Measures Total Score						**0**	**30**	
RRH Standard Performance Measures								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Scoring Criteria**	**Score**	**Total Possible Points**	**Notes**
Housing Measure: Persons exiting to permanent housing destinations during the operating year	≥80%				100-80% = 10 points <80-75% = 7.5 points <75% or less = 0 points		10	
Housing Measure: Persons who were placed into permanent housing within 30 days of entry into project	≥77%				100-77% = 10 points <77-72% = 7.5 points <72% or less = 0 points		10	
Income Measure: Adults who increased their total income for all sources as of the end of the operating year or project exit	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
or								
Income Measure: Adults who increased their earned income as of the end of the operating year or project exit	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
RRH Standard Performance Measures Total Score						**0**		
Joint TH and PH-RRH Standard Performance Measures								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Scoring Criteria**	**Score**	**Total Possible Points**	**Notes**
Housing Measure: Persons exiting to permanent housing destinations during the operating year	≥80%				100-77% = 10 points <77-72% = 7.5 points <72% or less = 0 points		10	
Housing Measure: Persons who were placed into permanent housing within 30 days of entry into project	≥77%				100-77% = 10 points <77-72% = 7.5 points <72% or less = 0 points		10	
Income Measure: Adults who increased their total income for all sources as of the end of the operating year or project exit	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
or								
Income Measure: Adults who increased their earned income as of the end of the operating year or project exit	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
Joint TH and PH-RRH Standard Performance Measures Total Score						**0**		
Total Project Score						**0**	**267.5**	

Appendix D

Policy Ranking HMIS

Ranking the HMIS Project First in the Priority Listing for HUD CoC Program Funds

Approved by the TX BoS CoC Board 6/8/2016

The TX BoS CoC's HMIS Project will be ranked first in Tier 1 in the CoC Priority Listing, as the Board views it as an essential project to effectively operate the CoC.

Appendix E

TX BoS CoC Grievance Procedure

TEXAS HOMELESS NETWORK

FY 2017 CoC Program Local Application Process
Grievance Procedure

Purpose

The purpose of the grievance procedure is to settle any disagreement between an Applicant Organization for the HUD Continuum of Care (CoC) Program funding and the Texas Balance of State Continuum of Care (TX BoS CoC) as quickly and impartially as possible to ensure an efficient, transparent, and fair competition.

Eligibility

A grievance may be filed by any Applicant Organization that claims it has been adversely affected by:

- Improper application of rules, regulations, and/or procedures concerning participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 Request for Proposals (RFP) and the Review, Score, and Ranking Procedures and Re-Allocation Process;
- Improper interpretation of rules, regulations, and/or procedures concerning participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 RFP and the Review, Score, and Ranking Procedures and Re-Allocation Process;
- Disparity in the application of rules, regulations, and/or procedures regarding participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 RFP and the Review, Score, and Ranking Procedures and Re-Allocation Process;
- Violation of rules, regulations, and/or procedures concerning participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 RFP and the Review, Score, and Ranking Procedures and Re-Allocation Process; and/or
- The score assigned by the TX BoS CoC Independent Review Team (IRT).

Procedure for Filing Grievances and Grievance Appeals

The steps listed below must be followed in the order given. Time limits shall begin on the first day after the applicable occurrence, filing, appeal, response, or recommendation. Due to the nature and time constraints of the CoC Program competition, working days shall include weekends and City, County, and/or Federal holidays.

Step 1

In order to be considered, a grievance must be filed in writing with the CoC Lead Agency, Texas Homeless Network (THN), within twenty-four (24) hours of notification of preliminary ranking results and whether or not the organization's application will be included in the CoC's Consolidated Application. An e-mail clearly stating the issue and the policy which the Applicant Organization believes was violated is sufficient to serve as a written grievance. The Applicant Organization's grievance email should be sent to the attention of CoC Director, Kameron Fowler, at txboscoc@thn.org. The CoC Lead Agency has twenty-four (24) hours from receipt of the Applicant Organization's grievance e-mail to respond in writing via e-mail and to resolve the grievance.

Step 2

If the Applicant Organization is not satisfied with the response received by the CoC Lead Agency and/or proposed resolution, the Applicant Organization has twenty-four (24) hours to file a grievance appeal with the TX BoS CoC Board using the attached official form. This written grievance appeal should be sent to the attention of CoC Director, Kameron Fowler, attxboscoc@thn.org.

The TX BoS CoC Board has forty-eight (48) hours to investigate and respond in writing, using the attached official form. Applicant Organization should expect to receive the response via email. The Board's decision/response is final and binding.

Step 3

If the applicant organization is not satisfied with the TX BoS CoC Board's response, depending on the type of appeal, the Applicant Organization may file an appeal with HUD, as outlined in 24 CFR 578.35. Details can be found in Section X of the 2017 NOFA https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf#page=60.

General Provisions

1. The initial grievance must be submitted in writing to the TX BoS CoC within the allowable time frame in order to be considered. Email is strongly preferred.
2. The Grievance Appeal Forms provided by the TX BoS CoC (attached) must be used in pursuing a grievance appeal.
3. To expedite the process the applicant should cite the applicable sections of the RFP, NOFA, and/or Re-Allocation P&P pertaining to their grievance.

TEXAS HOMELESS NETWORK

TX BoS CoC's FY 2017 CoC Program Application Process
Grievance Appeal Form

Applicant Organization: _____

Applicant Organization's Address: _____

Applicant Organization's Phone Number: _____

Applicant Representative:_____ Job Title:_____

Applicant Representative's Email Address:_____

We have received a response to our organization's grievance from the CoC Director (or designated staff person, in his/her absence) on (date) _____. Because this answer is unacceptable to us, we wish to file a formal grievance appeal.

Nature of grievance appeal. Explain how your organization was unfairly treated, including names and dates, cite the specific applicable sections of the RFP, NOFA and/or Re-Allocation P&P. (Use additional pages if needed.)

We believe a just and fair resolution of our grievance appeal is:

_____ _____

Signature Date

_____

Printed Name

TEXAS HOMELESS NETWORK

TX BoS CoC's FY 2017 CoC Program Application Process
TX BoS CoC Board's Response to the Grievance Appeal

Applicant Organization:_____

Applicant Representative:_____

The TX BoS CoC Board's Response to Applicant Organization's Grievance Appeal:

If the applicant organization is not satisfied with the Board's response, depending on the type of grievance appeal, the applicant organization may file an appeal with HUD as outlined in 24 CFR 578.35. Details can be found in Section X of the 2017 NOFA: https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf#page=60.

_____ _____

Signature Date

_____

Printed Name

THN
TEXAS HOMELESS NETWORK

Texas Balance of State Continuum of Care Request for Proposals (RFP)

2017

FY 2017 HUD Continuum of Care Program
Local Application Process

Texas Balance of State Continuum of Care
Request for Proposals (RFP)
for the
HUD Continuum of Care (CoC) Program
2017 Local Application Process

8/3/2017

Introduction

The FY 2017 CoC Program Notice of Funding Availability (NOFA), as authorized by Title IV of the McKinney-Vento Homeless Assistance Act, was released by the U.S. Department of Housing and Urban Development (HUD) on July 14, 2017. Texas Homeless Network (THN) and the Texas Balance of State Continuum of Care (TX BoS CoC) are soliciting eligible project applications from non-profit agencies, local governments, and other eligible applicants that provide housing and services to homeless persons in the 215 counties included in the TX BoS CoC geographic area. A list of the cities and counties within the TX BoS CoC may be found in Appendix A of this document.

Applicants for CoC Program funding may not apply to HUD directly. Instead, they must apply as part of a Consolidated Application through a Continuum of Care's (CoC's) "local application process." For the TX BoS CoC, THN is the Lead Agency and Collaborative Applicant, and THN manages the CoC's local application process. The process is described in this RFP and includes reviewing, selecting, and ranking Project Applications, then submitting them to HUD under a consolidated, or joint, application. HUD then makes the final determination about which projects will be awarded CoC Program funding.

Eligible project applicants for the CoC Program Competition are under 24 CFR 578.15 and include nonprofit organizations, states, local governments, and instrumentalities of state and local governments. Public housing agencies, as such term is defined in 24 CFR 5.100, are eligible without limitation or exclusion. For-profit entities are not eligible to apply for grants or to be subrecipients of grant funds.

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Requirements Prior to Applying

Before applying, Project Applicants are required to:

1. Attend a mandatory webinar held by THN on Friday, August 4th from 1:00-3:30 P.M. CDT, regarding this local application process and CoC Program funding. Only applicants that attended the webinar will be allowed to participate in the local application process. Register for the webinar using this link: https://attendee.gotowebinar.com/register/7272015250604451075
2. Read and ensure their eligibility and compliance with the FY2017 HUD CoC Program NOFA: https://www.hudexchange.info/resource/5419/fy-2017-coc-program-nofa/
3. View pertinent resources on the HUD Exchange website:
    a. HUD's Training on CoC Program Components/Eligible Costs: https://www.hudexchange.info/resource/3146/coc-program-components-and-eligible-costs/
    b. HUD's Training on CoC Program Administration: https://www.hudexchange.info/training-events/courses/coc-program-grant-administration/
    c. HUD's Financial Management Curriculum: https://www.hudexchange.info/trainings/financial-management-curriculum/
4. Review the CoC Interim rule (24 CFR Part 578): https://www.hudexchange.info/resources/documents/CoCProgramInterimRule_FormattedVersion.pdf.
5. Agree to comply with the TX BoS CoC's Housing First and low barrier requirements, per the CoC Written Standards.

CoC Transparency

In seeking public participation, applicants and recipients, including CoCs, must ensure that all communications are provided in a manner that is effective for persons with hearing, visual, and other communications-related disabilities consistent with Section 504 of the Rehabilitation Act of 1973 and, as applicable, the Americans with Disabilities Act. In addition, Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000(d) and Executive Order 13166 require that recipients take responsible steps to ensure meaningful access to services, programs, and activities by persons with Limited English Proficiency (LEP persons). For assistance with accessing the RFP and/or participating in the local application process, please contact the CoC Manager, Mary Rychlik, at mary@thn.org.

Funding Available

In the FY 2017 competition for CoC Program funds, funding is available for Renewal Projects, New Projects, and Expansion Projects (that is, expansion of existing eligible Renewal Projects). The CoC welcomes and encourages new applicants to apply, and encourages existing CoC Program-funded organizations to apply, for new project funding.

Renewal Projects

Funding for Renewal Projects is not guaranteed. HUD makes available to each CoC the amount of funding needed to re-fund all currently-funded projects. That amount is called the Annual Renewal Demand (ARD). The TX BoS CoC's FY 2017 estimated ARD is $5,460,040. The CoC Application's score, individual Project Application scores, and the mandatory "tiering" process factor into which Project Applications are ultimately selected for funding.

New Projects

Funding for New Projects in 2017 is limited and is not guaranteed. Funding will come from:

1) The *voluntary* reallocation of existing Renewal Project funding; and/or
2) The *involuntary* reallocation of existing Renewal Project funding; and/or
3) The Permanent Housing Bonus.

Reallocation of Existing Funding

The TX BoS CoC may require Renewal Projects to reallocate funds in the FY 2017 local application process if projects have performance deficiencies and/or unspent funds. Reallocations will follow the Review, Score, and Ranking Policies and Reallocation Process as approved by TX BoS CoC Board.

Funds that become available via the reallocation process may be used to create New Projects and Expansion Projects. New applicants and applicants with current CoC Program-funded projects may apply, and are encouraged to apply, for New Projects. Eligible Renewal Projects may apply, and are encouraged to apply, for Expansion Projects.

Reallocated Funds for New Projects

CoCs may reallocate funds in whole or in part from existing Renewal Projects to create one or more New Projects. CoCs may use reallocation to create:

1. New Permanent Supportive Housing (PSH) projects that either meet the requirements of DedicatedPLUS, as defined in Section III.A.3.d. of the FY2017 NOFA, or where 100% of beds will be dedicated for use by chronically homeless individuals and families, as defined by 24 CFR 578.3;
2. New Rapid Re-housing (RRH) projects that will serve homeless individuals and families, including unaccompanied youth, who meet the following criteria:
    a. Residing in a place not meant for human habitation;
    b. Residing in an emergency shelter;
    c. Persons meeting criteria (4) of the definition of homeless, including persons fleeing or attempting to flee domestic violence situations;
    d. Residing in a transitional housing project that was eliminated in the FY2017 CoC Program Competition;
    e. Residing in transitional housing funded by a Joint TH and PH-RRH component project (see Section III.A.3.h. of the FY2017 NOFA); or
    f. Receiving services from a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system;
3. New Joint TH and PH-RRH component projects, as defined in Section III.A.3.h. of the FY2017 NOFA, to better serve homeless individuals and families, including individuals or families fleeing or attempting to flee domestic violence;
4. A dedicated Homeless Management Information System (HMIS) project for the costs at 24 CFR 578.37(a)(2) that can only be carried out by the HMIS Lead; and
5. Supportive Services Only (SSO) projects specifically to develop or operate a new centralized or coordinated assessment system (Coordinated Entry).

Reallocated Funds for Expansion Projects

Eligible Renewal Project applicants may apply for Expansion Project funding in order to expand existing eligible Renewal Projects that will increase the number of units in the project, or allow the recipient to serve additional persons.

If the Expansion Project exceeds the amount of funding available under the reallocation amount, HUD will reduce the funding request to the available amount, which could affect the activities of the New Expansion Project.

If both the Expansion Project and the Renewal Project it expands are conditionally selected for funding, one grant agreement incorporating both project applications will be executed. If the Renewal Project application is not conditionally selected for funding, the Expansion Project application will not be selected.

Reallocated Funds for Supportive Services Only for Coordinated Entry (SSO-CE) Projects

SSO-CE is the only type of eligible New SSO Project in the FY2017 CoC Program competition, and it must be used for a local Coordinated Entry process that meets CoC requirements.

Reallocated Funds for HMIS Projects

Reallocated project funds may be used to apply for operating and administering a Homeless Management Information System (HMIS). Only the agency designated as the HMIS Lead Agency may apply for this project type.

Permanent Housing Bonus

Permanent Housing Bonus funds may be used to create New Projects or Expansion Projects.

Permanent Housing Bonus Funds for New Projects

CoCs may create new projects through the Permanent Housing (PH) Bonus. The PH Bonus amount is up to 6 percent of a CoC's Final Pro Rata Need (FPRN) amount--approximately $2,146,554 for the TX BoS CoC. The following types of new projects may be created:

1. Permanent Supportive Housing projects that either meet the requirements of DedicatedPLUS, as defined in Section III.A.3.d. of the FY2017 NOFA, or will dedicate 100% of beds to chronically homeless families and individuals; or
2. Rapid Re-housing projects that will serve homeless individuals and families, including unaccompanied youth, who meet the following criteria:
    a. Residing in a place not meant for human habitation;
    b. Residing in an emergency shelter;
    c. Persons meeting criteria (4) of the definition of homeless, including persons fleeing or attempting to flee domestic violence situations;

d. Residing in a transitional housing project that was eliminated in the FY2017 CoC Program Competition;
e. Residing in transitional housing funded by a Joint TH and PH-RRH component project (see Section III.A.3.h. of the FY2017 NOFA); or
f. Receiving services from a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system; and

3. Joint TH and PH-RRH component projects, as defined in Section III.A.3.h. of the FY2017 NOFA, to better serve homeless individuals and families, including individuals or families fleeing or attempting to flee domestic violence.

Permanent Housing Bonus Funds for Expansion Projects

CoCs may use the Permanent Housing Bonus to expand eligible Renewal Projects.

Eligible Renewal Project applicants may apply for Expansion Project funding in order to expand existing eligible Renewal Projects that will increase the number of units in the project, or allow the recipient to serve additional persons.

If the Expansion Project exceeds the amount of funding available under the reallocation amount, HUD will reduce the funding request to the available amount, which could affect the activities of the new expansion project.

If both the Expansion Project and the Renewal Project it expands are conditionally selected for funding, one grant agreement incorporating both project applications will be executed. If the Renewal Project application is not conditionally selected for funding, the Expansion Project application will not be selected.

Limits

- All projects except New Projects applying under the Permanent Housing (PH) Bonus that are requesting funding for new construction, acquisition, or rehabilitation, will be limited to a one-year grant term.
- For the Administration budget line item, all applicants may request no more than 7% of the total dollar amount requested from HUD.

Letter of Intent to Apply and Letter of Notification Not to Apply

Letter of Intent to Apply

All applicants for New Projects or Expansion Projects must submit a Letter of Intent to apply. Letters must be submitted to Kameron Fowler, Continuum of Care Director, at Kameron@thn.org by **5:00 P.M. CDT on August 9, 2017**. Include the proposed project type, number of participants to be served, target population, and total budget amount in the body of the letter.

Letter of Notification Not to Apply for Renewal Projects

Any eligible applicants for Renewal Projects (listed in Appendix F) that are **NOT** planning to apply for funding to renew their project must notify Kameron Fowler, Continuum of Care Director, at kameron@thn.org by **5:00 P.M. CDT on Wednesday, August 9, 2017**, so that funds can be reallocated within the CoC. *If a Renewal Project applicant agency chooses to withdraw its application at a later time during the local application process, the agency will be deemed ineligible to apply for CoC Program funds in the future. In addition, the agency may be held responsible for the CoC's permanent loss of CoC Program funds if the CoC is unable to reallocate because of time limitations.

For more information about applying for Renewal Projects, New Projects, and Expansion Projects in the local application process, see the *Texas Balance of State Continuum of Care 2017 Renewal Project Application* and *Texas Balance of State Continuum of Care 2017 New/Expansion Project Application*.

CoC Program Components

The following program components are eligible under the CoC Program:

Permanent Housing (PH)

Funds for PH may be used for acquisition, rehabilitation, new construction, leasing, rental assistance (RA), operating, and supportive services (some exceptions apply). PH encompasses Permanent Supportive Housing (PSH) and Rapid Re-Housing (RRH).

Permanent Supportive Housing (PSH)

PSH is permanent housing with indefinite leasing or rental assistance paired with intensive supportive services to assist the most vulnerable homeless persons with a disability or families with an adult or child member with a disability to achieve housing stability. PSH has a recommended 12-16:1 client-to-case manager ratio. For projects applying for FY2017 CoC Program funding, the TX BoS CoC requires: 1) that the project use the Housing First model; and 2) that 100% of beds are dedicated to serve chronically homeless persons, or beds are designated as DedicatedPLUS, as defined in the FY2017 NOFA.

Rapid Re-Housing (RRH)

RRH emphasizes housing search and relocation services and short-term and/or medium-term rental assistance to move individuals and families experiencing homelessness (with or without a disability) as rapidly as possible into permanent housing. The TX BoS CoC requires RRH projects applying for FY2017 CoC Program funds to use the Housing First model.

Joint TH & PH-RRH

JOINT TH & PH-RRH is a new project type introduced in HUD's FY2017 NOFA. It combines transitional housing and rapid re-housing in a single project to serve individuals and families experiencing homelessness. Applicants interested in this project type should pay particular attention to the requirements in the FY 2017 CoC Program NOFA. HUD requires that Joint TH & PH-RRH projects use the Housing First model.

Supportive Services Only (SSO) for Coordinated Entry (CE) (SSO-CE)

SSO-CE Projects will be assessed by HUD for meeting the project quality threshold based on:

a) Whether the centralized or coordinated assessment system is easily accessible for all persons within the CoC's geographic area who are seeking information regarding homelessness assistance;
b) Whether there is a strategy for advertising the program that is designed specifically to reach homeless persons with the highest barriers within the CoC's geographic area;
c) Whether there is a standardized assessment process; and
d) Whether the program ensures that program participants are directed to appropriate housing and services that fit their needs.

Homeless Management Information System (HMIS)

Only applicants designated as the HMIS Lead Agency by the CoC Lead Agency may apply for CoC Program funds to administer and operate HMIS. In the TX BoS CoC, this means that only THN, as the CoC designated HMIS Lead Agency, may apply for CoC funds to operate and administer HMIS.

Eligible Persons to Be Served

All CoC Program-funded projects must exclusively serve persons who meet the HUD definition of homeless, as defined in the HEARTH Act, or persons who meet the HUD definition of chronically homeless:

"Homeless" Definition:

A person or family who is considered homeless must meet the following definition:

1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
    i. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
    ii. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); or
    iii. An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;

2) An individual or family who will imminently lose their primary nighttime residence, 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;

3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
    i. Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);
    ii. Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
    iii. Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and
    iv. Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or

4) Any individual or family who:
    i. 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;
    ii. Has no other residence; and
    iii. Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

The full definition may be found at 24 CFR Part 91, available at https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

"Chronically Homeless" Definition:

A person or family who is considered chronically homeless must meet the following definition:

1) A "homeless individual with a disability," as defined in the HEARTH Act (24 CFR parts 91, 582 & 583), who:

i. Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter and;

ii. Has been homeless (as described above) for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months

- Occasions separated by a break of at least seven nights
- Stays in institutions of fewer than 90 days do not constitute a break

2) A individual who has been residing in an institutional care 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 paragraphs (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Dedication and Prioritization in Permanent Supportive Housing (PSH) Projects:

New and Renewal PSH Projects in the TX BoS CoC must be 100% dedicated for chronically homeless persons, meaning they may serve only people who meet HUD's definition of chronically homeless, **OR** they must meet the new DedicatedPLUS designation, as defined in the FY 2017 CoC Program NOFA.

PSH projects must also target persons with the highest needs and longest histories of homelessness. Projects must prioritize chronically homeless individuals, youth, and families who have the longest histories of homelessness and the highest needs by implementing the *TX BoS CoC Prioritization Standards for Chronically Homeless Households in Permanent Supportive Housing* (see Appendix B for the link).

Rapid Re-Housing (RRH) projects:

Rapid re-housing projects, including New and Renewal Projects, may serve individuals and families, including unaccompanied youth, who meet the following criteria:

i. Residing in a place not meant for human habitation;
ii. Residing in an emergency shelter or coming directly from the streets;
iii. Persons who qualify under paragraph (4) of the definition of homelessness, including persons fleeing or attempting to flee domestic violence situations;
iv. Residing in a transitional housing project that was eliminated in the FY 2017 CoC Program Competition;
v. Residing in transitional housing funded by a Joint TH and PH-RRH component project (see Section III.A.3.h. of this NOFA); or
vi. Receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

RRH projects must also prioritize households who have the highest needs, are sleeping in an unsheltered location, have the longest histories of homelessness, and have been utilizing services the longest by implementing the *TX BoS CoC Prioritization Standards for CoC Program-funded Rapid Re-Housing Projects* (see also Appendix B).

DedicatedPLUS Projects

The only persons who may be served in DedicatedPLUS Project are persons described in III.A.3.d. of the FY2017 NOFA. Renewal PSH Projects, including those where 100% of the beds are currently dedicated to individuals and families experiencing chronic homelessness, may change the classification of the project through the project application to DedicatedPLUS; a grant agreement amendment is not needed. Because DedicatedPLUS Projects may serve chronically homeless persons and other homeless persons described in III.A.3.d, some or all of the persons assisted by a DedicatedPLUS project at any given time may be chronically homeless.

Application Process

Overview

Applicants for CoC Program funding may not apply to HUD directly. Instead, they must apply as part of a Consolidated Application through a Continuum of Care's (CoC's) "local application process." For the TX BoS CoC, THN is the Lead Agency and Collaborative Applicant, and THN manages the CoC's local application process. The process is described in this RFP and includes reviewing, selecting, and ranking Project Applications, then submitting them to HUD under a consolidated, or joint, application.

Eligible Project Applicants must submit their Renewal, New, and/or Expansion Project Applications to THN, the TX BoS CoC Lead Agency and Collaborative Applicant, at txboscoc@thn.org by **5:00 P.M. CDT on August 25, 2017**.

Once Project Applications are received, THN staff complete a threshold review to determine if a Project Application should be included in the Consolidated Application. Threshold review ensures Project Applicants are eligible to apply and that applications meet minimum acceptable criteria. THN staff will alert Project Applicants if any corrections are needed to meet threshold review criteria, and Applicants will have a short time to respond to the requested corrections. Project Applications that do not meet threshold criteria will not be included in the Consolidated Application. Applicants will be informed no later than September 13, 2017, if their Project Applications will be included in the Consolidated Application.

Once threshold review is complete, Project Applications will be scored by the TX BoS CoC Independent Review Team (IRT). The IRT scores applications based on the priority scoring areas listed in the *TX BoS CoC Renewal Project Application* and *TX BoS CoC New/Expansion Project Application*. However, an application's score is not the only factor used in determining if a project receives HUD funding. Projects are also placed in a ranked order, with projects at the top of the ranking being most likely to receive funding, and projects at the bottom of the ranking being least likely to receive funding. The TX BoS CoC Board determines how projects are ranked, taking into account project score and component type, among other criteria.

THN will publish the results of the scoring and ranking processes on its website, http://thn.org/texas-balance-state-continuum-care/continuum-care-program/, by September 26, 2017. The Consolidated Application is due to HUD on September 28, 2017.

HUD will then determine which projects in the Consolidated Application's ranking will be awarded funding, based on HUD's threshold reviews, the Project Application's score, and the CoC Application's score, among other factors. Once all CoCs have been scored, HUD announces its final funding decisions. The time frame for funding announcement changes every year, so THN does not have an estimated date for announcement.

Eligible Applicants

Eligible applicants must provide services and/or housing in one or more of the 215 counties included in the TX BoS CoC geography. A list of the cities and counties within the TX BoS CoC may be found in Appendix A of this document.

Eligible Project Applicants for the CoC Program Competition are, under 24 CFR 578.15, non-profit organizations, States, local governments, and instrumentalities of State and local governments. Public housing agencies, as such term is defined in 24 CFR 5.100, are eligible without limitation or exclusion. For-profit entities are not eligible to apply for grants or to be subrecipients of grant funds.

As required in the Code of Federal Regulations (CFR) at 2 CFR 25.200 and 24 CFR Part 5 Subpart K, all applicants for financial assistance must have an active Data Universal Numbering System (DUNS) number (http://fedgov.dnb.com/webform) and have an active registration in the System for Award Management (SAM) (www.sam.gov) before submitting an application. Getting a DUNS number and completing SAM registration can take up to four weeks; therefore, applicants should start this process or check their status early.

Application Due Date

Project Applications are due to THN, the TX BoS CoC Lead Agency and Collaborative Applicant, at txboscoc@thn.org by **5:00 P.M. CDT on August 25, 2017**. THN reserves the right to extend the deadline. Applications received after the due date and time will not be reviewed or included in the 2017 TX BoS CoC Consolidated Application, in accordance with the CoC Board's "late submission" policy found in Appendix C.

2017 Application Process Timeline

5/19/17	LOCCS data and total budget amount request sent to Renewal Project applicants.
6/2/17	LOCCS data and total budget amount request due to THN from Renewal Project applicants no later than 5:00 PM CST.
07/14/17	FY 2017 Notice of Funding Availability (NOFA) released by HUD https://www.hudexchange.info/resource/5419/fy-2017-coc-program-nofa/
7/28/17	Competition APRs pulled by THN for projects in HMIS or submitted by DV projects by 5:00 PM CDT (required only for Renewal Projects with one operating year or more)
7/31/17	The Texas Balance of State CoC Members and the Texas Department of State Health Services (DSHS) MHSA Contracts Management Unit informed of the HUD CoC NOFA release
8/4/17	TX BoS CoC's Request For Proposals (RFP) and application materials available on the THN website under Texas Balance of State CoC Grant Materials – http://thn.org/texas-balance-state-continuum-care/continuum-care-program/
8/4/17	**Mandatory** THN webinar to review RFP and competition requirements from 1:00-3:30 PM CDT. Registration link: https://attendee.gotowebinar.com/register/7272015250604451075
8/7/2017	LOCCS data and final APRs to be used for scoring sent to Renewal Project applicants. Verification due 8/9/2017 by 5:00 PM CDT to TXBoSCoC@thn.org.
8/9/17	Letters of intent for New Project applications via the PH Bonus and Expansion Project applications due by 5:00 PM CDT. Send letters to Kameron Fowler, CoC Director, at Kameron@thn.org.
8/9/17	Renewal Project applicants must inform THN if intending **not** to apply for renewal funding by 5:00 PM CDT. Send notification to Kameron Fowler, CoC Director, at Kameron@thn.org.
8/9/17	Verification by applicant of final LOCCS and APR to be used for scoring due by 5:00 PM CDT to txboscoc@thn.org.
8/25/17	**Complete application packets due to THN by electronic submission** to TXBoSCoC@thn.org **by 5:00 PM CDT.** Do **NOT** click the "submit" button in the e-snaps application until directed to do so by THN Staff.

8/30/17	Application threshold review complete.[1] Requests for corrections sent to applicants.
9/1/17	Application packets with corrections returned to Texas Homeless Network by email to TXBoSCoC@thn.org by 5:00 PM CDT.
9/4/17	Applications sent to TX BoS CoC IRT for scoring.
9/11/17	TX BoS CoC IRT completes Project Application reviews and scores Project Applications. THN staff ranks Project Applications according to the TX BoS CoC Board's ranking procedure.
9/13/17	TX BoS CoC Board reviews and votes on TX BoS CoC Project Application reviews, scores, and ranking. Applicants advised by e-mail of ranking and if project meets HUD and TX BoS CoC eligibility and will be submitted with the 2017 Consolidated Application. In addition any changes that need to be made to expansion project applications and/or reduced funding due to re-allocations will be sent out. Grievances due within 24 hours per the Grievance Procedure.
9/14/17	Requested project changes for New, Expansion, and Reallocation Projects due to THN no later than 5:00 PM CDT to TXBoSCoC@thn.org.
9/14/17	Grievances due to TXBoSCoC@thn.org.
9/15/17	TX BoS CoC will respond to all grievances.
9/16/17	Applicant grievance appeals due within 24 hours of response from TX BoS CoC
9/18/17	Special called meeting with TX BoS CoC Board to review grievance appeals if needed and to provide a final decision.
9/20/17	TX BoS CoC Board reviews Consolidated Application
9/20/17	2017 TX BoS CoC Consolidated Application, including Priority Listing, posted on THN's website and notification sent via the CoC's email list
9/20/17	**TX BoS CoC Consolidated Application submitted to HUD**
9/28/17	Consolidated Application due date, per the HUD FY2017 CoC Program NOFA.

This RFP and any part of the TX BoS CoC's Competition Process, including Project Applications, may be revised, based on information released by HUD. Changes will be sent via the TX BoS CoC's email list and will be posted on THN's website: under Competition Application Materials – http://thn.org/texas-balance-state-continuum-care/continuum-care-program/

[1] The threshold review of 2017 project applications will be cursory. **Applicants should not rely on THN staff for finding deficiencies.** HUD may choose to reject applications rather than award funds with conditions, as HUD has done in prior years.

Availability of Technical Assistance

Technical assistance is available to potential applicants on August 16th and 17th. Applicants may seek clarification on program requirements and project eligibility. THN will provide a schedule of technical assistance times, and Project Applicants may reserve times with THN staff. A Doodle poll will be sent listing available appointments. **THN strongly suggests that project applicants needing assistance reserve available technical assistance times.**

Application Materials

For HUD

Applicants must complete the Applicant Profile and Project Application electronically in e-snaps (HUD's CoC grant system), per the FY2017 NOFA instructions. The application and instructions are available to download from the HUD website at https://www.hudexchange.info/programs/e-snaps/guides/coc-program-competition-resources/#coc-program-competition--project-applicants

THN advises that applicants do **NOT** click "submit" in e-snaps until directed to do so. Applicants will be notified when to submit their applications in e-snaps when they are notified if their application will be included with the TX BoS CoC Consolidated Application, no earlier than August 25, 2017.

For THN

In addition to completing the Applicant Profile and Project Application in e-snaps, Project Applicants are required to submit a complete application packet to THN as part of the local application process. See the *Texas Balance of State Continuum of Care 2017 Renewal Project Application* and *Texas Balance of State Continuum of Care 2017 New/Expansion Project Application*.

Submitting Application Packets to THN

Applicants must submit **one e-mail** with the attachments listed in the appropriate application packet. Use the naming conventions and file format requirements for each file found in the tables accompanying each project type's section. Send only **one e-mail** with all required files attached.

IMPORTANT NOTE ON FILE FORMAT:

Application materials completed in e-snaps must be exported directly from e-snaps to submit to THN. An Applicant Profile or Project Application that has been printed and scanned will not be accepted. Applicants must submit the PDF produced directly from e-snaps. All other materials in the application packet may be scanned, or can be sent in their original file formats (Word, PDF etc.).

Submissions out of compliance with the specified formats and file naming conventions will not be accepted.

Applicants are required to put "Application Packet: <Applicant Name>" in the subject line of their email, with the applicant's name replacing "<Applicant Name>".

Send application packets to: **TXBoSCoC@thn.org.**

Documents must be received by THN by 5:00 PM CDT on August 25, 2017.

Threshold Requirements

Threshold requirements are certain requirements that Project Applicants and Project Applications must meet in order to be considered for funding in the FY2017 CoC Program local application process. An application must first successfully pass a review of threshold requirements in order to be considered eligible for review by the TX BoS CoC IRT, which will score project applications. THN staff will perform a cursory threshold review of all submitted Project Applications, though Applicants should not rely on THN staff for finding deficiencies. This year, in addition to a staff review, applicants will be provided a self-threshold review sheet. This will minimize the number of errors Project Applications may have upon first submission. Note that if a Project Application is found not to meet threshold requirements on the federal level, HUD may choose to reject applications rather than award funds with conditions.

Minimum Standards

1. The only acceptable project types are:
    a. Renewal Projects
    b. New PSH, RRH, Joint TH & PH_RRH, and SSO-CE Projects created through reallocation
    c. New PSH, RRH, and Joint TH & PH-RRH Projects created under the Permanent Housing Bonus
    d. Expansion Projects for eligible Renewal Projects

2. All Projects must meet HUD eligibility, threshold, and project quality threshold requirements, per the 2017 CoC Program NOFA. https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf
3. All Projects must meet the HUD required 25% match. (Note: Leasing funds are excluded from the 25% match requirement. For more information on matching requirements see 24 CFR Section 578.73).
4. Renewal Projects are only eligible to apply for up to their current grant amount, as listed on the final FY 2017 Grant Inventory Worksheet (GIW). Renewal Projects may be required to apply for a lesser amount through the TX BoS CoC Review, Score, and Ranking Policies and Reallocation Process.
5. PH Bonus New Projects and Expansion Projects may request an administrative budget line item equal to or less than 7% of the total funding amount requested from HUD.
6. Persons served by the project must meet the HUD definition of homeless, per the HEARTH Act definition, and be eligible for service under CoC Program regulations AND must meet any additional project type eligibility requirements outlined in the NOFA.
7. Applications must be complete and submitted in the correct format (see page 20). **The application must be submitted on time** (see policy on late submissions in Appendix C). Also, any corrections requested must be received by the due dates indicated (see page 17).
8. The project must be feasible and the costs reasonable. The project must demonstrate that it is designed to move homeless persons toward self-sufficiency and permanent housing.
9. The application must demonstrate that the project will be able to proceed in a timely manner.
10. New and Renewal PSH projects must be 100% dedicated to serving chronically homeless persons and must follow *TX BoS CoC Prioritization Standards for Chronically Homeless Households in Permanent Supportive Housing* (see link in Appendix B) **OR** must meet the DedicatedPLUS designation, as defined in the FY2017 NOFA
11. All New and Renewal Projects providing housing must be low-barrier and follow the Housing First model. For more information on the Housing First model, see Appendix D.

12. If there is evidence that a Project Applicant has been unwilling to accept technical assistance, has a history of inadequate financial accounting practices, has indications of project mismanagement (including, but not limited to, monitoring findings), has a drastic reduction in numbers of persons served, has made program changes without prior HUD approval, or has lost a project site, the Project Application may be rejected from the TX BoS CoC local application process.

Scoring and Ranking of Projects

In response to the FY2017 CoC Program NOFA, the TX BoS CoC may make significant changes in to ranking process for the FY2017 CoC Program competition in order to preserve as much project funding as possible and to demonstrate the CoC's ability to reallocate projects based on performance and fund expenditure.

The CoC Board will review and release the 2017 ranking, review, and reallocation process prior to the scoring and ranking of FY2017 project applications. The purpose of this evaluation process and prioritization strategy is to help the TX BoS
CoC fully maximize CoC Program funds and make decisions related to scoring, ranking, and funding cuts, if needed. The process will be distributed to applicants via the TX BoS CoC FY2017 applicant listserv.

THN staff will review Project Applications to determine eligibility for submission and meeting of application threshold criteria.

THN will establish an IRT comprised of general members of the TX BoS CoC and other homeless service professionals to review and score New Project, Expansion Project, and Renewal Project applications. No member with a conflict of interest (e.g., that member's agency is submitting a project application) will sit on the IRT. IRT members who are found to have a vested interest in any project application shall recuse themselves from the discussion of and ranking of that particular project.

The IRT will score Project Applications using the *TX BoS CoC 2017 Renewal Project Application* and the *TX BoS CoC 2017 New/Expansion Project Application*. For documents detailing that process, see THN's website at http://thn.org/texas-balance-state-continuum-care/continuum-care-program/ under Competition Application Materials.

Project applications will be ranked based on evaluation scores from the IRT and on ranking criteria approved by the TX BoS CoC Board. The project review, scoring and

ranking process and outcomes will be reviewed and voted on by the TX BoS CoC Board before THN submits the Consolidated Application to HUD.

Agencies submitting Project Applications **must** be available to discuss applications with THN staff and/or consultants, if requested, during the evaluation process.

Matching Funds and Documentation Requirements

Matching funds ("match") are cash or in-kind goods and services that an applicant commits to contribute to the project. More information on matching funds requirements may be found at 24 CFR 578.73.

Match Requirements for CoC Program Funding:

- 25% match is required for all project budget components except leasing
- Match can be cash or in-kind
- Match must be spent on program activities that would be eligible for CoC Program funding

Documenting match correctly will reduce delay in receiving your grant agreement from HUD, so pay careful attention to documentation requirements.

Types of match

- **Cash**: any funds that come from private or public resources (as long as they are not statutorily prohibited from being used as match)
- **In-kind**: services (counseling, legal advocacy, etc.), physical goods/equipment (food, furniture, clothing, etc.), and real property (donated land or buildings)

What can be used as match?

- **New in the FY2017 CoC Program Competition:** Program income may be used as match. Project Applicants that intend to use program income as match must provide an estimate of how much program income will be used for match, and the source of the program income. CoC-generated program income includes occupancy charges paid to the recipient or sub-recipient.
- Contributions of cash, in-kind goods/equipment, and in-kind property that can be documented by letter and which cover costs that are eligible activities under the CoC Interim Rule.

- Contributions of in-kind services which cover costs that are eligible activities under the CoC Interim Rule. Must be documented by a memorandum of understanding (MOU) that is in place by the time of grant execution (i.e., when the grant term begins). For the purposes of the BoS application, **applicants may submit a letter to THN instead of an MOU**, provided the MOU will be in place by the time of grant execution. The letter or MOU must be dated between 5/1/2017-09/28/17.
- Commitments of land, buildings, and equipment are **one-time only** and cannot be claimed in more than one competition. For example, donated land claimed in the 2017 competition cannot be claimed as match by that project or any other project in subsequent competitions.
- See link for more details: https://www.hudexchange.info/news/new-changes-to-hud-coc-and-esg-program-implementation/

What cannot be used as match?

- To be counted as match, the funds, goods, or services need to come directly from the contributing source to the organization. Items provided directly to and for individuals/program participants are not eligible as match. For example:
    - Mainstream benefits provided directly to program participants (e.g., SSI/SSDI disability benefits) cannot be used as match.
    - Funds from mainstream resources provided directly to an organization for use in a CoC project (e.g., Medicaid) can be used as match/leverage.

Documenting Match

- In general, match documentation must:
    1. Clearly document a firm financial commitment;
    2. Be signed by a person with authority, on the letterhead of the organization;
    3. Be conditioned only upon HUD approval of the grant;
    4. Be dated between 5/1/2017-09/28/17 and
    5. Include the amount being provided, and specifies that the amount is being used for matching funds.
- Cash match documentation should be provided on the source agency's letterhead, signed and dated by an authorized representative, and, at a minimum, should include the following:
    1. Amount of cash to be provided to the recipient for the project;
    2. Specific date the cash will be made available;

3. The actual grant and fiscal year to which the cash match will be contributed;
4. Time period during which funding will be available; and
5. Allowable activities to be funded by the cash match.

- In-Kind match specifications:
    1. Recipients and subrecipients using in-kind contributions may use the value of any real property, equipment, goods, or services contributed to the project as match, provided that if the recipient or subrecipients has to pay for them with grant funds, the costs would been eligible.
    2. During the term of the grant, the recipient and subrecipients must keep and make available for inspection, records documenting the value of real property, equipment, goods, or services.
    3. Recipients and subrecipients must adhere to the requirements of 24 CFR 84.23 and
    4. 24 CFR 85.24. Before grant execution, services to be provided by a third party must be documented in a MOU between the recipient or subrecipients and the third party that will provide the services. See 24 CFR 578.73(c)(3)d. Services provided by individuals must be valued at rates consistent with those ordinarily paid for similar work in the recipient or subrecipient organization. If the recipient or subrecipient does not have employees performing similar work, the rates must be consistent with those ordinarily paid by other employers for similar work in the same labor market. It is the responsibility of the grant recipient to provide evidence of cost reasonableness.
- **Letters** must meet the following criteria, in addition to the above requirements for cash match/leverage:
    1. Be on letterhead stationery from the organization providing the contribution
    2. Be signed and dated by an authorized official of the organization <u>dated between May 1, 2017 and September 28, 2017</u>
        - Please note that letters from prior years may <u>not</u> be used. If a document appears to be re-used from a previous year (ex: date changes with white-out) it will <u>not</u> be accepted by TX BoS CoC
    3. Contain the amount of the cash contribution OR the dollar value of the in-kind contribution (and must specify if such amounts are to be used for match or leverage)

4. Contain the specific date the contribution will be made available AND the time period during which the contribution will be available
5. Contain the name of the applicant agency to which the contribution is being given
6. Contain the specific grant name/number and the fiscal year of the grant to which the contribution is being given
7. Contain a description of the goods/services that will be provided (for in-kind contributions) OR a description of what the funds will be spent on (for cash contributions)

- **MOUs** must contain the following information:
    1. Agency Information:
        - Applicant agency's identifying information with point(s) of contact
        - Service provider's identifying information with point(s) of contact
    2. Be signed and dated by an authorized official of the organization dated between May 1, 2017 and September 28, 2017
        - Please note that MOUs from prior years may not be used. If a document appears to be re-used from a previous year (ex: date changes with white-out) it will not be accepted by TX BoS CoC
    3. Unconditional commitment (except for selection to receive a grant) of third-party provider to provide the services
    4. Description of specific services to be provided
    5. Scope of services to be provided and by whom
        - Specific contract to be matched
        - Length of time services provided/term of contract
        - Point-in-time number of clients receiving service
        - Total clients receiving service over grant term
        - Qualification/profession of persons providing services
        - Estimated value of services provided (such as hourly rate)
    6. Documentation of services match
        - Documentation requirements and responsibilities of service provider and applicant agency
        - Timeliness standards of service provider and applicant agency for providing services to individuals

Documentation of match must be provided to HUD prior to grant agreement execution.

Appendix A

Texas Balance of State CoC Cities/Counties

Projects located in Entitlement Jurisdictions must have a Certification of Consistency with the Consolidated Plan from that jurisdiction. Consolidated Plan Jurisdictions may be identified using the search function on the HUD Exchange at https://www.hudexchange.info/grantees/.

For communities with multiple renewal projects, a Consolidated Plan Certification for each jurisdiction, and a list of those projects providing services in each, can be submitted on behalf of all applying entities.

If your project is not located in an Entitlement Jurisdiction, the Certification of Consistency with the Consolidated Plan will be provided by the State of Texas. Elizabeth Yevich, Director, Housing Resource Center with TDHCA can be contacted at elizabeth.yevich@tdhca.state.tx.us.

Cities and Counties within the TX BoS CoC

CITIES/COUNTIES AND GEOGRAPHIC CODES							
Geo Code	**City/ County**	**Geo Code**	**City/ County**	**Geo Code**	**City/ County**	**Geo Code**	**City/ County**
480018	ABILENE	485340	TEXARKANA	489071	Chambers County	489151	Fisher County
480402	BEAUMONT	485346	TEXAS CITY	489073	Cherokee County	489153	Floyd County
480726	BROWNSVILLE	485496	TYLER	489079	Cochran County	489159	Franklin County
		485580	VICTORIA	489081	Coke County	489163	Frio County
481206	CORPUS CHRISTI	489001	Anderson County	489083	Coleman County	489165	Gaines County
481410	DENISON	489003	Andrews County	489087	Collingsworth County	489167	Galveston County
481416	DENTON	489005	Angelina County	489089	Colorado County	489169	Garza County
481608	EDINBURG	489007	Aransas County	489091	Comal County	489171	Gillespie County

481824	FLOWER MOUND TOWN	489011	Armstrong County	489093	Comanche County	489173	Glasscock County
481986	GALVESTON	489013	Atascosa County	489095	Concho County	489175	Goliad County
482304	HARLINGEN	489015	Austin County	489097	Cooke County	489177	Gonzales County
482820	KILLEEN	489017	Bailey County	489099	Coryell County	489179	Gray County
483042	LAREDO	489019	Bandera County	489103	Crane County	489181	Grayson County
483084	LEAGUE CITY	489021	Bastrop County	489105	Crockett County	489183	Gregg County
483132	LEWISVILLE	489025	Bee County	489107	Crosby County	489187	Guadalupe County
483246	LONGVIEW	489027	Bell County	489109	Culberson County	489189	Hale County
483288	LUBBOCK	489031	Blanco County	489111	Dallam County	489191	Hall County
483438	MARSHALL	489033	Borden County	489115	Dawson County	489193	Hamilton County
483330	MC ALLEN	489037	Bowie County	489117	Deaf Smith County	489195	Hansford County
483564	MIDLAND	489039	Brazoria County	489119	Delta County	489199	Hardin County
483606	MISSION	489043	Brewster County	489121	Denton County	489203	Harrison County
483798	NEW BRAUNFELS	489045	Briscoe County	489123	DeWitt County	489205	Hartley County
483924	ODESSA	489047	Brooks County	489125	Dickens County	489207	Haskell County
483966	ORANGE	489049	Brown County	489127	Dimmit County	489209	Hays County
484080	PEARLAND	489053	Burnet County	489129	Donley County	489211	Hemphill County
484146	PHARR	489055	Caldwell County	489131	Duval County	489213	Henderson County
484248	PORT ARTHUR	489057	Calhoun County	489133	Eastland County	489215	HIDALGO COUNTY
484674	ROUND ROCK	489059	Callahan	489135	Ector County	489219	Hockley

			County				County
484752	SAN ANGELO	489061	Cameron County	489137	Edwards County	489221	Hood County
484770	SAN BENITO	489063	Camp County	489139	Ellis County	489223	Hopkins County
484812	SAN MARCOS	489065	Carson County	489143	Erath County	489225	Houston County
484962	SHERMAN	489067	Cass County	489147	Fannin County	489227	Howard County
485316	TEMPLE	489069	Castro County	489149	Fayette County	489229	Hudspeth County
489231	Hunt County	489301	Loving County	489377	Presidio County	489449	Titus County
489233	Hutchinson County	489303	Lubbock County	489379	Rains County	489451	Tom Green County
489235	Irion County	489305	Lynn County	489381	Randall County	489455	Trinity County
489239	Jackson County	489307	McCulloch County	489383	Reagan County	489457	Tyler County
489241	Jasper County	489311	McMullen County	489385	Real County	489459	Upshur County
489243	Jeff Davis County	489315	Marion County	489387	Red River County	489461	Upton County
489245	Jefferson County	489317	Martin County	489389	Reeves County	489463	Uvalde County
489247	Jim Hogg County	489319	Mason County	489391	Refugio County	489465	Val Verde County
489249	Jim Wells County	489321	Matagorda County	489393	Roberts County	489467	Van Zandt County
489251	Johnson County	489323	Maverick County	489397	Rockwall County	489469	Victoria County
489253	Jones County	489325	Medina County	489399	Runnels County	489471	Walker County
489255	Karnes County	489327	Menard County	489401	Rusk County	489473	Waller County
489257	Kaufman County	489329	Midland County	489403	Sabine County	489475	Ward County
489259	Kendall County	489333	Mills County	489405	San Augustine County	489477	Washington County
489261	Kenedy County	489335	Mitchell County	489407	San Jacinto	489479	Webb County

					County		
489263	Kent County			489409	San Patricio County	489481	Wharton County
489265	Kerr County	489341	Moore County	489411	San Saba County	489483	Wheeler County
489267	Kimble County	489343	Morris County	489413	Schleicher County	489489	Willacy County
489269	King County	489345	Motley County	489415	Scurry County	489491	WILLIAMSON COUNTY
489271	Kinney County	489347	Nacogdoches County	489417	Shackelford County	489493	Wilson County
489273	Kleberg County	489349	Navarro County	489419	Shelby County	489495	Winkler County
489275	Knox County	489351	Newton County	489421	Sherman County	489499	Wood County
489277	Lamar County	489353	Nolan County	489423	Smith County	489501	Yoakum County
489279	Lamb County	489355	Nueces County	489425	Somervell County	489505	Zapata County
489281	Lampasas County	489357	Ochiltree County	489427	Starr County	489507	Zavala County
489283	La Salle County	489359	Oldham County	489431	Sterling County		
489285	Lavaca County	489361	Orange County	489433	Stonewall County		
489287	Lee County	489365	Panola County	489435	Sutton County		
489291	Liberty County	489369	Parmer County	489437	Swisher County		
489295	Lipscomb County	489371	Pecos County	489441	Taylor County		
489297	Live Oak County	489373	Polk County	489443	Terrell County		
489299	Llano County	489375	Potter County	489445	Terry County		

Appendix B

HUD CPD Notices and Regulations

- Notice CPD 15-02: Appropriate Placement for Transgender Persons in Single-Sex Emergency Shelters and Other Facilities https://www.hudexchange.info/resources/documents/Notice-CPD-15-02-Appropriate-Placement-for-Transgender-Persons-in-Single-Sex-Emergency-Shelters-and-Other-Facilities.pdf

- Equal Access in Accordance with Gender Identity Final Rule https://www.hudexchange.info/resources/documents/Equal-Access-Final-Rule-2016.pdf

TX BoS CoC Notices and Regulations

- Prioritization Standards for Chronically Homeless Households in Permanent Supportive Housing: http://thn.org/wp-content/uploads/2017/05/TXBoSCoC_PSH_Prioritization.pdf
- Prioritization Standards for CoC Program-funded Rapid Re-Housing Projects: http://thn.org/wp-content/uploads/2017/05/FINAL-TXBoSCoC_RRH_Prioritization.pdf
- TX BoS CoC Coordinated Entry Written Standards
- TX BoS CoC Written Standards for Service Delivery

Appendix C

TX BoS CoC Policy on Late Submissions

CoC Program Application Process/Local Competition

Late Submission of Project Applications

Approved by the TX BoS CoC Board 2-10-2016

Policy:

Project Applicants shall adhere to all due dates and deadlines related to the TX BoS CoC's application process, also known as the local competition, for HUD Continuum of Care (CoC) Program funding. Project Applications must be submitted by the due date and time.

If a Project Application is not submitted by the due date and time, the TX BoS CoC Board will determine potential consequences, including but not limited to ranking, whether the project is ineligible for inclusion in the final TX BoS CoC's Consolidated Application or will receive reduced funding.

Procedure:

THN staff will notify the Project Applicant via email when a Project Application is not submitted by the due date and time. THN staff will send a copy of this policy regarding late submissions.

THN staff will notify all CoC Board members via e-mail when a Project Application is not submitted by the due date and time.

THN staff will schedule a webinar meeting with the CoC Board members to discuss potential consequences. The meeting will be held within 2 business days of the day that the Project Application was submitted late.

When determining potential consequences, the CoC Board will consider the following factors:

- Whether or not the Project Applicant has maintained regular communication with THN, as the CoC Lead Agency, during the application process/competition;

- Whether or not the Project Applicant has maintained regular communication with THN, as the CoC Lead Agency, throughout the prior year;
- How the Project has performed during the prior year;
- The rate of expenditures for the project in the prior year, as evidenced by LOCCS draw-downs;
- The potential impact of a decrease or loss of funding to the community where the project operates; and
- The potential impact of a decrease or loss of funding to the TX BoS CoC.

THN staff will provide information and data, as requested by CoC Board members.

The CoC Board will determine consequences.

THN staff will inform the Project Applicant via email of the Board's decision.

THN staff will inform HUD staff via email of the Board's decision.

THN staff will maintain records of the proceedings and decisions related to the matter.

Appendix D

Housing First Narrative and Fidelity Assessment Guidance

Housing First Resources

Housing First is an approach that prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions. Review Section II.A.4., II.B.17.c., III.A.3.g. and VII.A.1.g. of the FY2017 CoC Program Competition NOFA and the Housing First PSH brief at https://www.hudexchange.info/resource/3892/housing-first-in-permanent-supportive-housing-brief/ for more information.

Housing First projects share critical elements:

- A focus on helping individuals and families access and sustain permanent housing as quickly as possible without time limits.
- A variety of services delivered to promote housing stability and individual well-being on an as-needed basis; client participation in these services is voluntary.
- A standard lease agreement – housing is not contingent on compliance with services
- A focus on reducing barriers to project entry, including:
    - Sobriety is not a requirement upon entry
    - Drug testing is not required upon entry
    - Minimum income level is not required upon entry
    - Employment is not required upon entry

Additional information about Housing First practices can be found here: http://thn.org/wp-content/uploads/2017/05/THN_HousingFirstResourceList-1.pdf

Submitting Evidence of Housing First Model (Housing First Narrative and Fidelity Assessment)

CoC Permanent Supportive Housing (PSH) and Rapid Re-Housing (RRH) recipients must adhere to the Housing First model to be eligible to compete in the 2017 CoC Competition. Applicants must include a narrative detailing how the project is adhering to or will adhere

to the model. Narratives should address how they are or will incorporate the essential elements of housing first, as well as the following elements:

To what extent do the project's written policies ensure that participants are not screened out based on the following criteria?

- Having too little or no income
- Active, or history of, substance use or a substance use disorder
- Having a criminal record (with exceptions for state-mandated restrictions)
- History of domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement)

To what extent do the agency or project's written policies and procedures ensure that participants are not terminated from the program for the following reasons?

- Failure to participate in supportive services
- Failure to make progress on a service plan
- Loss of income or failure to improve income
- Being a victim of domestic violence
- Any other activity not covered in a lease agreement typically found in the project's geographic area

Does the project take proactive steps to minimize barriers to entry and retention? Examples of proactive steps may include:

- Agency/project(s) utilize a harm reduction model with respect to drug and alcohol use, or other high-risk activities
- Agency/project(s) employ evidence-based practices for client engagement, such as motivational interviewing, client-centered counseling, and trauma-informed care
- Agency/project(s) provide staff training and support to employ evidence-based practices
- Agency/project(s) provide tenants reasonable flexibility in paying their tenant share of rent on time and offer special payment arrangements for rent arrears or assistance with financial management

Appendix E

DedicatedPLUS

The DedicatedPLUS project designation is a new designation available in the FY2017 CoC NOFA for permanent supportive housing projects. A DedicatedPLUS project is a permanent supportive housing project where 100 percent of the beds are dedicated to serve individuals with disabilities and families in which one adult or child has a disability, including unaccompanied homeless youth, that at intake are:

(1) experiencing chronic homelessness, as defined in 24 CFR 578.3;

(2) residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project; 19 of 65

(3) residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined at 24 CFR 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;

(4) residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness as defined at 24 CFR 578.3 prior to entering the project;

(5) residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or

(6) receiving assistance through a Department of Veterans Affairs(VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system. A renewal project where 100 percent of the beds were dedicated to chronically homeless individuals and families, as described in Section III.A.3.b., under the grant that is being renewed may either become a DedicatedPLUS project or may continue to dedicate 100 percent of its beds to chronically homeless individuals and families. If a renewal project that has 100 percent of its beds dedicated to chronically

homeless individuals and families elects to become a DedicatedPLUS project, the project will be required to adhere to all fair housing requirements at 24 CFR 578.93.

e. Definition of Homelessness and Human Trafficking. HUD is clarifying that persons who are fleeing or attempting to flee human trafficking may qualify as homeless under paragraph 4 of the homeless definition at 24 CFR 578.3; and, therefore, may be eligible for certain forms of homeless assistance under the CoC Program, subject to other restrictions that may apply. HUD considers human trafficking, including sex trafficking, to be “other dangerous or life threatening conditions that relate to violence against the individual or family member” under paragraph 4 of the definition of homeless at 24 CFR 578.3. Where an individual or family is fleeing, or is attempting to flee human trafficking, that has either taken place within the individuals or family's primary night-time residence or has made the individual or family afraid to return to their primary night-time residence; and the individual or family has no other residence; and the individual or family lacks the resources or support networks to obtain other permanent housing; HUD would consider that individual or family to qualify as homeless under paragraph 4 of the definition.

Appendix F

Eligible 2017 Renewal Projects

Applicant Name	Project Name	Expiration Date	Project Component	First Time Renewal
Abilene Hope Haven	Hope Housing Services	2/28/2018	PH-RRH	Yes
Carpenter's Church	Carpenter's Housing First	Has not begun operations	PH-PSH	Yes
City of Beaumont	Shelter Plus Care (S+C)	1/31/2018	PH-PSH	No
City of Longview	City of Longview CoC 2016 Renewal	9/30/2018	PH-PSH	No
City of Texarkana	Texarkana Homeless Coalition: Doorways Home (TX0298B6T071000)	4/30/2018	PH-RRH	No
Corpus Christi Metro Ministries	Transforming Lives FY2016	Has not begun operations	PH-PSH	Yes
Denton County Mental Health Mental Retardation Center	Connections SHP FY2016	9/30/2018	PH-PSH	No
Families in Crisis	2016- FIC-RRH-KILLEEN	Has not begun operations	PH-RRH	Yes
Giving HOPE, Inc.	Giving Hope Permanent Supportive Housing Program	4/30/2018	PH-PSH	No
Mid-Coast Family Services, Inc.	Hope Net 2016	7/31/2018	PH-PSH	No
Mid-Coast Family Services, Inc.	New Hope 2016	Has not begun operations	PH-PSH	Yes

Neighborhood Development Corporation	Homeless to Homes Program	3/31/2018	PH-PSH	No
Odessa Links	Project Hope FY2016	6/30/2018	PH-RRH	Yes
Sabine Valley Center	Fredonia Homeless and Disabled Women and Children Rapid Rehousing	5/31/2018	PH-RRH	Yes
Shelter Agencies For Families in East Texas, Inc.	SAFE-T RRH 1	Has not begun operations	PH-RRH	Yes
Spindletop MHMR Services	Renew Permanent Supported Housing in Southeast Texas	11/30/2018	PH-PSH	No
The Gulf Coast Center	Gulf Coast Center Permanent Housing FY16	12/31/2017	PH-PSH	No
The Salvation Army, a Georgia Corporation	Project Bridge Rapid Rehousing FY16	Has not begun operations	PH-RRH	Yes
WestCare Texas, Inc. Women Opting for More Affordable Housing Now, Inc. (WOMAN, Inc.)	Next Step WOMAN, Inc. Rapid Re-Housing	10/31/2017 Has not begun operations	PH-PSH PH-RRH	No Yes

Appendix G

Grievance Procedure

Purpose

The purpose of the grievance procedure is to settle any disagreement between an Applicant Organization for the HUD Continuum of Care (CoC) Program funding and the Texas Balance of State Continuum of Care (TX BoS CoC) as quickly and impartially as possible, to ensure an efficient, transparent, and fair competition.

Eligibility

A grievance may be filed by any Applicant Organization that claims it has been adversely affected by:

- Improper application of rules, regulations, and/or procedures concerning participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 Request for Proposals (RFP) and the 2017 Review, Score, Ranking Policies and Re-Allocation Process once approved by the Board.
- Improper interpretation of rules, regulations, and/or procedures concerning participation in the TX BoS CoC's FY 2017 CoC Program local application process, as outlined in the FY 2017 RFP and Re-Allocation Policy and Procedures;
- Disparity in the application of rules, regulations, and/or procedures regarding participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 RFP and Re-Allocation Policy and Procedures;
- Violation of rules, regulations, and/or procedures concerning participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 RFP and Re-Allocation Policy and Procedures; and/or
- The score assigned by the TX BoS CoC Independent Review Team (IRT).

Procedure for Filing Grievances and Grievance Appeals

The following steps must be taken, in the order given. Time limits shall begin on the first day after the applicable occurrence, filing, appeal, response, or recommendation. Due to the nature and time constraints of the CoC Program competition, working days shall include weekends and City, County, and/or Federal holidays.

Step 1

In order to be considered, a grievance must be filed in writing with the CoC Lead Agency, Texas Homeless Network (THN), within twenty-four (24) hours of notification of preliminary ranking results and whether or not the organization's application will be included in the CoC's Consolidated Application. An e-mail clearly stating the issue and the policy which the Applicant Organization believes was violated is sufficient to serve as a written grievance. The Applicant Organization's grievance email should be sent to the attention of CoC Director, Kameron Fowler, at txboscoc@thn.org. The CoC Lead Agency has twenty-four (24) hours from receipt of the Applicant Organization's grievance e-mail to respond in writing via e-mail and to resolve the grievance.

Step 2

If the Applicant Organization is not satisfied with the response received by the CoC Lead Agency and/or proposed resolution, the Applicant Organization has twenty-four (24) hours to file a grievance appeal with the TX BoS CoC Board using the attached official form. This written grievance appeal should be sent to the attention of the TX BoS CoC Board at txboscoc@thn.org.

The TX BoS CoC Board has forty-eight (48) hours to investigate and respond in writing, using the attached official form. Applicant Organization should expect to receive the response via email. The Board's decision/response is final and binding.

Step 3

If the Applicant Organization is not satisfied with the TX BoS CoC Board's response, depending on the type of appeal, the Applicant Organization may file an appeal with HUD, as outlined in 24 CFR 578.35. Details can be found in Section X of the 2017 NOFA https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf#page=60.

General Provisions

1. The initial grievance must be submitted in writing to the TX BoS CoC within the allowable time frame, in order to be considered. Email is strongly preferred.
2. The Grievance Appeal Forms provided by the TX BoS CoC (attached) must be used in pursuing a grievance appeal.
3. To expedite the process the Applicant Organization should cite the applicable sections of the RFP, NOFA, and/or Re-Allocation P&P pertaining to their grievance.

TX BoS CoC's FY 2017 CoC Program Local Application Process
Grievance Appeal Form

Applicant Organization: _____

Applicant Organization's Address: _____

Applicant Organization's Phone Number: _____

Applicant Representative:_____ Job Title:_____

Applicant Representative's Email Address:_____

We have received a response to our organization's grievance from the CoC Director (or designated staff person, in his/her absence) on (date) _____.
Because this answer is unacceptable to us, we wish to file a formal grievance appeal.

Nature of grievance appeal. Explain how your organization was unfairly treated, including names and dates, and cite the specific applicable sections of the RFP, NOFA and/or Re-Allocation P&P. (Use additional pages if needed.)

We believe a just and fair resolution of our grievance appeal is:

_____ _____

Date Signature

TX BoS CoC's FY 2017 CoC Program Application Process

Grievance Appeal Form – The TX BoS CoC Board Response

Applicant Organization:_____

Applicant Representative:_____

The TX BoS CoC Board Response to Applicant Organization's Grievance Appeal:

If the Applicant Organization is not satisfied with the Board's response, depending on the type of grievance appeal, the Applicant Organization may file an appeal with HUD as outlined in 24 CFR 578.35. Details can be found in Section X of the 2017 NOFA: https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf#page=60.

_____

Printed Name

_____ _____

Date Signature

Attachment Details

File name: TX_BoS_CoC_2017_RFP_FINAL_2017.08.07.pdf
File type: application/pdf
Uploaded on: August 7, 2017
File size: 968 KB

URL: http://thn.org/wp-content/uploads/2017/05/TX_BoS_CoC_201

Title: TX_BoS_CoC_2017_RFP_FINAL_2017.08.07

Caption:

Description:

Uploaded By: TX BoS CoC

Uploaded To: Continuum of Care Program

Required fields are marked *

Thumbnails: Crop Editor

View attachment page | Edit more details | Delete Permanently

Caitlin Bayer <caitlin@thn.org>

FY2017 TX BoS CoC Program Competition Updates: Hurricane Harvey and New P&P Available!

Texas Homeless Network <txboscoc@thn.org> Wed, Sep 6, 2017 at 2:06 PM
Reply-To: txboscoc@thn.org
To: txboscoc@thn.org

TEXAS HOMELESS NETWORK

FY2017 TX BoS CoC Program Competition Updates

TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process Available Now!

The FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process has been finalized by the CoC Board and is now available for your review here! This document informs how the CoC Board will make decisions about which projects will be prioritized to receive CoC Program funds and which projects must reallocate all or part of their award. THN encourages all applicants to review the document thoroughly to better understand the competition process.

Hurricane Harvey Updates

Hurricane Harvey has devastated 36 counties in the TX BoS CoC, majorly affecting 9 CoC Program-funded agencies representing 10 housing projects, in addition to the destruction of key partner organizations, staff member and client homes, and communities. As the areas and agencies impacted by Harvey need time to be able to focus on immediate needs right now, THN will adjust competition deadlines for those Project Applicants in the 36 counties HUD has declared disaster zones. THN staff will reach out to affected Project Applicants.

For those Project Applicants not in declared disaster zones, THN will continue forward as indicated in the FY 2017 TX BoS CoC Request for Proposals to the greatest extent possible.

We are thankful for and proud of our partners and the work they are doing to ensure the safety of those experiencing homelessness in their communities as they cope with the aftermath of Harvey.

funding to create new housing and service programs. Applicants must submit proposals through THN in the annual CoC Program competition. This Prezi is a great overview of HUD's CoC program.

Competition Application Materials

2017 TX BoS CoC Competition Webinar Slides
2017 Notice of Funding Availability (NOFA)
TX BoS CoC Request for Proposals (RFP)-Posted 8/7/2017
2017 TX BoS CoC New/Expansion Project Application- UPDATED 8/14/2017
2017 TX BoS CoC Renewal Project Application- UPDATED 8/14/2017
FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process
2017 TX BoS CoC 2017 Grant Inventory Worksheet (GIW)
2017 Proposed Performance Measures Form
2017 TX BoS CoC Housing First Narrative and Fidelity Assessment
2017 TX BoS CoC Milestones Form- for First Time Renewals Only
2017 Self-Threshold Review Tool for Renewal/Expansion Projects
2017 Self-Threshold Review Tool for New Projects

Visit the Archives page to view prior TX BoS CoC Program Grant Materials.

thn.org/wp-content/uploads/2017/05/2017-TX-BoS-CoC-Review-Score-and-Ranking-FINAL.pdf

Apps Voicemail Citrix Sign In Highrise Login e-snaps Login ClientTrack Training ClientTrack- Live Wufoo Login Training Report Repository Login Other bookmarks

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THN
TEXAS HOMELESS NETWORK

FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process

for HUD Continuum of Care Program Funds

Performance Review and Scoring Policies

Texas Homeless Network (THN) is the Collaborative Applicant and Continuum of Care (CoC) Lead Agency for the Texas Balance of State Continuum of Care (TX BoS CoC). THN facilitates the local competition/application process in the TX BoS CoC for U.S. Department of Housing and Urban Development (HUD) Continuum of Care (CoC) Program funds.

Applications for Renewal Projects and New Projects will undergo a threshold review by TX

5:43 PM
9/1/2017

FY 2017 TX BoS CoC Review, Score, and Ranking Procedures and Reallocation Process for HUD Continuum of Care Program Funds

Performance Review and Scoring Policies

Texas Homeless Network (THN) is the Collaborative Applicant and Continuum of Care (CoC) Lead Agency for the Texas Balance of State Continuum of Care (TX BoS CoC). THN facilitates the local competition/application process in the TX BoS CoC for U.S. Department of Housing and Urban Development (HUD) Continuum of Care (CoC) Program funds.

Applications for Renewal Projects and New Projects will undergo a threshold review by TX BoS CoC staff to ensure compliance with the HEARTH Act, the CoC Program Notice of Funding Availability (NOFA), and the local CoC Request for Proposals (RFP). Any Renewal Project or New Project not meeting the threshold requirements as outlined in the RFP may not be further reviewed and may not be considered for funding. Applications submitted after the due date and time listed in the RFP will be submitted to the CoC Board, per the policy on Late Submission of Project Applications for the HUD CoC Program competition (Appendix A) adopted by the TX BoS CoC Board on 2/10/2016.

The TX BoS CoC makes available the scoring standards for Renewal Projects and New Projects on THN's website. Scoring is largely based on data obtained from Annual Performance Reports (APRs) generated from HMIS or Osnium (the HMIS-comparable database for victim service providers), Line Of Credit Control System (LOCCS) draw-down data, HUD monitoring reports, System-Wide Performance Measures, and other HMIS data. Feedback on scoring standards is welcomed at CoC General Meetings. The Renewal Project Score Sheet (Appendix B) and the New Project Score Sheet (Appendix C) are attached.

The TX BoS CoC appoints an Independent Review Team (IRT) to review and score Renewal Project and New Project applications. After meeting the local RFP and HUD CoC Program requirements during Threshold Review, project applications are reviewed and scored with either the Renewal Project Score Sheet (Appendix B) or the New Project Score Sheet (Appendix C), which are comprised of the scoring criteria outlined in the RFP. Review and scoring of Renewal Projects and New Projects is completed by the Independent Review Team (IRT) then tabulated by TX BoS CoC staff.

After the IRT scores all Renewal Projects and New Projects within the CoC, based on the scoring criteria contained in the Renewal Project Score Card and the New Project Score Card, the CoC Lead Agency will rank applications for the CoC Priority Listing according to the Ranking Policies, present the CoC Priority Listing to the TX BoS CoC Board, and, upon approval by the Board, submit the Priority Listing to HUD in the Consolidated Application.

New Projects

Agencies seeking CoC Program funding and most agencies that currently have CoC Program-funded projects may apply for New Projects, including a project that expands an existing Renewal Projects (Expansions), through either Reallocation or the Permanent Housing Bonus. Renewal Project applicants meeting the following criteria **may not** apply for a New Project through Reallocation funds or the Permanent Housing Bonus:

a. Renewal Projects that have been placed on a Performance Improvement Plan (PIP) and/or Corrective Action Plan (CAP); or
b. Renewal Projects that have been identified as an "at-risk" project by HUD and the TX BoS CoC **and** are receiving technical assistance from HUD through CSH

The TX BoS CoC Board has the discretion to include in the CoC's Consolidated Application one or more project applications for the funding amount available for New Projects. The TX BoS CoC Board may also give TX BoS CoC staff direction to negotiate with conditional grantees on project applications, including negotiating budgets, to best maximize overall score and increase chances of receiving funding for New Projects through the Permanent Housing Bonus.

Ranking Policy

HUD requires Collaborative Applicants to rank all projects in two tiers.

- Tier 1 is defined by HUD in the CoC Program NOFA as a percent of the CoC's Annual Renewal Demand (ARD) approved by HUD on the final HUD-approved Grant Inventory Worksheet (GIW). Tier 1 projects traditionally have been protected from funding cuts.
- Tier 2 is the difference between Tier 1 and the CoC's ARD plus any amount available for the Permanent Housing Bonus, as described in the NOFA. Tier 2 projects have to compete nationally for funding. Projects placed in Tier 2 will be assessed for eligibility and threshold requirements, and funding will be determined using the CoC Application score as well as the factors listed in Section II.B.17. of the NOFA.

For FY 2017, Tier 1 is 94% of the CoC's ARD, and Tier 2 is 6% of the CoC's ARD plus the Permanent Housing Bonus.

The TX BoS CoC's HMIS Project will be ranked first in Tier 1, per the policy (Appendix D) adopted by the TX BoS CoC Board on 6/8/2016, as the board views it as an essential project to effectively operate the CoC.

First-time Renewal Projects are those that were funded as part of the FY 2016 CoC Program competition that have not been in operation for at least one year or are not yet under contract and are renewing for the first time during the FY 2017 CoC Program Competition. These projects will be ranked in the bottom of Tier 1, in order of their 2016 scores.

The CoC Planning Project is not ranked, according to the NOFA.

<u>Ranking:</u>

Tier 1:

1. HMIS Project
2. Scored Permanent Housing (PH)—both PSH and RRH--Renewal Projects (lowest-scoring projects may drop to Tier 2)
3. First-time Renewal Permanent Housing (PH) Projects (PSH and RRH) and other Renewal Projects that have not been in operation for at least one year
4. New Projects funded through Reallocation (lowest-scoring projects may drop to Tier 2)

Tier 2:
Bonus Projects, remaining Renewal Projects, and remaining New Projects funded through Reallocation. (Bonus Projects and New Projects funded through Reallocation may out-rank Renewal Projects of the same component type by score in Tier 2.)

Projects and project component types will be organized to best maximize the CoC Consolidated Application's overall score.

Reallocation Process

Any funds made available as part of recapturing unspent funds, voluntary reallocation, or involuntary reallocation will be made available to create New Projects, including Expansions, during the local competition/application process. Projects that have been in operation for less than twelve (12) months **may not** reallocate to a different project type but may apply for New Projects through the Permanent Housing Bonus or Reallocation funds, if available.

In the FY 2017 competition $70,000 of the reallocated funds will first go toward funding a New Project expanding the TX BoS CoC Homeless Management Information System (HMIS) Project grant that was lost in 2015 but awarded as a New Project in 2016 at half the original grant amount. Since HMIS is a critical function of the TX BoS CoC, the HMIS Project Expansion will be ranked first among New Projects. Remaining reallocated funds will be reallocated for other New Project(s).

Voluntary Reallocation

As part of the local competition/application process, current CoC Program recipients are asked whether they wish to voluntarily reallocate some or all of their funding. These reallocated funds, if any, are pooled for New Project(s).

Involuntary Reallocation

Projects with poor performance, that are not serving the intended population, that have unresolved HUD monitoring findings, that have had funds recaptured, and/or are underspending during the grant term are subject to involuntary reallocation. Projects that have underspent their award by 10% or more for the current grant term and have not met the HUD quarterly draw-down requirement may have their funding reduced, and these

reallocated funds are pooled for New Project(s). The TX BoS CoC may recapture up to 7% of the total project grant amount for reallocation.

Projects that have funds reallocated in consecutive competitions and/or are placed on conditional renewal for two years in a row are subject to full project reallocation in the following competition, in order to maximize future CoC Program funding.

Conditional Renewal

The TX BoS CoC has established a performance threshold at 75% of the top scoring Renewal Projects. For example, if the top score earned by a Renewal Project is 100 points, the minimum performance threshold will be set at 75 points. Projects scoring below the minimum performance threshold will be conditionally renewed and will be asked to develop a Performance Improvement Plan (PIP) to address performance issues by the next year's competition. If Projects do not satisfactorily complete the PIP, those Projects may have funding reallocated in the following competition. Project Applicants may appeal the decision, using the TX BoS CoC's Grievance Procedure (Appendix E).

This document, including all attachments was made publicly available on the THN website on 09/01/2017.

Appendix A

Policy on Late Submissions

CoC Program Application Process/Local Competition

Late Submission of Project Applications

Approved by the TX BoS CoC Board 2-10-2016

Policy:

Project Applicants shall adhere to all due dates and deadlines related to the TX BoS CoC's application process, also known as the local competition, for HUD Continuum of Care (CoC) Program funding. Project Applications must be submitted by the due date and time.

If a Project Application is not submitted by the due date and time, the TX BoS CoC Board will determine potential consequences, including but not limited to ranking, whether the project is ineligible for inclusion in the final TX BoS CoC's Consolidated Application or will receive reduced funding.

Procedure:

THN staff will notify the Project Applicant via email when a Project Application is not submitted by the due date and time. THN staff will send a copy of this policy regarding late submissions.

THN staff will notify all CoC Board members via e-mail when a Project Application is not submitted by the due date and time.

THN staff will schedule a webinar meeting with the CoC Board members to discuss potential consequences. The meeting will be held within 2 business days of the day that the Project Application was submitted late.

When determining potential consequences, the CoC Board will consider the following factors:

a. Whether or not the Project Applicant has maintained regular communication with THN, as the CoC Lead Agency, during the application process/competition;
b. Whether or not the Project Applicant has maintained regular communication with THN, as the CoC Lead Agency, throughout the prior year;
c. How the Project has performed during the prior year;
d. The rate of expenditures for the project in the prior year, as evidenced by LOCCS draw-downs;
e. The potential impact of a decrease or loss of funding to the community where the project operates; and
f. The potential impact of a decrease or loss of funding to the TX BoS CoC.

THN staff will provide information and data, as requested by CoC Board members.

The CoC Board will determine consequences.

THN staff will inform the Project Applicant via email of the Board's decision.

THN staff will inform HUD staff via email of the Board's decision.

THN staff will maintain records of the proceedings and decisions related to the matter.

Appendix B

Renewal Project Score Sheet

2017 Texas Balance of State Continuum of Care Renewal Project Score Sheet

Applicant Name: **Project Name:** **Type:**

	Where to Reference on APR	Your Answer
Total number of clients	APR: Q7	
Total number of adults	APR: Q7	
Total leavers	APR: Q7	
Total number of children leavers	APR: Total for Children Column for Q22a2	
Total number of adult leavers	Auto-calculates	

Targeting Hard to Serve

Scored Category	Goal	Where to Reference	Your Answer	Percentage (%)	Point Criteria	Score	Total Possible Points	Notes
Percent of adults with entries from homeless situations	≥81%	APR: Q20a1, Subtotal, Without Children Column APR: Q20a1, Subtotal, With Children and Adults Column		#DIV/0!	100-81% = 10 points <81-76% = 7.5 points <76% = 0 points		10	
Percent of adults with no income at entry	≥40%	APR: Q23, Row 1, Income at Entry Column		#DIV/0!	100-40% = 10 points <40-35% = 7.5 points <35% = 0 points		10	
Targeting Hard to Serve Total Score						**0**	**20**	

Access to Income and Benefits

Scored Category	Criteria Goal	Where to Reference	Answer	Percent (%)	Point Criteria	Score	Total Possible Points	Notes
Percent participants age 18 or older with earned income at exit	≥17%	APR: Q25a1, Row 1, Adults Column		#DIV/0!	100-17% = 10 points <17-12% = 7.5 points <12% = 0 points		10	
Percent participants with 1+ source of non-cash benefits at exit	≥67%	APR: Q26a2, Row Two, Total Column		#DIV/0!	100-67% = 10 points <67-62% = 7.5 points <62% = 0 points		10	
Percent participants age 18 or older who maintained or increased their total income (from all sources) as of the end of the operating year or project exit	≥56%	APR: Q36(a or b).2a., Column 2		#DIV/0!	100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
Access to Income and Benefits Total Score						**0**	**30**	

Housing Stability

Scored Category	Goal	Where to Reference	Your Answer	Percent (%)	Scoring Instructions	Score	Total Possible Points	Notes
Percentage of participants exiting the project prior to 6 months	≤15%	APR: Q27, Row 1, Leavers Column APR: Q27, Row 2, Leavers Column APR: Q27, Row 3, Leavers Column		#DIV/0!	0-15% = 10 points <15-20% = 7.5 points <20% = 0 points		10	
Percent participants remaining in the project for 6 months or more	≥79%	APR: Q27, Row 4, Total Column APR: Q27, Row 5, Total Column APR: Q27, Row 6, Total Column APR: Q27, Row 7, Total Column APR: Q27, Row 8, Total Column APR: Q27, Row 9, Total Column		#DIV/0!	100-79% = 10 points <79-74% = 7.5 points <74% = 0 points		10	
Percent participants who remained in project as of the end of the operating year or exited to PH during the operating year	≥80%	Participants who remained in project as of the end of the operating year (Auto-calculates) APR: Q29a1, Permanent Destinations Subtotal, Total Column APR: Q29a2, Permanent Destinations Subtotal, Total Column	0	#DIV/0!	100-80% = 10 points <80-75% = 7.5 points <75% = 0 points		10	

Housing Stability Total Score						**0**	**30**	

Project Description

Scored Category	Goal	Where to Reference	Your Answer		Point Criteria	Score	Total Possible Points	Notes
Project Description: Should describe community needs, target population, plan for housing identification, proposed outcomes, community partners, and why CoC support is needed.	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 3B, Q1			See Narrative Guidance: Section 2 Q1		10	
Project Description Total Score						**0**	**10**	

Special Populations Served Score

Scored Category	Goal	Where to Reference	Your Answer		Point Criteria	Score	Total Possible Points	Notes
Is the program exclusively serving a special population: Youth (ages 18-25), survivors of Domestic Violence, Veterans, Households with Children, or Chronically Homeless?	Project applicants indicates in narrative the special population they will exclusively be serving.	Project Application: Section 3B, Q1			Indicates a special population = 10 Does not indicate a special population = 0		10	
Special Populations Served Total Score						**0**	**10**	

Housing First and Low Barrier

Scored Category	Goal	Where to Reference	Your Answer		Point Criteria	Score	Total Possible Points	Notes
Housing First Narrative: Project applicant explains how the Housing First principles will be incorporated into the project.	Meets all of the requirements in the Narrative Scoring Guide	Housing First Narrative			See Narrative Guidance: Section 5 Q1		7.5	
Housing First Fidelity Assessment: Project applicant is able to show adherence to Housing First in project's Policies and Procedures.	The table must be complete.	Housing First Fidelity Assessment			See Narrative Guidance: Section 4 Q1		12	
Housing First and Low Barrier Total Score						**0**	**19.5**	

Meeting Community Need

Scored Category	Goal		Your Answer		Point Criteria	Score	Total Possible Points	Notes
Average daily bed utilization	≥85%				100-85% = 10 points <85-80% = 7.5 points <80% = 0 points		10	
Meeting Community Need Total Score						**0**	**10**	

Matching Funds

Scored Category	Goal		Your Answer		Point Criteria	Score	Total Possible Points	Notes
Matching funds	≥25%				≥25% = 5 points		5	
Matching Funds Total Score						**0**	**5**	

Cost Effectiveness

Scored Category	Goal		Your Answer	Percentage (%)	Point Criteria	Score	Total Possible Points	Notes
2014-2015 Total CoC Funds Awarded	≤5% unspent funds			#DIV/0!	0-5% = 7.5 points >5-11% = 5 points >11% = 0 points		7.5	
2014-2015 Total CoC Expenditures								
2015-2016 Total CoC Funds Awarded	≤5% unspent funds			#DIV/0!	0-5% = 7.5 points >5-11% = 5 points >11% = 0 points		7.5	
2015-2016 Total CoC Expenditures								
On track to spend 2016-2017 CoC Award	Yes				Yes = 5 points No = 0 points		5	
Money Recaptured by HUD	No				Yes = -10 points No = 0 points		10	
Cost Effectiveness Total Score						**0**	**20**	

HMIS Data Quality

Scored Category	Goal		Your Answer		Point Criteria	Score	Total Possible Points	Notes
Percent missing data	0%				0% = 15 points >0-2% = 10 points >2-5% = 5 points >5% = -10 points		15	
HMIS Data Quality Total Score						**0**	**15**	
Project Monitoring Results								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Point Criteria**	**Score**	**Total Possible Points**	**Notes**
Did the applicant submit a letter indicating they were not monitored?	Yes				Yes = 5 points No = 0 points		5	
Did the Applicant submit a final monitoring letter or most recent communication?	Yes				Yes = 5 points No = 0 points		5	
Number of unresolved HUD audit or monitoring findings	No findings				-5 points for each finding, up to -15 points			
Project Monitoring Results Total Score						**0**	**10**	
Continuum of Care Engagement								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Point Criteria**	**Score**	**Total Possible Points**	**Notes**
Did the Project Applicant attend all of the mandatory General Meetings?	100%				100% = 10 points <100-75% = 7.5 points <75% = 0 points		10	
Did the Project Applicant attend all of the mandatory webinars/trainings in FY 2016 - 2017?	100%				100% = 10 points <100-75% = 7.5 points <75% = 0 points		10	
Continuum of Care Engagement Total Score						**0**	**20**	
Prioritization Fidelity								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Point Criteria**	**Score**	**Total Possible Points**	**Notes**
For PSH Projects only: Followed the TX BoS CoC Prioritization Standards for Chronically Homeless Households in Permanent Supportive Housing	Yes				Yes = 10 No = 0		10	
For RRH Projects only: Served households who score for RRH and/or PSH on the VI-SPDAT or F-VI-SPDAT	Yes				Yes = 10 No = 0		10	
Prioritization Fidelity Total Score						**0**	**20**	
SOAR Training								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Point Criteria**	**Score**	**Total Possible Points**	**Notes**
Has a staff person providing SSI/SSDI technical assistance completed SOAR training in the past 24 months?	Yes				No = -5 points Yes = 0 points		0	
SOAR Training Total Score						**0**	**0**	
Total Score						**0**	**219.5**	

Appendix C

New Project Score Sheet

2017 TX BoS CoC New Project Score Sheet

Applicant Name: **Project Name:** **Type:**

Proposed Project Impact	Where to Reference	Your Answer
Total number of participants projected during operating year	Project Application: 5A "characteristics" table, total persons (column 4)	
Total number of adult participants	Project Application: 5A "characteristics" table, total adults over age 24 + Adults ages 18-24 (column 4)	

Applicant's Experience

Scored Category	Goal	Where to Reference	Your Answer	Scoring Instructions	Score	Total Possible Points	Notes
Description of experience utilizing Federal funds and performing activities proposed, given funding and time limitations.	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 2B Q1		See Narrative Scoring Guide: Section 1 Q1		10	
Description of experience leveraging other Federal, State, local, and private sector funds	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 2B Q2		See Narrative Scoring Guide: Section 1 Q2		10	
Description of basic organization and management structure, including evidence of internal and external management coordination and an adequate financial accounting system	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 2B Q3		See Narrative Scoring Guide: Section 1 Q3		10	
Any unresolved monitoring or audit findings for any HUD grants?	No	Project Application: Section 2B Q4a		No = 10 points Yes = 0 points		10	
Applicant's Experience Total Score					**0**	**40**	

Project Description

Scored Category	Goal	Where to Reference	Your Answer	Scoring Criteria	Score	Total Possible Points	Notes
The project description describes community needs, target population, plan for housing identification, proposed outcomes, community partners, and why CoC support is needed.	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 3B Q1		See Narrative Scoring Guide: Section 2 Q1		10	
Is the program exclusively serving a special population: Youth (ages 18-25), survivors of Domestic Violence, Veterans, Households with Children, or Chronically Homeless?	Project applicants indicates in narrative the special population they will exclusively be serving.	Application: Section 3B, Q1		Indicates a special population = 10 points Does not indicate a special population = 0 points		10	
The Applicant has an estimated schedule for the proposed activities, the management plan, and the method for assuring effective and timely completion of all work	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 3B Q2		See Narrative Scoring Guide: Section 2 Q2		7.5	
The Applicant will participate in a CoC Coordinated Entry Process.	Yes	Project Application: Section 3B Q3		Yes = 5 points No = 0 points		5	
The Applicant has the ability to serve sub-populations.	One or more boxes selected	Project Application: Section 3B Q4		One or more boxes selected = 10 points No = 0 points		10	
The Applicant will quickly move participants into permanent housing.	Yes	Project Applicition: Section 3B Q5a		Yes = 5 points No = 0 points		5	

The proposed project will be low barrier.	All boxes except "None of the above" selected	Project Application: Section 3B Q5b			All boxes except "None Selected" = 10 points No = 0 points		10	
The proposed project will not terminate participants for specific reasons.	All boxes except "None of the above" selected	Project Application: Section 3B Q5c			All boxes except "None Selected" = 10 points No = 0 points		10	
The proposed project will follow a "Housing First" approach	Yes	Project Application: Section 3B Q5d			Yes = 10 points No = 0 points		10	
Describes the proposed development activities and the responsibilities that the Applicant and potential subrecipients (if any) will have in developing, operating, and maintaining the property, if applicable	Meets all of the requirements in the Narrative Scoring Guide or N/A	Project Application: Section 3B Q6			See Narrative Scoring Guide: Section 2 Q3		7.5	
Project Description Total Score						**0**	**85**	

Supportive Services for Participants

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes
The proposed policies and practices are consistent with laws related to providing education services to individuals and familes, e.g., the McKinney-Vento Acto	Yes or N/A	Project Application: Section 4A Q1a			Yes or N/A = 7.5 points No = 0 points		7.5	
The Applicant has a designated staff person to ensure children are enrolled in school and receive educational services, as appropriate	Yes or N/A	Project Application: Section 4A Q1b			Yes or N/A = 7.5 points No = 0 points		7.5	
The Applicant has a plan for how participants will be assisted to obtain and remain in permanent housing	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 4A Q2			See Narrative Scoring Guide: Section 5 Q1		7.5	
The Applicant has a plan for how participants will be assisted both to increase their employment and/or income and to maximize their ability to live independently	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 4A Q3			See Narrative Scoring Guide: Section 5 Q2		7.5	
Supportive Services for Participants Total Score						**0**	**30**	

Supportive Services Type and Frequency

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes
Frequency of Assessment of Service Needs	Annually (or more) or As Needed	Project Application: Section 4A Q4, Column "Supportive Services" and Section 4A Q4, Column "Frequency"			Annually (or more) = 1 point Less than anually = 0 points		1	
Frequency of Case management	Monthly (or more) or As Needed	Project Application: Section 4A Q4, Column "Supportive Services" and Project Application: Section 4A Q4, Column "Frequency"			Monthly (or more) = 1 points Less than monthly = 0 points		1	
Number of supportive services provided, not including Assessment of Service Needs or Case Management.	≥7 of 16 supportive services	Project Application: Section 4A Q4, Column "Supportive Services" and Section 4A Q4			≥7 = 3 points <7 = 0 points		3	
The Applicant will provide transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs	Yes	Project Application: Section 4A Q5a			Yes = 5 points No = 0 points		5	
The Applicant will use a single application form for four or more mainstream programs	Yes	Project Application: Section 4A Q5b			Yes = 10 points No = 0 points		10	
The Applicant will provide regular follow-ups with participants to ensure mainstream benefits are received and renewed	Yes	Project Application: Section 4A Q5c			Yes = 5 points No = 0 points		5	
The Applicant will make SSI/SSDI technical assistance available to participants	Yes	Project Application: Section 4A Q6			Yes = 5 points No = 0 points		5	
Supportive Services Type and Frequency Total Score						**0**	**30**	

Outreach for Participants – Serving Literally Homeless

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes
Percentage of persons who will be served will come from the street, other locations not meant for human habitation, emergency shelters, or fleeing domestic violence	100%	Project Application: Section 5C Q1, total appropriate percentages			100% = 5 points Less than 100% = 0 points		5	
The Applicant describes the outreach plan to bring these paticipants experiencing homelessness into the project	Meets all of the requirements in the Narrative Scoring Guide	Project Application: Section 5C Q2			See Narrative Scoring Guide: Section 6 Q1		7.5	
Outreach for Participants - Serving Literally Homeless Total Score						**0**	**12.5**	

Budget

Scored Category	Goal	Where to Reference	Your Answer	Percentage (%)	Scoring Criteria	Score	Total Possible Points	Notes
Budget Costs	Allowable and reasonable considering the project's activities.	Project Application: Sections 6J			Reasonable = 7.5 points Somewhat = 5 points Not = 0 points		7.5	
Budget Line Item	Each budget line item is descibed with detail and quantity.	Project Application: Sections 6J			Sufficient detail and quantity = 7.5 points Somewhat = 5 points Not = 0 points		7.5	
Percent administrative funding requested of the total budget request	Requests ≤ 7%	Project Application: Section 6J, 8. Admin Project Application: Section 6J, Q7 "Subtotal Costs Requested"		#DIV/0!	0-7% = 5 points >7% = 0 points		5	
Project match	≥25%	Project Application: Section 6J, 12. Total Match Project Application: Section 6J, 9. Total Assistant Plus Admin Requested		#DIV/0!	≥25% = 5 points <25% = 0 points		5	
Budget Total Score						**0**	**25**	

Housing First Narrative

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes
Housing First Narrative: Focuses on how the New Project Applicant will adhere to the Housing First model.	Meets all of the requirements in the Narrative Scoring Guide	Housing First Narrative			See Narrative Scoring Guide: Section 3 Q1		7.5	
Housing First Narrative Score						**0**	**7.5**	

Joint TH and PH-RRH Narrative

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes
Joint TH and PH-RRH Narrative: The New Project Applicant describes how the need for this new component type in their community was determined.	Complete and concise	Joint TH and PH-RRH Narrative			See Narrative Scoring Guide: Section 7 Q1		7.5	
Joint TH and PH-RRH Narrative Score						**0**	**7.5**	

PSH Standard Performance Measures

Scored Category	Goal	Where to Reference	Your Answer		Scoring Criteria	Score	Total Possible Points	Notes

Housing Measure: Persons remaining in permanent housing at the end of the operating year or exiting to permanent housing destinations during the operating year	≥80%				100-80% = 10 points <80-75% = 7.5 points <75% or less = 0 points		10	
Income Measure: Adults who maintained or increased their total income (from all sources) at the end of the operating year or project exit	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
or								
Income Measure: Adults who maintained or increased their earned income at the end of the operating year or project exit.	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
PSH Standard Performance Measures Total Score						**0**	**30**	
RRH Standard Performance Measures								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Scoring Criteria**	**Score**	**Total Possible Points**	**Notes**
Housing Measure: Persons exiting to permanent housing destinations during the operating year	≥80%				100-80% = 10 points <80-75% = 7.5 points <75% or less = 0 points		10	
Housing Measure: Persons who were placed into permanent housing within 30 days of entry into project	≥77%				100-77% = 10 points <77-72% = 7.5 points <72% or less = 0 points		10	
Income Measure: Adults who increased their total income for all sources as of the end of the operating year or project exit	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
or								
Income Measure: Adults who increased their earned income as of the end of the operating year or project exit	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
RRH Standard Performance Measures Total Score						**0**		
Joint TH and PH-RRH Standard Performance Measures								
Scored Category	**Goal**	**Where to Reference**	**Your Answer**		**Scoring Criteria**	**Score**	**Total Possible Points**	**Notes**
Housing Measure: Persons exiting to permanent housing destinations during the operating year	≥80%				100-77% = 10 points <77-72% = 7.5 points <72% or less = 0 points		10	
Housing Measure: Persons who were placed into permanent housing within 30 days of entry into project	≥77%				100-77% = 10 points <77-72% = 7.5 points <72% or less = 0 points		10	
Income Measure: Adults who increased their total income for all sources as of the end of the operating year or project exit	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
or								
Income Measure: Adults who increased their earned income as of the end of the operating year or project exit	≥56%				100 -56% = 10 points <56-51% = 7.5 points <51% = 0 points		10	
Joint TH and PH-RRH Standard Performance Measures Total Score						**0**		
Total Project Score						**0**	**267.5**	

Appendix D

Policy Ranking HMIS

Ranking the HMIS Project First in the Priority Listing for HUD CoC Program Funds

Approved by the TX BoS CoC Board 6/8/2016

The TX BoS CoC's HMIS Project will be ranked first in Tier 1 in the CoC Priority Listing, as the Board views it as an essential project to effectively operate the CoC.

Appendix E

TX BoS CoC Grievance Procedure

TEXAS HOMELESS NETWORK

FY 2017 CoC Program Local Application Process
Grievance Procedure

Purpose

The purpose of the grievance procedure is to settle any disagreement between an Applicant Organization for the HUD Continuum of Care (CoC) Program funding and the Texas Balance of State Continuum of Care (TX BoS CoC) as quickly and impartially as possible to ensure an efficient, transparent, and fair competition.

Eligibility

A grievance may be filed by any Applicant Organization that claims it has been adversely affected by:

- Improper application of rules, regulations, and/or procedures concerning participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 Request for Proposals (RFP) and the Review, Score, and Ranking Procedures and Re-Allocation Process;
- Improper interpretation of rules, regulations, and/or procedures concerning participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 RFP and the Review, Score, and Ranking Procedures and Re-Allocation Process;
- Disparity in the application of rules, regulations, and/or procedures regarding participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 RFP and the Review, Score, and Ranking Procedures and Re-Allocation Process;
- Violation of rules, regulations, and/or procedures concerning participation in the TX BoS CoC's FY 2017 CoC Program application process, as outlined in the FY 2017 RFP and the Review, Score, and Ranking Procedures and Re-Allocation Process; and/or
- The score assigned by the TX BoS CoC Independent Review Team (IRT).

Procedure for Filing Grievances and Grievance Appeals

The steps listed below must be followed in the order given. Time limits shall begin on the first day after the applicable occurrence, filing, appeal, response, or recommendation. Due to the nature and time constraints of the CoC Program competition, working days shall include weekends and City, County, and/or Federal holidays.

Step 1

In order to be considered, a grievance must be filed in writing with the CoC Lead Agency, Texas Homeless Network (THN), within twenty-four (24) hours of notification of preliminary ranking results and whether or not the organization's application will be included in the CoC's Consolidated Application. An e-mail clearly stating the issue and the policy which the Applicant Organization believes was violated is sufficient to serve as a written grievance. The Applicant Organization's grievance email should be sent to the attention of CoC Director, Kameron Fowler, at txboscoc@thn.org. The CoC Lead Agency has twenty-four (24) hours from receipt of the Applicant Organization's grievance e-mail to respond in writing via e-mail and to resolve the grievance.

Step 2

If the Applicant Organization is not satisfied with the response received by the CoC Lead Agency and/or proposed resolution, the Applicant Organization has twenty-four (24) hours to file a grievance appeal with the TX BoS CoC Board using the attached official form. This written grievance appeal should be sent to the attention of CoC Director, Kameron Fowler, attxboscoc@thn.org.

The TX BoS CoC Board has forty-eight (48) hours to investigate and respond in writing, using the attached official form. Applicant Organization should expect to receive the response via email. The Board's decision/response is final and binding.

Step 3

If the applicant organization is not satisfied with the TX BoS CoC Board's response, depending on the type of appeal, the Applicant Organization may file an appeal with HUD, as outlined in 24 CFR 578.35. Details can be found in Section X of the 2017 NOFA https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf#page=60.

General Provisions

1. The initial grievance must be submitted in writing to the TX BoS CoC within the allowable time frame in order to be considered. Email is strongly preferred.
2. The Grievance Appeal Forms provided by the TX BoS CoC (attached) must be used in pursuing a grievance appeal.
3. To expedite the process the applicant should cite the applicable sections of the RFP, NOFA, and/or Re-Allocation P&P pertaining to their grievance.

TEXAS HOMELESS NETWORK

TX BoS CoC's FY 2017 CoC Program Application Process
Grievance Appeal Form

Applicant Organization: _____

Applicant Organization's Address: _____

Applicant Organization's Phone Number: _____

Applicant Representative:_____ Job Title:_____

Applicant Representative's Email Address:_____

We have received a response to our organization's grievance from the CoC Director (or designated staff person, in his/her absence) on (date) _____. Because this answer is unacceptable to us, we wish to file a formal grievance appeal.

Nature of grievance appeal. Explain how your organization was unfairly treated, including names and dates, cite the specific applicable sections of the RFP, NOFA and/or Re-Allocation P&P. (Use additional pages if needed.)

We believe a just and fair resolution of our grievance appeal is:

_____ _____

Signature Date

_____

Printed Name

TEXAS HOMELESS NETWORK

TX BoS CoC's FY 2017 CoC Program Application Process
TX BoS CoC Board's Response to the Grievance Appeal

Applicant Organization:_____

Applicant Representative:_____

The TX BoS CoC Board's Response to Applicant Organization's Grievance Appeal:

If the applicant organization is not satisfied with the Board's response, depending on the type of grievance appeal, the applicant organization may file an appeal with HUD as outlined in 24 CFR 578.35. Details can be found in Section X of the 2017 NOFA: https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf#page=60.

_____ _____

Signature Date

_____

Printed Name

Texas Balance of State Continuum of Care

(TX BoS CoC)

Governance Charter

Approved March 25, 2015
Revised Version Approved September 21, 2016
Reviewed October 04, 2017

This document is a companion to the Texas Balance of State Continuum of Care Policies and Procedures

Texas Balance of State Continuum of Care (TX BoS CoC) Governance Charter

Approved March 25, 2015
Revised Version Approved September 21, 2016
Reviewed October 04, 2017

The Texas Balance of State Continuum of Care (TX BoS CoC), in consultation with the Collaborative Applicant and CoC Lead Agency (Texas Homeless Network) and the HMIS Lead Agency (Texas Homeless Network), has developed and will follow the CoC's Governance Charter. This charter outlines the broad organizational structure and general work of the TX BoS CoC.

CoC Governance Structure

The Charter identifies the CoC's governance structure, including Collaborative Applicant and HMIS Lead Agency designations and purposes. The Charter also describes the purposes of the CoC Board, Local Homeless Coalitions (LHCs), other committees, and the CoC Lead Agency and staff support.

The name of the affiliation is the Texas Balance of State Continuum of Care (TX BoS CoC).

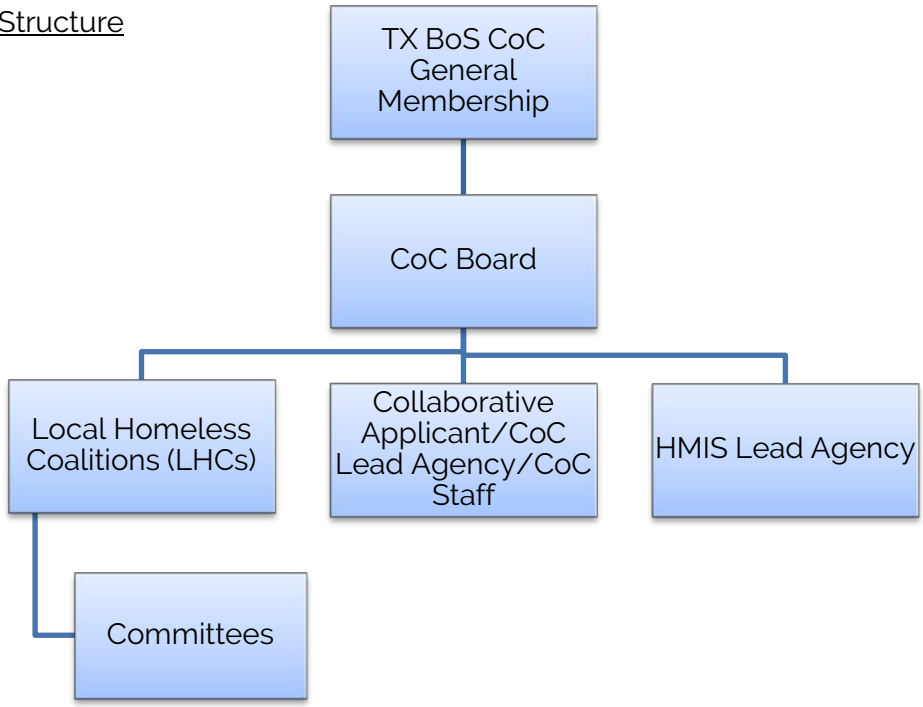
The geographic area of the TX BoS CoC includes 215 counties throughout the State of Texas. Within those counties, approximately 25 Local Homeless Coalitions (LHCs) conduct local CoC planning, housing and service development and delivery, and evaluation, as well as CoC-wide activities through the LHC Chairs, the CoC Board, and CoC committees. (See, in Appendix A, a map of Texas CoCs, a list of counties in the TX BoS CoC, and a map of Local Homeless Coalitions (LHCs) within the TX BoS CoC.)

The TX BoS CoC consists of:

- CoC General Members
- CoC Board
- Local Homeless Coalitions (LHCs)
    - CoC Standing Committees
    - CoC Ad Hoc Committees
- CoC Collaborative Applicant
- CoC HMIS Lead Agency
- CoC Lead Agency and staff support

(See the CoC Membership Chart in Appendix B.)

Governance Structure



The TX BoS CoC has established a board to act on its behalf. The Board is responsible to the membership, and the membership must ratify policies and procedures.

The Local Homeless Coalitions (LHCs) inform the TX BoS CoC Board and staff on a regular basis about activities, housing and services, and performance of homeless services in their respective communities. The Board uses information from the LHCs when considering taking action.

The CoC has standing committees and may have ad hoc committees needed to fulfill CoC requirements and enhance the functioning and effectiveness of the CoC.

The TX BoS CoC has designated, and the CoC Board has approved, the Texas Homeless Network (THN) as the Collaborative Applicant for the TX BoS CoC. As such, THN is also the applicant/grantee for HUD Continuum of Care (CoC) Program funds for CoC Planning. The TX BoS CoC Board has not established the Collaborative Applicant as a Unified Funding Agency (UFA). (See the TX BoS CoC's MOU for the Lead Agency in Appendix C.)

The TX BoS CoC has selected, and the CoC Board has approved, Texas Homeless Network to serve as the CoC Lead Agency and to provide staff support. THN staff members provide staff support to all other CoC committees and workgroups. (See the TX BoS CoC's MOU with the Lead Agency in Appendix C.)

The TX BoS CoC has designated, and the CoC Board has approved, THN as the Homeless Management Information System (HMIS) Lead Agency for the TX BoS CoC.

The business address for the TX BoS CoC is: Texas Balance of State Continuum of Care, Texas Homeless Network, 1713 Fortview Road, Austin, Texas 78704

Group	Details
CoC General Membership	The General Membership represents persons experiencing or at risk of homelessness, providers of homeless services, and other relevant organizations and community stakeholders to establish a Continuum of Care and a CoC Board, and to fulfill the CoC's responsibilities, as required by HUD. The responsibilities of the CoC may be completed by the membership at large, or through delegation to the CoC Board, CoC committees and work groups, the CoC Lead Agency, or other groups. TX BoS CoC members are those organizations and persons participating in local homeless planning efforts in the BoS CoC's geographic area, including Local Homeless Coalitions (LHCs); persons participating in the work of the TX BoS CoC Board, and/or committees; and persons included in the CoC e-mail communication list maintained by CoC staff.
CoC Board	The CoC Board is the primary decision-making body for the TX BoS CoC. Board members determine the policy direction of the CoC and ensure that the CoC fulfills its responsibilities as assigned by HUD. Additionally, the Board oversees and approves the work of CoC committees and workgroups. The Board will consist of fifteen members The CoC will ensure that the CoC Board, its chair, and any persons acting on behalf of the Board comply with a code of conduct and with conflict-of-interest requirements and recusal processes. The CoC Board and CoC staff will strive to ensure broad representation among the 15 positions, including community stakeholders from around the CoC's geographic area and agency staff representing the major homeless subpopulations. Individual Board members may represent multiple sectors or stakeholders. Board members are elected by the full CoC membership at the CoC General Meeting held in the Fall of each year. Board members will serve staggered terms of two years so that every year, half of the positions will stand for election. Terms begin October 1st and end September 30th of the following year. See the TX BoS CoC Board Responsibilities Policy and Procedures (located in the TX BoS CoC Policies and Procedures at thn.org).
Local Homeless Coalitions (LHCs)	The Local Homeless Coalitions (LHCs) are the lead workgroups responsible for managing community planning, coordination, and evaluation to ensure that the system of homeless services and housing rapidly ends people's homelessness permanently. This includes planning for the use of HUD HEARTH CoC resources and coordinating these funds with other resources in their communities.

	Local Homeless Coalitions (LHCs) include representatives of relevant organizations, e.g., homeless services providers, victim services providers, medical services, law enforcement, school districts, and agencies serving other homeless subpopulations.
CoC Standing Committees	While decisions for the Continuum will be made by the Board, the work of the Continuum will generally be carried out by LHCs and committees and, as appointed by committees, subcommittees. Committees shall not make any policy or funding-related decisions. Committees may make recommendations to the RPG, and those recommendations for voting approval by the CoC Board. The Board will establish standing committees as necessary to ensure all CoC responsibilities are fulfilled according to HUD regulations. Each standing committee will be led by a Chair and a Co-Chair. Committee members may be members of the Board, LHC members and/or other stakeholders. Each standing committee will also have a staff liaison from the CoC Lead Agency, THN.
CoC Ad Hoc Committees	The CoC Board forms short-term workgroups on an as-needed basis to accomplish certain tasks. Ad hoc committee membership will vary depending on the particular needs of the group. Each ad hoc committee will be led by a Chair and a Co-Chair. Other committee members may be other members of the Board, LHC members, and/or other stakeholders. Each ad hoc committee will also have a staff liaison from the CoC Lead Agency, THN.
CoC Collaborative Applicant	Texas Homeless Network is designated by the TX BoS CoC to apply for grants from HUD and other governmental and philanthropic organizations on behalf of the TX BoS CoC. For the Texas BoS CoC, the collaborative applicant is also the CoC Lead Agency and support staff.
CoC HMIS Lead	Texas Homeless Network is designated by the TX BoS CoC to operate an HMIS system on its behalf. THN serves as the HMIS project grantee under the CoC Program and is responsible for managing all aspects of the TX BoS CoC HMIS and ensuring it meets all federal requirements.
CoC HMIS System	The Texas Balance of State CoC has designated Client Track as the single HMIS system for meeting HUD client level data collection and reporting.
CoC Lead Agency and Staff Support	Texas Homeless Network has been selected by the TX BoS CoC to serve as the CoC Lead Agency to provide staff support to the Board and committees that constitute the CoC. The lead agency performs a variety of necessary functions such as performance monitoring, engagement and education of stakeholders, and submission of the annual collaborative CoC Program grant application. THN manages all aspects of the CoC, including ensuring all federal CoC Program requirements are met.

Code of Conduct, Conflict of Interest, and Recusal Process

In order to maintain high ethical standards, HUD requires the CoC Board, the Board Chair(s), and any person acting on behalf of the Board to comply with a code of conduct and conflict of interest and recusal requirements. All Board members will annually complete and sign a *Code of Conduct* (see Appendix D) and a *Conflict of Interest Form* (see Appendix E) that identifies any conflicts of interest that a member has, including association with organizations that may have a financial interest in business items coming before the CoC Board.

Board members with actual or perceived conflicts of interest must also identify them as they arise. Board members shall report such conflicts of interest to the Board and recuse themselves from discussions or resulting decisions on issues where a conflict of interest exists. No member of the Board shall participate in or influence decisions concerning the award of a grant or other financial benefits to the member or the organization that the member represents. This includes all decisions with respect to funding, awarding contracts, and implementing corrective actions.

Compliance with CoC and HMIS Regulations

The Charter includes or references policies and procedures needed to comply with Subpart B of the Continuum of Care Interim Rule (24 CFR 578) associated with establishing and operating a CoC, and with Homeless Management Information Systems (HMIS) requirements prescribed by HUD. Detailed policies and procedures are included in the TX BoS CoC's Policies and Procedures Manual. The CoC Governance Charter and CoC Policies and Procedures Manual includes written policies and procedures that document:

- Protocols for full CoC meetings, including frequency of meetings and process for publication of agenda prior to the meeting;
- Minimum standards for inviting new members to join the CoC;
- The process for establishing committees, subcommittees, or workgroups to fulfill the CoC's responsibilities;
- Policies for monitoring CoC recipients' and subrecipients' performance and evaluating outcomes for the CoC and ESG recipients;
- A plan to coordinate the implementation of a housing and service system within the Texas Balance of State geographic area;
- The process for conducting point-in-time (PIT) counts and housing inventory counts (HIC) of homeless persons and bed capacity; and
- The process for the development of the annual HUD CoC Program application, including the process for CoC approval of the submission of an application, priorities for funding projects, a process for establishing or revising adopted priorities, and use of planning funds.

Approval, Annual Review, and Updates

In consultation with the Collaborative Applicant/CoC Lead Agency and the HMIS Lead Agency, this Charter shall be adopted at a regular TX BoS CoC General Meeting by a simple majority (at least 51%) affirmative vote of the members present and determined eligible to vote.

The Charter may be thereafter amended at a regular TX BoS CoC General Meeting by a simple majority (at least 51%) affirmative vote of the members present and determined eligible to 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.

TX BoS CoC Board and membership will annually review and update, as necessary, the TX BoS CoC Charter, in consultation with the Collaborative Applicant/CoC Lead Agency and the HMIS Lead Agency.

TEXAS HOMELESS NETWORK

TX BoS CoC Governance Charter
Nominee Information and Ballot

I, Carol Gresham, served on the TX BoS CoC Board for the 2014-15 program year, from October 1, 2014, through September 30, 2015. I verify that the CoC Board approved the CoC Governance Charter during the CoC Board Meeting on March 25, 2015, as evidenced by the CoC Board Meeting minutes from 3/25/2015.

This signed verification will be attached to the Governance Charter approved 3/25/2015.

Carol Gresham

Signature

9-12-2016

Date

Appendices

Appendix A TX BoS CoC Map

Appendix B TX BoS CoC Membership Chart

Appendix C Memorandum of Understanding (MOU) Regarding the CoC Collaborative Applicant/Lead Agency and Staff Support

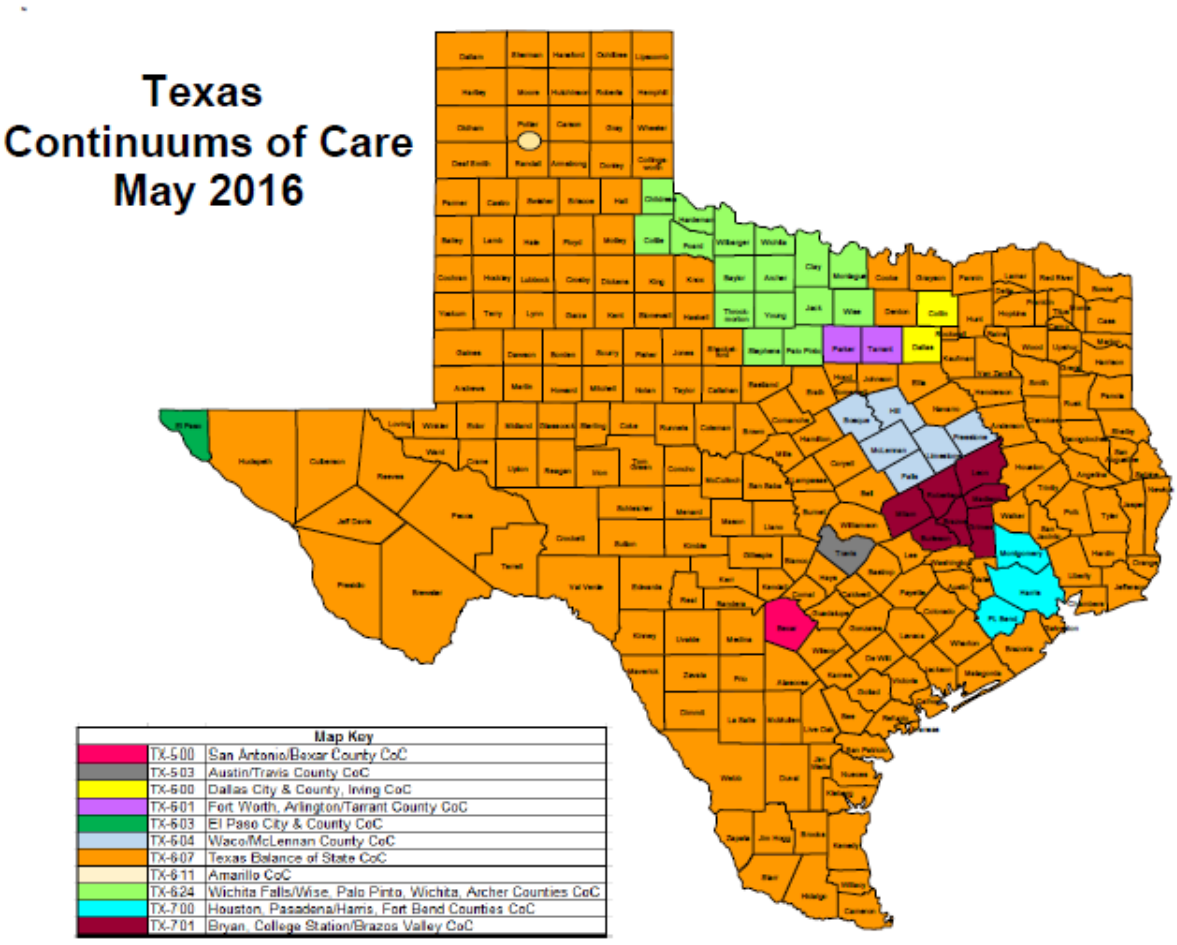
Appendix D TX BoS CoC Board Code of Conduct

Appendix E TX BoS CoC Conflict of Interest Statement

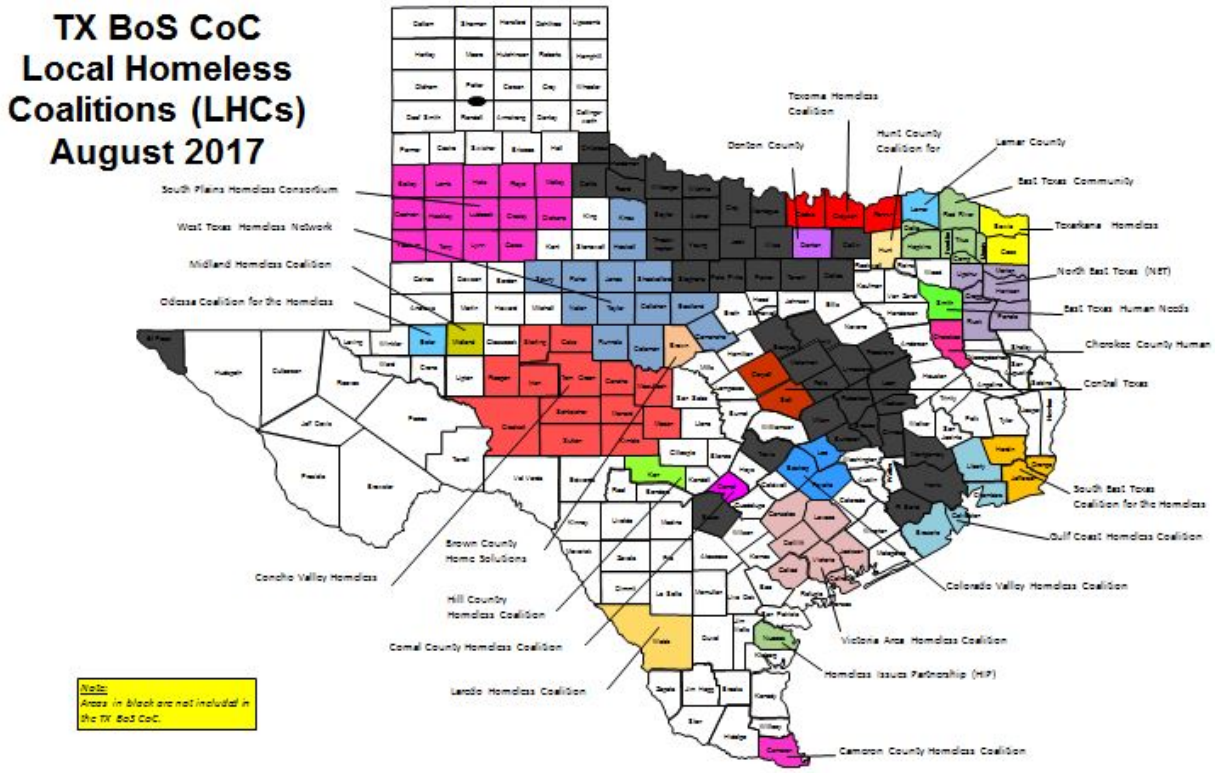
Appendix A

TX BoS CoC Map

Counties colored in orange are in the TX BoS CoC.

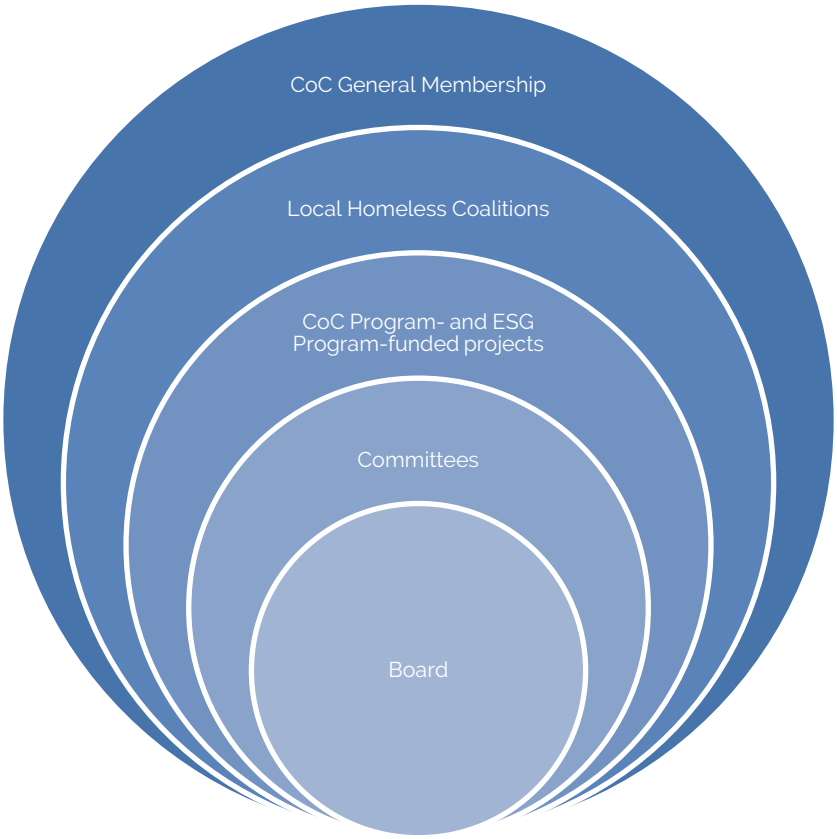


Texas Balance of State Continuum of Care (TX BoS CoC) -- 215 Counties September 2016				
Anderson	Culberson	Hidalgo	Mason	Scurry
Andrews	Dallam	Hockley	Matagorda	Shackelford
Angelina	Dawson	Hood	Maverick	Shelby
Aransas	De Witt	Hopkins	McCulloch	Sherman
Armstrong	Deaf Smith	Houston	McMullen	Smith
Atascosa	Delta	Howard	Medina	Somervell
Austin	Denton	Hudspeth	Menard	Starr
Bailey	Dickens	Hunt	Midland	Sterling
Bandera	Dimmit	Hutchinson	Mills	Stonewall
Bastrop	Donley	Irion	Mitchell	Sutton
Bee	Duval	Jackson	Moore	Swisher
Bell	Eastland	Jasper	Morris	Taylor
Blanco	Ector	Jeff Davis	Motley	Terrell
Borden	Edwards	Jefferson	Nacogdoches	Terry
Bowie	Ellis	Jim Hogg	Navarro	Titus
Brazoria	Erath	Jim Wells	Newton	Tom Green
Brewster	Fannin	Johnson	Nolan	Trinity
Briscoe	Fayette	Jones	Nueces	Tyler
Brooks	Fisher	Karnes	Ochiltree	Upshur
Brown	Floyd	Kaufman	Oldham	Upton
Burnet	Franklin	Kendall	Orange	Uvalde
Caldwell	Frio	Kenedy	Panola	Val Verde
Calhoun	Gaines	Kent	Parmer	Van Zandt
Callahan	Galveston	Kerr	Pecos	Victoria
Cameron	Garza	Kimble	Polk	Walker
Camp	Gillespie	King	Potter	Waller
Carson	Glasscock	Kinney	Presidio	Ward
Cass	Goliad	Kleberg	Rains	Washington
Castro	Gonzales	Knox	Randall	Webb
Chambers	Gray	La Salle	Reagan	Wharton
Cherokee	Grayson	Lamar	Real	Wheeler
Cochran	Gregg	Lamb	Red River	Willacy
Coke	Guadalupe	Lampasas	Reeves	Williamson
Coleman	Hale	Lavaca	Refugio	Wilson
Collingsworth	Hall	Lee	Roberts	Winkler
Colorado	Hamilton	Liberty	Rockwall	Wood
Comal	Hansford	Lipscomb	Runnels	Yoakum
Comanche	Hardin	Live Oak	Rusk	Zapata
Concho	Harrison	Llano	Sabine	Zavala
Cooke	Hartley	Loving	San Augustine	
Coryell	Haskell	Lubbock	San Jacinto	
Crane	Hays	Lynn	San Patricio	
Crockett	Hemphill	Marion	San Saba	
Crosby	Henderson	Martin	Schleicher	


TX BoS CoC
Local Homeless
Coalitions (LHCs)
August 2017
South Plains Homeless Consortium
West Texas Homeless Network
Midland Homeless Coalition
Odessa Coalition for the Homeless
Concho Valley Homeless
Brown County
Home Solutions
Hill Country
Homeless Coalition
Comal County Homeless Coalition
Laredo Homeless Coalition
Texoma Homeless
Coalition
Denton County
Hunt County
Coalition for
Lamar County
East Texas Community
Texarkana Homeless
North East Texas (NET)
East Texas Human Needs
Cherokee County Human
Central Texas
South East Texas
Coalition for the Homeless
Gulf Coast Homeless Coalition
Colorado Valley Homeless Coalition
Victoria Area Homeless Coalition
Homeless Issues Partnership (HIP)
Cameron County Homeless Coalition
Note:
Areas in black are not included in
the TX BoS CoC.

Appendix B

TX BoS CoC Membership Chart



Appendix C

Memorandum of Understanding
for the CoC Collaborative Applicant/CoC Lead Agency/HMIS Lead Agency

Continuum of Care Lead Agency Memorandum of Understanding
between
Texas Balance of State Continuum of Care (TX BoS CoC) Board and
Texas Homeless Network (THN) Board of Directors
Approved March 25, 2015
Updated September 6, 2016
Updated August 23, 2017

I. PURPOSE AND BACKGROUND

The purpose of this Memorandum of Understanding (MOU) is to confirm agreements related to the role of THN as the Lead Support Agency for the Texas Balance of State Continuum of Care (TX BoS CoC). This MOU is between the TX BoS CoC, as represented by its governing body, the CoC Board, and Texas Homeless Network (THN), as represented by its board of directors. This MOU establishes THN as the Lead Agency for the CoC, defines general understandings, and defines the roles and specific responsibilities of each party relating to key aspects of the operation of the CoC.

This MOU is an effort to ensure a mutual understanding and strengthening of our joint partnership to end homelessness in the TX BoS CoC. An annual work plan will be drafted which will detail specific lead agency annual goals, outcomes, and work products with the corresponding sources and uses of funding intended to support the work of the BoS CoC. This work plan will be approved by both entities engaged in this Memorandum of Understanding.

II. DURATION and RENEWAL

Except as provided in Section VII Termination, the duration of this MOU shall be from September 1, 2016 through August 31, 2017. This agreement shall renew automatically for 12-month periods, following the CoC's fiscal year (September through August) unless either party gives notification pursuant to Section VII Termination.

III. GOVERNANCE AND PARTICIPATION

1. CoC Authority

The CoC Program is authorized by subtitle C of Title IV of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11381-11389), as amended by the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act). The program is designed to:

- Promote a communitywide commitment to the goal of ending homelessness;
- Provide funding for efforts by nonprofit providers, States, and local governments to quickly rehouse homeless individuals (including unaccompanied youth) and families, while minimizing the trauma and dislocation caused to individuals, families, and communities by homelessness;
- Promote access to and effective utilization of mainstream programs by homeless individuals and families; and
- Optimize self-sufficiency among individuals and families experiencing homelessness.

A CoC is a geographically-based group of representatives that carries out the planning responsibilities of the Continuum of Care program, as defined by regulation. The CoC is designed to address the critical problem of homelessness through a coordinated community-based process that identifies needs and builds a system of housing and services to address those needs. The geographic area of the TX BoS CoC, as defined by the U.S. Department of Housing and Urban Development (HUD), includes 215 counties in Texas, as of August 2017.

The CoC's oversight and governance responsibilities are carried out by its Board. The Board is responsible for oversight of the CoC processes, planning, and outcomes required by HUD. Its structure and members' roles and responsibilities can be found in the TX BoS CoC's Governance Charter and in the CoC Policies and Procedures.

1. Collaborative Applicant Designation

The CoC designates THN as the Collaborative Applicant. In this role, THN will apply for grants, including grants from HUD such as Continuum of Care Program funding, on behalf of the TX BoS CoC. For the TX BoS CoC, the Collaborative Applicant is also the CoC Lead Agency and CoC support staff.

2. Lead Agency Designation

The CoC designates THN as the Lead Agency to manage the required HUD processes on its behalf; to strategically and systematically address homelessness; to help providers of services and housing to perform successfully; to aim for the maximum amount of funds available to the jurisdiction; and to ensure that the CoC is in compliance with all applicable HUD rules and regulations. THN performs these tasks at the direction of the CoC through the CoC Board.

3. Homeless Management Information System (HMIS) Lead Agency Designation

The CoC designates THN as the HMIS Lead Agency to operate the HMIS to ensure high data quality and other HUD HMIS compliance requirements of all HUD CoC Program projects and other projects required to use HMIS in the TX BoS CoC. THN performs these tasks at the direction of the CoC, through its Board.

The CoC has designated ClientTrack as the single HMIS for meeting HUD client-level data collection and reporting requirements.

IV. GENERAL UNDERSTANDINGS

1. HUD CoC Program

The CoC authorizes THN to apply for HUD CoC Program funds on behalf of the CoC. The HUD CoC Program Interim Rule, CoC Program Notice of Funding Availability (NOFA), grant agreement and applicable rules govern the terms and uses of HUD funds.

2. HMIS

The CoC authorizes THN to manage the HMIS consistent with all HUD requirements.

3. Compliance with HUD Requirements

It is the CoC's responsibility to ensure that the Lead Agency—THN—is operating in compliance with HUD regulations, notices, standards and other applicable laws. The parties agree to update this MOU, as provided in Section VI Amendment/Notices; other operational documents; and practices and procedures, in order to comply with any updates to these standards established in notices or other guidance, within the HUD-specified timeframe for such changes.

4. CoC Program "Planning Funds" Grant

In support of the services provided as the CoC Lead Agency, the CoC authorizes THN to apply for the maximum allowable "planning funds" grant during each CoC Program funding cycle, as designated by HUD.

5. HMIS Financial Support

In support of the services provided as the HMIS Lead Agency, the CoC authorizes THN to apply for CoC Program grant(s), as needed, and to charge agencies user license fees and/or program fees.

V. SPECIFIC RESPONSIBILITIES OF THE PARTIES

1. CoC Responsibilities

The Texas Balance of State Continuum of Care is a collaborative, inclusive, community-based process for planning and managing homeless assistance resources and programs effectively and efficiently, in order to end homelessness in the jurisdiction. It is governed by the CoC Board which comprises 15 members representing various stakeholders within the Continuum. The CoC Board serves as the lead governance body, providing oversight, direction, policy setting, and guidance regarding homeless planning and resources in the jurisdiction.

In this agreement, the CoC agrees to:

- Work to secure the funds and resources needed by THN for its work outlined in the Lead Agency Annual Work Plan;
- Develop, follow, and update annually a governance charter for the CoC;
- Establish a CoC Board to act on behalf of the CoC, using a CoC-adopted written process that must be reviewed, updated, and approved at least once every five years;
- Act as the primary decision-making group, through the CoC Board, for the TX BoS CoC;

- Collaborate to secure and align local public and private funds, state funds, and federal funds to prevent and end homelessness;
- Increase public awareness of homelessness and related issues;
- Maintain CoC operations through calling/holding meetings; creating and providing meeting agendas and minutes; establishing and implementing a strategic plan and planning process; creating and monitoring of committees; and other activities with the support of the Lead Agency, as specified in this agreement and in the Lead Agency Annual Work Plan;
- Support THN and local communities with the annual HUD CoC Program application, the Annual Point-in-Time (PIT) count, the Housing Inventory Count (HIC), Annual Homeless Assessment Report (AHAR), HUD regulation compliance, collaboration with Emergency Solutions Grant (ESG) recipients and subrecipients, and other mutually agreed upon goals to maximize CoC Program application funding and overall performance of the CoC;
- Collaboration with ESG Recipients and other Consolidated Plan jursidictions:
    - Establish and operate a Coordinated Entry (CE) process;
    - Establish and consistently follow written standards for providing homeless assistance;
    - Consult with ESG program recipients on the plan for allocating ESG funds;
    - Report on and evaluate the performance of ESG program recipients and subrecipients; and
    - Provide information required to complete HUD's Consolidated Plans within the TX BoS CoC's geographic area.
- Oversee required planning processes and establish priorities for funding;
- Develop a plan that coordinates the implementation of a housing and service system in the geographic area that meets the needs of individuals and families in homeless situations;
- Set priorities and system performance expectations, including establishing performance targets appropriate for population and program type; monitor system progress on Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) goals, as measured by the System-wide Performance Measures and the Point-in-Time (PIT) Count; and provide assistance to improve performance;
- Ensure data is provided by all HUD CoC Program-funded projects and other projects required to participate in a Homeless Information Management System (HMIS) selected by the CoC, and encourage participation of critical non-HUD funded agencies in using the HMIS selected by the CoC;
- Ensure Continuum of Care members, including Board members and Local Homeless Coalition (LHC) members, are kept apprised of activities occurring on their behalf, through a process of open and fair communications;
- Ensure fair, objective, and transparent processes are in place for priority-setting and funding decisions;

- Ensure that any potential and/or perceived conflicts of interest are addressed in an effective, open, and timely manner;
- Ensure the implementation and ongoing operation of a Coordinated Entry process; and
- Ensure the development of and compliance with written standards for providing homeless assistance within the CoC.

2. Texas Homeless Network (THN) Responsibilities

In this agreement, THN agrees to:

- Serve as the CoC Lead Agency and staff support with responsibility for the following areas:

  - <u>CoC Planning</u>
    - Facilitate the development of a plan that coordinates the implementation of a housing and service system in each geographic area that meets the needs of homeless individuals and families;
    - Coordinate and facilitate collaboration among agencies to ensure successful planning and partnership in the CoC;
    - Coordinate planning with local homeless services planning bodies including Local Homeless Coalitions (LHCs), ESG Program recipients, and other key stakeholders;
    - Ensure that planning and priority-setting processes are in place and occur as planned and per requirements;
    - Analyze feedback from HUD on the CoC Consolidated Application and identify ways to maximize CoC Program funding;
    - Recruit stakeholders to participate in CoC planning and committees to ensure broad awareness and participation;
    - Advertise committee and other work group meetings;
    - Coordinate and staff committees and other work groups, upon request and when staff resources are available;
    - Research and produce planning materials, including best practices; and
    - Publish committee minutes and materials on the CoC page of THN's website in a timely manner.

  - <u>CoC Board</u>
    - Assist with the establishment of a CoC Board to act on behalf of the CoC;
    - Coordinate Board meetings by communicating meeting dates, times, and meeting materials to CoC Board members;
    - Email materials and minutes to CoC Board members in a timely manner; and
    - Assist with developing, following, annually reviewing, and updating, as needed, the CoC's governance charter.

- CoC General Meetings

    - Coordinate with Local Homeless Coalitions (LHCs) within the CoC via LHC Chairs
    - Advertise and coordinate CoC General Meetings by posting meeting dates, times, and meeting materials on the THN's TX BoS CoC webpage;
    - Publish materials and minutes on THN's TX BoS CoC webpage or via the CoC's email list in a timely manner; and
    - Provide staff support in other ways that the LHCs request, upon request and when staff resources are available.

- CoC Standing Committees and Ad Hoc Committees
    - Assist with the establishment of committees;
    - Provide a staff liaison to each committee;
    - Coordinate committee meetings by assisting the Chair and/or Co-Chair with communications;
    - Provide staff support in other ways that the committees request, upon request and when staff resources are available.

- HUD's Continuum of Care (CoC) Program Application
    - Prepare and submit the Grant Inventory Worksheet (GIW), in collaboration with HUD and CoC Program-funded projects, to ensure accurate accounting of grants and receipt of all renewal funds;
    - As the CoC's Collaborative Applicant, prepare and submit the annual Consolidated Application for HUD's CoC Program Competition, including the CoC Application component;
    - Prepare and submit a Project Application for the CoC's HMIS project;
    - Prepare and submit a Project Application for the CoC Planning project;
    - Develop and manage the application, evaluation, and ranking processes for applications for renewal projects and new projects, in accordance with CoC Program Competition NOFAs;
    - Support application review committees; and post the CoC Application portion of the Consolidated Application and related materials online, as required by HUD.

- HMIS Lead Agency
    - Serve as the HMIS Lead Agency, operating the HMIS to ensure high data quality and other HUD HMIS compliance requirements of all HUD CoC Program-funded projects and other projects required to use the HMIS in the TX BoS CoC;

- Ensure the development of and compliance with policies and procedures for HMIS Governance, Data Security and Privacy, and Data Quality and Software Functionality according to HUD guidelines.
- Complete the AHAR;
- Assist HMIS users with preparing Annual Performance Reports (APRs);
- Provide overall staffing for HMIS administration;
- Operate HMIS effectively and efficiently, based on the available funding sources, as approved;
- Comply with all HUD HMIS standards and other applicable laws;
- Develop a process for measuring System Wide Performance Measures and provide reports on a minimum quarterly basis and
- Apply for CoC Program funds, as needed, and charge agencies user license fees and/or program fees.

See the TX BoS CoC's HMIS Policies and Procedures and related documents for more details.

- Point in Time (PIT) Count, Housing Inventory Count (HIC), and Needs Assessment
  - Coordinate with LHCs and with other stakeholders in BoS CoC communities to conduct the Point-in-Time (PIT) count;
  - Coordinate with LHCs and use HMIS data to provide the corresponding Housing Inventory Count (HIC) data; and
  - Coordinate unmet needs and/or gaps assessments.

- CoC Program Performance Evaluation
  - Assist the CoC with establishing performance targets appropriate for population and program type;
  - Collect and report on HUD program performance data through analysis of HMIS and AHAR data;
  - Provide staff for performance evaluation of CoC Program-funded projects;
  - Compile and prepare results to report, at least two times per year to the CoC Board;
  - Ensure open and fair methods of communication and processes in the monitoring of projects' performance; and
  - Provide and/or arrange for training and technical assistance on topics of relevance to the CoC and for agencies not meeting CoC performance standards.

- Collaboration with ESG Recipients
  - Establish and operate a Coordinated Entry (CE) process;
  - Establish and consistently follow written standards for providing homeless assistance;

- Consult with ESG program recipients within the BoS CoC on the plans for allocating ESG funds;
- Report on and evaluate the performance of ESG program recipients and sub recipients; and provide information required to complete HUD's Consolidated Plans within the TX BoS CoC's geographic area.

- HUD Regulations
  - Keep current and informed, and educate CoC members, on relevant changes in HUD rules and regulations.

- Miscellaneous
  - Perform other activities, as defined by the Lead Agency Annual Work Plan.

VI. AMENDMENT/NOTICES

This MOU may be amended in writing by either party and is in effect upon signature of both parties. Notices shall be mailed, e-mailed or delivered to:

1. Designated Representative of the TX BoS CoC Continuum of Care Board; and
2. Executive Director of the Texas Homeless Network, for signature by the Chair of the THN Board of Directors.

VII. TERMINATION

Either party may terminate this MOU at a date prior to the renewal date specified in this MOU by giving 120 days written notice to the other party. If the funds relied upon to undertake activities described in this MOU are withdrawn or reduced, or if additional conditions are placed on such funding, any party may terminate this MOU within 30 days by providing written notice to the other party. The termination shall be effective on the date specified in the notice of termination.

SIGNATURES:

Authorized Signatory,
TX BoS Continuum of Care Board

Jesse Elizondo
Printed Name

9-5-2017
Date

Chair,
Texas Homeless Network Board of Directors

Marilyn L. Brown
Printed Name

9-12-17
Date

Appendix D

TX BoS CoC Board Code of Conduct

Board of Directors

Officers
Chair
Marilyn Brown
Houston
Vice Chair
Teri Holtkamp
Waco
Secretary
Karlene Lewis
Corpus Christi
Treasurer
Anne Budill
Richmond
Past President
Lynne Sipiora
McKinney

Members
Michaelle Wormly
Galveston
Todd Shell
Houston

President & CEO
Eric Samuels
Austin

Joint Code of Conduct
For all Employees, Officers, and Agents of THN and the TX BoS CoC

No employee, officer, or agent, or any member of his or her immediate family, his or her partner, or an organization that employs any of the indicated parties, may participate in the selection, award, or administration of a contract supported by a Federal award if he or she has a real or apparent conflict of interest.

No employee, officer, or agent, or any member of his or her immediate family, his or her partner, or an organization that employs any of the indicated parties, may solicit or accept gifts or gratuities, or a series of gifts or gratuities, in excess of $25.

Violation of the Code of Conduct will result in appropriate administrative and disciplinary actions being taken.

Additional Provisions by Entity

For the THN Board of Directors

I. Purpose
It is imperative to the success of the Corporation that there be a fully informed and responsive Executive Committee and Board. To accomplish this end, all Board members shall conduct themselves at all times in the best interest of the Corporation. In this regard, each Board member shall abide by the following "Code of Ethics." While no code or set of rules can be framed which will particularize all the duties of a Board member, the following code of ethics shall serve as a general guide.

II. Code of Ethics
It is imperative to the success of the Corporation that there be a fully informed, responsive, and reasonable Executive Committee and Board. To accomplish this end, all Board members shall conduct themselves at all times in the best interest of the Corporation. In this regard, each Board member shall abide by the following "Code of Ethics." While no code or set of rules can be framed which will particularize all the duties of a Board member, the following code of ethics shall serve as a general guide. The enumeration of particular duties should not be construed as a denial of the existence of others equally imperative, though not specifically mentioned.

III. Conflicts of Interest

A. Financial Interests. Each Director, Officer, and committee member shall fully disclose any and all financial interests involving themselves or one of their family members in regard to any matter which is presented to the Board or a committee for a vote and shall abstain from voting on such matters. "Financial interests" include, but are not limited to:

1. An ownership, investment interest, or compensation arrangement with any entity with which the Corporation has a transaction or arrangement;

2. A compensation arrangement with the Corporation or with any entity or individual with which the Corporation has a transaction or arrangement; or
3. A potential ownership, investment interest, or compensation arrangement with any entity or individual with which the Corporation is negotiating a transaction or arrangement, including a commission or fee, share of the proceeds, the prospect of promotion or profit, or any other form of financial reward.

B. Family Relationships. The term "family member" as used herein includes: parents, in-laws, children, siblings, spouses, aunts, uncles, nieces, and nephews.

C. Duty to Disclose. In connection with the actual or potential conflict of interest, an interested person must disclose the existence of his financial interest and all material facts to the Directors and members of committees with board-delegated powers considering the proposed transaction or arrangement.

D. Determining Whether a Conflict of Interest Exists. After disclosure of the financial interest and all material facts, and after any discussion with the interested person, the interested party shall leave the board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists. E. Procedures for Addressing the Conflict of Interest

1. An interested person may make a presentation at the board or committee meeting, but after such presentation, he shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement that results in the conflict of interest.
2. The President or Chair of a committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
3. After exercising due diligence, the board or committee shall determine whether the Corporation can obtain a more advantageous transaction or arrangement with reasonable efforts from a person or entity that would not give rise to a conflict of interest.
4. If a more advantageous transaction or arrangement is not reasonably attainable under circumstances that would not give rise to a conflict of interest, the board or committee shall determine by a majority vote of the disinterested Directors whether the transaction or arrangement is in the Corporation's best interest and for its own benefit and whether the transaction is fair and reasonable to the Corporation. The Corporation shall make its decision as to whether to enter into transaction or arrangement in conformity with such determination.

F. Violations of the Conflict of Interest Policy

1. If the board of committee has reasonable cause to believe that a person has failed to disclose actual or possible conflicts of interest, it shall inform the person of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.

2. If, after hearing the response of the person and making such further investigation as may be warranted in the circumstances, the board or committee determines that the person has in fact failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

G. Recordings and Proceedings.
The minutes of the board and committees with board delegated powers shall contain:

1. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the board's or committee's decision as to whether a conflict of interest in fact existed; and
2. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection therewith.

IV. Gifts
Directors and employees of the Corporation may not receive a gift, or a series of gifts, valued at more than $25 from contractors or businesses who have performed services for the Corporation within the past 12 months without prior approval of a majority vote of disinterested Directors.
Directors and employees of the Corporation shall also gain approval by majority vote of disinterested Directors to personally employ contractors and businesses which have performed services for the Corporation within the past 12 months.

V. Additional Provisions

1. Directors shall put forth their best effort to attend all meetings and constructively participate in the meetings.
2. Directors shall be responsible for insuring that adequate and correct information is presented to their constituents and the public.
3. Directors shall exercise good judgment in the control and use of confidential information that may from time to time come into their possession. No Director shall use confidential information gained by reason of being a member of the Board of Directors for personal gain to the detriment of the Corporation.
4. Each Director shall serve as a public relations agent for the Corporation and therefore shall work diligently and properly to promote its goals and objectives while keeping abreast with its overall progress.
5. Except for voting at properly called meetings of the Board of Directors, board members shall refrain from entering into the direct day-to-day administration of the program unless they are doing so upon express authority given to them by Resolution of the Board of Directors.
6. The Executive Committee shall be charged with the responsibility of reviewing any allegations of Directors violating this code or acting in any way which is detrimental to the success of the Corporation and make recommendations to the full Board for final action.

VI. Annual Statement
Each Director, officer, and committee member with board-delegated powers shall annually sign a statement which affirms that such person:

1. Has received a copy of the Code of Ethics/Conflicts of Interest policy;
2. Has read and understands the policy;
3. Has agreed to comply with the policy; and

4. Understands that the Corporation is a charitable organization and that in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

For THN Employees

Full-time employees should consider their employment with THN as their primary employment and all employees must refrain from any activity that might be construed as a conflict of interest.

Employees may have outside employment or business interests so long as these do not interfere with job performance. Employees are expected to inform their supervisor of outside employment or business interests.

To avoid conflict of interest, you may not work for a vendor or contractor supplying services to THN, within the State of Texas.

Any outside employment or fees earned for consultation, speaking, or presentation done on agency time shall be paid to the organization.

For the TX BoS CoC Board of Directors

Section 1- Conflict of Interest

Members of the Texas Balance of Sate Continuum of Care Board may not participate in decisions nor votes concerning the selection, award, or administration of a contract supported by a Federal award, or provision of financial benefits, if a real or apparent conflict of interest exists. Such a conflict would arise when the Board Member, any member of his or her immediate family, his or her partner, or an organization that employs or is about to employ any of the parties indicated herein, has a financial or other interest in an agency selected for an award.

Section 2 – Acceptance of Gifts or Favors

A Board Member shall neither solicit nor accept gratuities, favors, gifts, or a series of gratuities, favors, or gifts in excess of $25, from applicants for Federal awards, grantees, contractors, or parties to sub agreements where the receipt would either compromise impartial performance or give the appearance of compromising impartial performance.

Section 3 – Fraud Intolerance

3.1 The term fraud refers to, but is not limited to: intentionally entering false or erroneous information into electronic software systems; any dishonest or fraudulent act; forgery or alteration of any official document; misappropriation of funds, supplies, or Continuum of Care materials; improper handling or reporting of money or financial transactions; profiting by self or others as a result of inside knowledge; destruction or intentional disappearance of records, furniture, fixtures, or equipment; accepting or seeking anything of material value from vendors or persons providing services or materials to the Continuum of Care for personal benefit; or any similar or related irregularities.

3.2 Fraudulent acts will not be tolerated and may result in termination from Board membership. Fraudulent acts will be pursued to the fullest extent and may result in criminal charges.

3.3 A Board Member who has reason to believe that there may have been an instance of fraud, improper action, or other illegal act in connection with a Continuum of Care program, function or activity shall report it immediately to the CoC Board and to Texas Homeless Network's President/CEO.

3.4 Improper actions are actions undertaken by a Board Member in the performance of their official duties that:

(a) Are in violation of any federal, state, or local law; or
(b) Constitute an abuse of authority; or
(c) Create a substantial, specific danger to public health or safety; or
(d) Constitute a misuse of Continuum of Care funds; or
(e) Represent a conflict of interest.

3.5 Reported incidences will be investigated as expeditiously as possible by the CoC Board and Texas Homeless Network's President/CEO, as appropriate. When an investigation confirms that fraud or an illegal act(s) has occurred, appropriate corrective action will be taken.

Acknowledgement

I have read and understand the Joint Code of Conduct. I agree to promptly report any actual or potential conflicts of interest that arise in my conduct of the business of THN and the TX BoS CoC.
I accept the terms of this Code of Conduct and understand that failure to comply with it may result in dismissal from the Board, termination of employment, or termination of contract, and appropriate legal action.

_____ _____
Printed Name Date

_____
Signature

Appendix E

Board Member Conflict of Interest Form

Texas Balance of State Continuum of Care (TX BoS CoC)
CoC Board
Conflict of Interest Statement

No member of the Texas Balance of State Continuum of Care's (TX BoS CoC's) CoC Board shall vote on any item in which they have a vested interest.

Each CoC Board Member shall disclose any personal interest that he or she may have in any matter pending before the CoC Board and shall refrain from participation in any decision or vote on such matter.

At this time, I am a board member, committee member, or employee of the following organization(s):

1.

2.

3.

4.

I will recuse myself from any decision or vote in which I have a vested interest.

_____ _____

Signature Date

_____

Printed Name

Homeless Management Information System (HMIS)

Policies and Procedures

Texas Balance of State Continuum of Care

Revisions Approved by TX BoS CoC Board August 10, 2016

Rev August 2016

CONTACT INFORMATION

Texas Homeless Network
1713 Fortview Road
Jesús DeLeón-Serratos
Austin, TX 78704
Tel: 512-861-2155
Fax: 512-478-9077

Website information on Texas Balance of State HMIS:

http://www.thn.org/balance-of-state-continuum-of-care/hmis-implementation-guide

The HMIS team provides ongoing assistance to all participating agencies. An agency can request additional training or onsite visits from the HMIS staff at any time:

http://www.thn.org/balance-of-state-continuum-of-care/hmis-support-center

Training Environment:

https://www.clienttrack.net/txboshmis_training

ClientTrack Production Website:

https://www.clienttrack.net/txboshmis/

HMIS help desk:

hmis@thn.org

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PROJECT SUMMARY

Introduction

A Homeless Management Information System (HMIS) is a database used to record and track client-level information on the characteristics and service needs of homeless persons. An HMIS ties together homeless service providers within a community to help create a more coordinated and effective housing and service delivery system.

The U. S. Department of Housing and Urban Development (HUD) and other planners and policymakers at the federal, state and local levels use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time. Specifically, an HMIS can be used to produce an unduplicated count of homeless persons, understand patterns of service use, and measure the effectiveness of homeless programs.

Texas Balance of State HMIS is staffed at Texas Homeless Network. THN has been designated by the CoC as the Lead Agency to operate the HMIS to ensure high data quality and other HUD HMIS compliance of all HUD CoC and ESG Program Projects and other projects required to use HMIS in the TX BoS CoC. THN performs these tasks at the direction of the CoC, through the TX BoS CoC Board.

Agencies that participate in Texas Balance of State's HMIS are referred to as "participating agencies." Each participating agency needs to follow certain guidelines to help maintain data privacy and accuracy. The guidelines listed in this document do not replace the more formal and legally binding agency agreement that each agency signs before program implementation.

History

In 2001, Congress instructed the U.S. Department of Housing and Urban Development (HUD) to take measures to improve available data concerning homelessness in the United States. In response, HUD mandated all Continuums of Care regions to implement region-wide databases that would allow an unduplicated count of clients served. Out of this directive came the Homeless Management Information System (HMIS), a computerized data collection application that facilitates the collection of information on homeless individuals and families using residential or other homeless assistance service agencies, and stores that data in a centralized database for analysis.

Why is this important?

Having access to the HMIS represents a strategic advantage for service providers. The HMIS software selected by the Texas Balance of State CoC allows multi-level client data sharing between organizations, as well as client case coordination and electronic referrals. Our locally developed information-sharing model can prevent service duplications and enable collaboration between various homeless service providers, while limiting access to sensitive data. Client privacy is very important to us.

In addition to the standard data collection and reporting functionalities, the HMIS software includes a comprehensive case management module, bed management, performance measurement tools, ad-hoc reporting, software customization options, etc.

Lastly, providers already in HMIS are better positioned to apply for future funding opportunities, as many national and local funders now require HMIS participation.

ROLES AND RESPONSIBILITIES

Texas Balance of State CoC HMIS Responsibilities

- Execute HMIS participation agreements;
- Monitor participating agencies compliance with applicable HMIS standards on a regular basis;
- Establish and review annually End User Agreements;
- Maintain and update as needed the files for HMIS software to include software agreements, HUD Technical Submissions, HUD executed agreements and Annual Performance Reports;
- Develop and maintain HMIS agency files to include original signed participation agreements, original signed user license agreements and all other original signed agreements pertaining to HMIS;
- Develop and update as needed a Data Quality Plan;
- Review and update HMIS Privacy Policy yearly;
- Develop and review annually the HMIS Security Plan, including disaster planning and recovery strategy;
- Review and update as need HMIS Policies and Procedures;
- Provide copies of the Data Quality Plan, Privacy Policy, Security Plan and Policy and Procedures to the HMIS Support Committee for review and feedback on an annual basis;
- Review national, state and local laws that govern privacy or confidential protections and make determinations regarding relevancy to existing HMIS policy;
- Provide new user training and refresher user training monthly;
- Pro-actively contact new users for immediate follow up and issuance of username and password to access HMIS in an effort to begin entry of data as soon as possible following training;
- Provide on-site technical support to agencies using HMIS for trouble-shooting and data input;
- Monthly review of HMIS data and bed lists to ensure that participating agency programs are using HMIS accurately;
- Provide assistance to agencies upon request for additional on-site training and support
- Conduct unduplicated accounting of homelessness annually.

Participating Agency Responsibilities

- Must comply with all applicable agreements;
- Execute and manage HMIS User License Agreements with all staff who have HMIS access;
- Comply with the HMIS Standards as appropriate;
- Accurately enter all required data into the HMIS system, including accurate and timely information into housing, where applicable.

IMPLEMENTATION POLICIES AND PROCEDURES

HMIS Agency Participation Agreement

The Executive Director of any Participating Agency shall follow, comply, and enforce the HMIS Agency Participation Agreement (Appendix A). The Executive Director must sign an HMIS Agency Participation Agreement before granted access to HMIS. Signing of the HMIS Agency Participation Agreement is a precursor to training and user access.

- An original signed HMIS Agency Participation Agreement must be presented to the HMIS staff before any program is implemented in the HMIS.
- After the HMIS Agency Participation Agreement is signed, the HMIS staff will train end users to use HMIS.
- A username and password will be granted to end users after required training is completed.

HMIS User License Agreement

End user of any Participating Agency shall follow, comply, and enforce the HMIS User License Agreement (Appendix B). Before given access to HMIS, the end user must sign an HMIS User License Agreement.

- The HMIS staff will provide the end user a HMIS User License Agreement for signature after completing required training.
- The HMIS staff will collect and maintain HMIS User License Agreements of all end users.

Data Collection Requirements

Participating Agencies will collect and verify the minimum set of data elements for all clients served by their programs within the timeframe outlined in the HMIS Data Quality Plan (Appendix C).

- During client intake, end users must collect all the universal data elements set forth in the most recent version of the HMIS Data Standards Manual, May 2014. The universal data elements include:
  - Name
  - Social Security Number
  - Date of Birth
  - Race
  - Ethnicity
  - Gender
  - Veteran Status
  - Disabling Condition
  - Residence Prior to Project Entry
  - Project Entry Date
  - Project Exit Date
  - Destination
  - Relationship to Head of Household
  - Client Location
  - Length of Time on Street, in an ES or Safe Haven

- End users must also collect all the program-specific data elements at program entry and exit set for in the most recent version of the HMIS Data Standards Manual. The program-specific data elements include:
  - Housing Status
  - Income and Sources
  - Non-Cash Benefits
  - Health Insurance
  - Physical Disability
  - Developmental Disability
  - Chronic Health Condition
  - HIV/AIDS
  - Mental Health Problem
  - Substance Abuse
  - Domestic Violence
  - Contact
  - Date of Engagement
  - Services Provided
  - Financial Assistance Provided
  - Referrals Provided
  - Residential Move-In Date
  - Housing Assessment Disposition
  - Housing Assessment at Exit

HMIS Program Entry and Exit Date

End users of any Participating Agency must record the Program Entry Date of a client into HMIS no later than three (3) business days upon entering the program.

End Users of any Participating Agency must record the Program Exit Date of a client into HMIS no later than three (3) business days after exiting the program or receiving their last service. Enabling the "auto-exit" feature for programs is available at the Participating Agency's discretion. If enabled, clients enrolled in the program will automatically exit after the defined number of days of not receiving services defined as a "participating service" for that program, and record the date of the client's last day in the program as the last day a service was provided.

- End user must enter the month, day, and year of program enrollment and program exit.
- For returning clients, end user must record a new Program Entry Date and corresponding Program Exit Date.
- The system will trigger a warning when end users enter a Program Exit Date that is earlier than the Program Entry Date for a client.

HMIS Technical Support Protocol

The HMIS staff will provide a reasonable level of support to Participating Agencies via email, phone, and/or remote.

1. HMIS Users should first seek technical support from their agency HMIS expert.
2. If more expertise is required to further troubleshoot the issue, agency HMIS expert or HMIS User should submit request to:

○ HMIS Support for general technical support at hmis@thn.org. Refrain from sending email correspondence directly to the HMIS Support Team.

3. Technical Support Hours are Monday through Friday (excluding holidays) from 8:00 AM to 5:00 PM.
4. Provide issue replication details if possible (or help recreate the problem by providing all information, screenshots, reports, etc.) so HMIS staff can recreate problem if required.
5. The HMIS staff will try to respond to all email inquiries and issues within three (3) business days, but support load, holidays, and other events may affect response time.
6. The HMIS staff will submit a ticket to software vendor if progress is stalled.

Participation Fees

The Texas Balance of State CoC reserves the right to charge a participation fee to use the system. Refer to the HMIS Fee Schedule (Appendix D) regarding fees.

SECURITY POLICIES AND PROCEDURES

Training

Each end user must complete the required New User Training prior to gaining access to HMIS. HMIS staff will provide training to all end users

- HMIS staff will provide New User Training to proposed end users.
- HMIS staff will provide new end users with a copy of the HMIS Policies and Procedures and HMIS User Guide.
- The table below lists the training courses offered.

Course Description	Course Detail
New User Training	Users will learn the basic skills and concepts needed in order to complete the client intake process.
Refresher Training	Help to refresh the skills of active users, as well as review any issues users may have with navigating through the system or the data collection process.
Reports Training	Users are given an overview of the various reporting options available in ClientTrack.
Data Explorer	Trains experienced users, with good knowledge of existing ClientTrack reports, on the usage of ClientTrack's ad hoc data analysis tool. (Limited to one user per agency per session)

User Authentication

Only users with a valid username and password combination can access HMIS. The HMIS staff will provide unique username and initial password for eligible individuals after completion of required training and signing of the HMIS User License Agreement.

- The Participating Agency will determine which of their employees will have access to the HMIS. User access will be granted only to those individuals whose job functions require legitimate access to the system.
- Proposed end user must complete the required training and demonstrate proficiency in use of system.
- Proposed end user must sign the HMIS User License Agreement stating that he or she has received training, will abide by the Policies and Procedures, will appropriately maintain the confidentiality of client data, and will only collect, enter and retrieve data in the system relevant to the delivery of services to people.

- The HMIS staff will be responsible for the distribution, collection, and storage of the signed HMIS User License Agreements.
- The HMIS staff will assign new users with a username and an initial password.
- Sharing of usernames and passwords is a breach of the HMIS User License Agreement since it compromises the security to clients.
- The Participating Agency is required to notify the HMIS staff when end user leaves employment with the agency or no longer needs access.
- Users not logging into HMIS for more than 45 days will be locked out due to non-activity.

Passwords

Each end user will have access to HMIS via a username and password. Passwords will be reset every 180 days. End users will maintain passwords confidential.

- The HMIS staff will provide new end users a unique username and temporary password after required training is completed.
- End user will be required to create a permanent password that is between eight and sixteen characters in length. It must also contain characters from the following four categories: (1) uppercase characters (A through Z), (2) lower case characters (a through z), (3) numbers (0 through 9), and (4) non-alphabetic characters (for example, $, #, %).
- End users may not use the same password consecutively, but may use the same password more than once.
- Access permission will be revoked after the end user unsuccessfully attempts to log on five times. The end user will be unable to gain access until the HMIS staff reset their password.

Hardware Security Measures

All computers and networks used to access HMIS must have virus protection software and firewall installed. Virus definitions and firewall must be regularly updated.

Security Review

HMIS staff will complete an annual security review to ensure the implantation of the security requirements for itself and Participating Agencies. The security review will include the completion of a security checklist ensuring that each security standard is implemented. The TX Bos CoC board has selected the HMIS Manager to serve as the Security Officer.

Security Violations and Sanctions

Any end user found to be in violation of security protocols of their agency's procedures or HMIS Policies and Procedures will be sanctioned accordingly. All end users must report potential violation of any security protocols.

- End users are obligated to report suspected instances of noncompliance and/or security violations to their agency and/or HMIS staff as soon as possible.
- The Participating Agency or HMIS staff will investigate potential violations.
- Any end user found to be in violation of security protocols will be sanctioned accordingly. Sanction may include but are not limited to suspension of system privileges and revocation of system privileges.

CLIENT INFORMED CONSENT AND PRIVACY RIGHTS

Participating Agencies must obtained informed consent prior to entering any client personal identifiable information into HMIS. Written consent is required for data sharing. Services will not be denied if a client chooses not to include personal information. Personal information collected about the client should be protected. Each Participating Agency and end user must abide by the terms in the HMIS Agency Participation Agreement (Appendix A) and HMIS User License Agreement (Appendix B).

- Client must sign the Authorization to Disclose Client Information form (Appendix E) or consent of the individual for data collection may be inferred from the circumstances of the collection. Participating Agencies may use the Inferred Consent Notice (Appendix F) to meet this standard.

- Clients that provide permission to enter personal information allow for Participating Agencies within the continuum to share client and household data.

- If client refuses consent, the end user should not include any personal identifiers (First Name, Last Name, Social Security Number, and Date of Birth) in the client record.

- For clients with consent refused, end user should include a client identifier to recognize the record in the system.

- Participating Agencies shall uphold Federal and State Confidentiality regulations and laws that protect client records.

The HMIS standards and the HIPAA standards are mutually exclusive. An organization that is covered under the HIPAA standards is not required to comply with the HMIS privacy or security standards, so long as the organization determines that a substantial portion of its protected information about homeless clients or homeless individuals is indeed protected health information as defined in the HIPAA rules.

HIPAA standards take precedence over HMIS because HIPAA standards are finely attuned to the requirements of the health care system; they provide important privacy and security protections for protected health information; and it would be an unreasonable burden for providers to comply with and/or reconcile both the HIPAA and HMIS rules. This spares organizations from having to deal with the conflicts between the two sets of rules.

DATA POLICIES AND PROCEDURES

Data Quality

All data entered into HMIS must meet data quality standards. Participating Agencies will be responsible for their users' quality of data entry.

Definition:
Data quality refers to the timeliness, completeness, and accuracy of information collected and reported in the HMIS.

Data Timeliness:
End users must enter all universal data elements and program-specific data elements within three (3) days of intake.

Data Completeness:
All data entered into the system is complete.

Data Accuracy:
All data entered shall be collected and entered in a common and consistent manner across all programs.

- Participating Agencies must sign the HMIS Agency Participation Agreement (Appendix A) to ensure that all participating programs are aware and have agreed to the data quality standards.
- Upon agreement, Participating Agencies will collect and enter as much relevant client data as possible for the purposes of providing services to that client.
- All data will be input into the system no more than three (3) days of program entry.
- The HMIS staff will conduct monthly checks for data quality. Any patterns of error or missing data will be reported to the Participating Agency.
- End users will be required to correct the identified data error and will be monitor for compliance by the Participating Agency and the HMIS staff.
- End users may be required to attend additional training as needed.

Data Use and Disclosure

All end users will follow the data use Policies and Procedures to guide the data use of client information stored in HMIS.

Client data may be used or disclosed for system administration, technical support, program compliance, analytical use, and other purposes as required by law. Uses involve sharing parts of client information with persons within an agency. Disclosures involve sharing parts of client information with persons or organizations outside an agency.

- Participating Agencies may use data contained in the system to support the delivery of services to homeless clients in the continuum. Agencies may use or disclose client information internally for administrative functions, technical support, and management purposes. Participating Agencies may also use client information for internal analysis, such as analyzing client outcomes to evaluate program.

- The vendor and any authorized subcontractor shall not use or disclose data stored in HMIS without expressed written permission in order to enforce information security protocols. If granted permission, the data will only be used in the context of interpreting data for research and system troubleshooting purposes. The Service and License Agreement signed individually by the HMIS Lead Agency and vendor contain language that prohibits access to the data stored in the software except under the conditions noted above.

Data Release

All HMIS stakeholders will follow the data release Policies and Procedures to guide the data release of client information stored in HMIS.

Data release refers to the dissemination of aggregate or anonymous client-level data for the purposes of system administration, technical support, program compliance, and analytical use.

- No identifiable client data will be released to any person, agency, or organization for any purpose without written permission from the client.

- Aggregate data may be released without agency permission at the discretion of the Continuum. It may not release any personal identifiable client data to any group or individual.

APPENDICES

Appendix	Document Title
Appendix A	HMIS Agency Participation Agreement
Appendix B	HMIS User License Agreement
Appendix C	HMIS Data Quality Plan
Appendix D	HMIS Fee Schedule
Appendix E	Authorization to Disclose Client Information
Appendix F	Inferred Consent Notice
Appendix G	Privacy Notice
Appendix H	Data Use and Security Agreement

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Homeless Management Information System
Agency Participation Agreement
by and between
Texas Balance of State CoC and
Agency Name: _____

I BACKGROUND AND PURPOSE

The Homeless Management Information System (HMIS) is the information system designated by the Texas Balance of State Continuum of Care (CoC) to comply with HUD's data collection, management, and reporting standards and used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.

The U.S. Department of Housing and Urban Development (HUD) and other planners and policymakers at the federal, state and local levels use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time. Specifically, an HMIS can be used to produce an unduplicated count of homeless persons, understand patterns of service use, and measure the effectiveness of homeless programs. Through the HMIS, CoC programs and clients benefit from improved internal and external coordination that guides service and systems planning. A robust HMIS also helps communities engage in informed advocacy efforts, including the pursuit of policies that result in targeted services. Analysis of information gathered through HMIS is critical to accurately calculate the size, characteristics, and needs of different subpopulations. Additionally, use of the HMIS by agencies not funded by HUD provides benefits to both these agencies and the homeless provider community at large, including the avoidance of service duplication through the sharing of client data and program enrollments. HMIS participation also positions agencies for future funding, as many private foundations now require it.

II GENERAL PROVISIONS

A. AGREEMENT, UNDERSTANDING AND RESPONSIBILITIES

Texas Balance of State CoC has designated Texas Homeless Network as the HMIS Lead Agency. All homeless assistance and homelessness prevention service providers in this CoC are eligible to become HMIS Partner Agencies, except for domestic violence providers covered by the Violence Against Women Act (VAWA).

The parties share a common interest in serving the homeless population and those at risk of becoming homeless while reducing the current number of homeless in the CoC service area. The purpose of this APA is to set out the provisions for the implementation, maintenance, coordination, and operation of the HMIS.

THN is responsible for administering the HMIS on behalf of the CoC, including the implementation, project management, training, maintenance, help desk support and – in coordination with the HMIS Software Provider – the enhancement and upgrading of the HMIS software. The Partner Agency is responsible for entering client data in the HMIS according to program type requirements. Detailed responsibilities are listed in sections below.

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B. SCOPE

This APA addresses the respective responsibilities of THN and the Partner Agency for ongoing HMIS service and activities. The specific responsibilities of the parties to this agreement for the confidentiality, reporting requirements, training, policies and procedures, hardware and software for the HMIS are clearly defined herein to ensure an effective, efficient, and secure system. All addendums referenced in this agreement are also part of the agreement. THN will abide by all applicable laws, and the Partner Agency will be expected to do the same.

III THN DUTIES AND RESPONSIBILITIES

THN will:

A. GENERAL

1) In consultation with the CoC, select the HMIS Software Provider, define the HMIS program and implement its standards, promote awareness of the program to all interested parties, and monitor the program's successes and failures in order to validate its effectiveness.
2) Be the sole liaison between the Partner Agency and the HMIS Software Provider; user questions concerning the software are to be directed only to THN.
3) Develop, implement, and maintain privacy, confidentiality, and security protocols for the HMIS.
4) Provide a standard HMIS training and technical support package to all Partner Agencies.
5) In collaboration with the HMIS Software Provider, take all necessary precautions to prevent any destructive or malicious programs from being introduced to the HMIS and, through it, to the Partner Agencies. THN will employ all appropriate measures to detect virus infection and all appropriate resources to efficiently disinfect any affected systems as quickly as possible.
6) Notify the Partner Agency of HMIS failure, errors, and/or problems immediately upon discovery.
7) Provide help desk service during designated open hours.
8) Provide all other reasonably expected activities regarding the operation of the HMIS.

B. PRIVACY, CONFIDENTIALITY AND SECURITY

1) Maintain all client-identifying information in strictest confidence, using the latest available technology. THN may suspend HMIS access to any user or Partner Agency for the purpose of investigating suspicion of breached confidentiality.
2) Contract with the HMIS Software Provider to maintain and administer central and backup server operations including security procedures and daily system backup to prevent the loss of data.
3) Monitor access to the HMIS in order to detect violations of information security protocols and maintain for inspection accurate logs of all changes made to the information contained within the database.
4) Issue user accounts, passwords, and certificates of participation (when requested) for HMIS users, provided that:
   a. The Partner Agency has signed the HMIS APA,
   b. The Partner Agency has paid the current year's applicable participation fee,
   c. The HMIS Lead agency has received signed User License Agreements, and
   d. The user has successfully completed the HMIS user training, including any related testing
5) Periodically change Partner Agency passwords for security purposes and lock out user accounts after a specified period of inactivity.
6) Comply with the HMIS Privacy Policy and not release personally identifiable information to any person, agency, or organization, unless allowed by the HMIS Privacy Policy.

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7) Conduct Partner Agency site visits to ensure compliance with privacy and security protocols.

C. User Training and Program Setup

1) Conduct the initial software training for all new HMIS users.
2) Provide training materials, including user manuals with definitions and instructions, to each individual who attends the training class.
3) Set up Partner Agency programs according to the HMIS Data Standards, including related grants, services, assessments, housing units, and other applicable options in the HMIS software.
4) Provide additional trainings according to the user role, program type, or specific activities. These trainings may include classroom refreshers, reporting trainings, group webinars, one-on-one instructions, etc.
5) Provide other HMIS-related trainings upon request.

IV PARTNER AGENCY DUTIES AND RESPONSIBILITIES

The Partner Agency will:

A. General

1) Strictly adhere to all policies and procedures contained in the APA, as it may be amended from time to time, and all of its appendices. A copy of this agreement can be found at www.thn.org, and a signed hard copy will be provided to the Partner Agency.
2) Maintain at least two active user accounts at any one time.

B. Privacy and Confidentiality

1) Comply with all federal and state laws and regulations and with all HMIS policies and procedures (particularly the HMIS Data and Technical Standards Final Notice from July 2004 and the HMIS Data Standards Revised Notice from May 2014) relating to the collection, storage, retrieval, and dissemination of client information.
2) Comply with the HMIS Privacy Policy.
3) Obtain client consent upon the initial visit before any data is collected. The consent can be:
   a. Written: signed release of information (ROI) form kept in a local file
   b. Verbal: the client gives oral permission to the witness (intake worker/case manager)
   c. Inferred (baseline): the agency must post a visible privacy sign at the service site
4) Collect and maintain records of all client informed consents and release of information authorization forms in accordance with the HMIS policies and procedures.
5) Take all reasonably necessary precautions to prevent destructive or malicious programs (including but not limited to viruses or spyware) from being introduced to any part of the HMIS, including users' computers. Employ reasonably appropriate measures to detect virus or spyware infection and deploy all reasonably appropriate resources to efficiently disinfect any affected systems as quickly as possible.

C. Data Quality and Monitoring

1) Get familiar and fully comply with the latest HMIS Data Quality Plan. This plan is posted on the THN website, www.thn.org, and available in hard copy upon request.
2) Enter data into the HMIS within the timeframe as specified in the Data Quality Plan. Timely data entry prevents duplication of client records and other shared transactions, such as enrollments and services. It also allows good quality data for both program-specific and aggregate reports.

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Partner Agencies and their HMIS users may be held liable in the event that a preventable duplication occurs as a result of missing, late, or incomplete data entry. Repetitive lack of timely entry can result in official reports of concern and possible findings against the Partner Agency and could culminate in official penalties up to and including loss of project funding.

3) Collect all HUD mandatory data elements, according to the data completeness and accuracy requirements.
4) Take all steps reasonably necessary to verify the information provided by clients for entry into the HMIS, and to see that it is correctly entered into the HMIS by the Partner Agency user.
5) Immediately notify THN when a programmatic, personnel, or other issue arises that precludes the Partner Agency from entering the HMIS data within the allowed timeframe. By informing the THN in a timely fashion, THN and the Partner Agency can work together to craft an interim solution that is minimally disruptive to the HMIS as a whole.
6) Take all steps reasonably necessary to insure that no profanity, offensive language, malicious information or discriminatory comments based on race, ethnicity, religion, national origin, disability, age, gender, or sexual orientation are entered into the HMIS.
7) Do not knowingly upload material into the HMIS that is in violation of any federal or state regulations, including, but not limited to: copyrighted material, material legally judged to be threatening or obscene, and material known to the Partner Agency to be confidential trade secrets.
8) Allow the THN staff to conduct periodic monitoring and reviews of the original documentation in client files to ensure data accuracy. This monitoring is limited only to the client information relevant to HMIS data collection.

D. TRAINING

1) Ensure that each Partner Agency HMIS user has attended the appropriate training, has signed the User License Agreement and agreed to it, and has been authorized by THN to access the system in accordance with the HMIS policies and procedures.
2) Ensure that the Partner Agency program managers or assigned HMIS liaisons attend the quarterly HMIS Forums or other THN-sponsored HMIS trainings, stay current with the HMIS policies and procedures, and relate updated information to all HMIS users at his/her Partner Agency.
3) Assess the HMIS users' data entry or reporting skills and sign up for additional training if needed.

E. SECURITY

1) Limit HMIS access only to authorized users and follow all HMIS protocols for monitoring those users. THN reserves the right to terminate access to any HMIS user who breaches client confidentiality or system security protocols.
2) Do not knowingly permit any person to enter or use the HMIS unless and until:
   a. The person has completed the required HMIS training,
   b. THN has issued that person the appropriate user account and Password, and
   c. Both the APA and the User License Agreement have been signed and returned to THN.
3) Maintain copies of all User License Agreements signed by Partner Agency personnel to whom user accounts have been issued.
4) Designate a staff person to act as the Partner Agency security officer, responsible for the implementation of the HMIS security procedures at the Partner Agency level.
5) Fully comply with the HMIS Privacy Policy.
6) Not knowingly release any HMIS data to any person or organization that is not part of the HMIS, unless such release is covered by the HMIS Privacy Policy.
7) Develop an internal procedure to be used in the event of a violation of any of the HMIS security protocols.

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8) Develop and adhere to local security standards that should include the following:
   a. Products: Physical security (door locks, computer screen view, local network passwords, firewall)
   b. People: Personnel security (authorized users only, local oversight of usage)
   c. Procedures: Organizational security (policies and procedures are in place)
9) Notify THN within one (1) business day of the separation from the Partner Agency of any employee who was a user of the HMIS. Notification should preferably occur by close of business on the day of employee separation.

V FEES & COST

A. AGENCY PARTICIPATION COST

1) Cost detail, including all fees payable by Partner Agencies to THN, is shown in the HMIS Fee Schedule addendum to this APA.
2) All payments must be issued on a company check and made payable to "Texas Homeless Network".

B. PAYMENTS

1) Partner Agencies are allowed a ninety (90) day grace period to pay any agency or program fees.
2) THN reserves the right to suspend Partner Agency user licenses until the full payment is received.

C. EXEMPTION FOR CERTAIN GOVERNMENT AGENCIES

1) Government agencies that are part of the CoC are exempt from paying the participation fees.

VI TERM OF AGREEMENT

A. TERM

1) This Agency Participation Agreement is effective on date it is countersigned by the CEO or Executive Director on the signature page of this Agreement and shall remain in effect for 1 year ("Initial Term") unless terminated pursuant to paragraph VI B hereof. This Agency Participation Agreement shall automatically renew each year on the anniversary date for up to ten years, subject to termination as provided in paragraph VI B hereof. Upon expiration of the Initial Term, this Agreement will be automatically renewed for 10 additional successive 1-year terms on the same terms and conditions. If the Participating Agency chooses not to renew this Agreement, the CEO or Executive Director shall notify Contractor of non-renewal at least 30 days before the expiration of the then-current term.

B. TERMINATION

1) Either party has the right to terminate this APA with a 30-day prior written notice to the other party.
2) THN reserves the right to amend the APA with a 30-day notice sent to all Partner Agencies.
3) If either party believes the other to be in default of any one or more of the terms of this APA, that party will notify the other in writing of such default. The other party shall then have ten (10) days in which to cure such default. If such default is cured within such period, this APA will continue in

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effect. If such default is not cured within such period, the non-defaulting party shall have the right to declare the APA to be immediately terminated.

4) If this APA is terminated, THN HMIS and its remaining Partner Agencies shall retain their right to the use of all client data previously entered by the terminating Partner Agency, subject to any restrictions requested by the client.

C. ADDENDUMS

The following Addendums are part of this Agency Participation Agreement:

1) HMIS Privacy Policy
2) HMIS Data Quality Plan
3) HMIS Fee Schedule

If a conflict among this Agreement and the Addendums arises, this Agreement shall control over the Addendums.

The signature of the parties hereto indicates their agreement with the above terms and conditions. The Parties have executed this Agreement in multiple copies, each of which is an original.

Agency Name: _____

By _____ _____
AGENCY CEO/ EXECUTIVE DIRECTOR — DATE

_____
PRINT NAME

Texas Homeless Network

By _____ _____
ERIC SAMUELS, PRESIDENT & CEO — DATE

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Fax: 512-478-9077
www.thn.org

Name: _____ **Email:** _____
Organization: **Workgroup(s):** _____

_____ _____

The Texas BoS CoC's Homeless Management Information System (HMIS) of choice is ClientTrack. ClientTrack (trademarked and copyrighted by Eccovia Solutions) is a client information system design to store longitudinal person-level information about the men, women and children who access homeless and other human services in a community.

HMIS is used to configure, facilitate, and protect data integrity and sharing among Contributory HMIS Organizations (Partner Agencies) for the purpose of coordinated service delivery and reporting in the CoC region. Texas Homeless Network (THN) is the HMIS Lead Agency as defined by HUD.

The purpose of this License Agreement is to ensure proper use of HMIS licenses issued to the Partner Agencies users (HMIS User). The steps required for acquiring, maintaining and terminating HMIS licenses are listed below.

GET A NEW HMIS USER LICENSE

HMIS licenses are available only to participating Partner Agencies who sign and abide by the HMIS Agency Participation Agreement. Each prospective user and direct supervisor must sign and submit the HMIS User Agreement (this document) to the HMIS Data Center. A user license will only be issued upon successful completion of the initial HMIS user training and receipt of signed documentation.

User ID and temporary password will be sent by email to the new user or supervisor within three workdays of completed training. The user shall log into ClientTrack HMIS using the temporary password and change it according to provided instructions. Any issues with login, User ID, password, etc. must be reported immediately to the HMIS Data Center via email or phone.

KEEP YOUR CURRENT HMIS USER LICENSE

Users not participating into HMIS for more than 45 days will be locked out due to non-activity. THN requires a fee to reactivate a locked out account; the fee must be paid with the company check and sent to THN office. Certain user licenses may be exempt from this rule if previously approved by THN.

Passwords must be changed annually, but HMIS Data Center recommends users change them every 90 days. If a user forgets the password, user should use proper channels to re-set the password. Hint: it's part of the HMIS Training.

TERMINATE A HMIS USER LICENSE

THN HMIS Data Center staff must be notified by user's supervisor when an HMIS user leaves the agency or transfers positions and will no longer access HMIS. This notification must be made within 24 hours by email, or phone. THN HMIS Data Center staff may terminate a user license for a number of reasons, including: fraud, misuse, negligence, license sharing, inactivity, client duplication, etc. HMIS User's supervisor will be notified of any license terminations. An HMIS User license may be reactivated in some cases, provided that the user's supervisor is informed, gives assurances about future usage and the User gets a new training.

HMIS USER RESPONSIBILITY

Your User ID and Password give you access to THN HMIS. Initial each item below to indicate your understanding and acceptance of the proper use of your HMIS Credentials. Failure to uphold the standards of the THN HMIS is grounds for immediate termination from the THN HMIS and may result in personnel action.

_____ I have read and understand the THN HMIS Policies and Standard Operating Procedures (or have been trained on them) and will abide by the protocols set forth in that document.

_____ I have read and understand the THN HMIS Data Quality Plan (or have been trained on it) and will abide by the protocols set forth in that document.

_____ My User ID and Password are for my use only and **must not** be shared with anyone including my Local HMIS Admin and Executives.

_____ I understand that the only individuals who are allowed to view information in the HMIS system are authorized users and the Clients to whom the information pertains.

_____ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.

_____ Failure to log off the THN HMIS appropriately may result in a breach in client confidentiality and system security. Therefore, I will log off of the THN HMIS each time I use it.

_____ Hard copies of HMIS information, if needed, must be kept in a secure file.

_____ If hard copies of HMIS information are no longer needed, they must be properly destroyed.

_____ If I notice or suspect a security breach or abuse of client confidentiality, I will immediately notify my Local HMIS Administrator or THN HMIS Data Center staff.

CODE OF ETHICS

_____ I will maintain a high standard of professional conduct when accessing HMIS.

_____ I understand that in accordance with the Agency Partnership Application and the HMIS Data Quality Plan:

- HMIS User is responsible for creating and maintaining client records in HMIS, including enrollments, assessments, services, housing check-ins, etc.

- HMIS User will not misrepresent client records and other transactions in HMIS by knowingly entering inaccurate information (e.g., user will not purposely enter inaccurate information on a new record or to override the information entered by another agency).

____ The THN HMIS User must treat clients and users from participating partner agencies with respect, fairness and good faith.

- Discriminatory comments based on race, color, religion, national origin, ancestry, disability, age, sex and/or sexual orientation are not permitted in HMIS.
- Partner agency users will not use HMIS with intent to defraud the federal, state, or local government; an individual entity; or to conduct any other illegal activity.
- Partner agency users will not disclose any personal client information without written consent from the client or as allowed by the HMIS Privacy Policy

By signing the HMIS User Agreement, you agree to comply with the above terms and conditions.

HMIS User (Signature)	**Date**
Local HMIS Administrator (Name)	**Local HMIS Administrator (Signature)**

DO NOT WRITE IN THIS SECTION. FOR THN HMIS DATA CENTER STAFF ONLY

Date of Training: _____ Training Method: _____

Trainer: _____ HMIS Access: _____

Homeless Management Information System (HMIS)

Data Quality Plan

Texas Balance of State Continuum of Care

CONTACT INFORMATION

Texas Homeless Network
1713 Fortview Road
Jesús DeLeón-Serratos
Austin, TX 78704
Tel: 512-861-2155
Fax: 512-478-9077

Website information on Texas Balance of State HMIS:

http://www.thn.org/balance-of-state-continuum-of-care/hmis-implementation-guide

The HMIS team provides ongoing assistance to all participating agencies. An agency can request additional training or onsite visits from the HMIS staff at any time:

http://www.thn.org/balance-of-state-continuum-of-care/hmis-support-center

Training Environment:

https://www.clienttrack.net/txboshmis_training

ClientTrack Production Website:

https://www.clienttrack.net/txboshmis/

HMIS help desk:

hmis@thn.org

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INTRODUCTION

This document describes the Homeless Management Information System (HMIS) data quality plan for Texas Balance of State Continuum of Care (CoC). The document includes data quality plan and protocols for ongoing data quality monitoring that meets requirements set forth by the Department of Housing and Urban Development (HUD). It is developed by Texas Homeless Network (HMIS Lead Agency), in coordination with the HMIS participating agencies and community service providers. This HMIS Data Quality Plan is to be updated annually, considering the latest HMIS data standards and locally developed performance plans.

What is a Data Quality Plan?

A data quality plan is a community -level document that facilitates the ability of the CoC to achieve statistically valid and reliable data. A data quality plan sets expectations for the CoC, the HMIS Lead Agency, and the end users to capture valid and reliable data on persons accessing the homeless assistance system throughout the community.

Developed by the HMIS Lead Agency and formally adopted by the CoC, the plan:

- Identifies the responsibilities of all parties within the CoC with respect to data quality;
- Establishes specific data quality benchmarks for timeliness, completeness, accuracy, and consistency;
- Describes the procedures for implementing the plan and monitoring progress toward meeting data quality benchmarks; and
- Establishes a timeframe for monitoring data quality on a regular basis.

HMIS Data Standards

In 2010 the U.S. Interagency Council on Homelessness (USICH) affirmed HMIS as the official method of measuring outcomes in its *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*. Since then many of the federal agencies that provide McKinney-Vento Act and other sources of funding for services to specific homeless populations have joined together and are working with HUD to coordinate the effort.

In May, 2014, HUD published a revised final HMIS Data Standards. The May, 2014 Data Standards revise and replace the March, 2010 HMIS Data Standards by which client- and program-level data reporting have been guided. The May, 2014 HUD Data Standards identify Universal Data Elements, and Program Specific Data Elements which are required of all homeless programs participating in the HMIS. Frequency of data collection and subsequent entry into the HMIS are also required.

HMIS is now used by the federal partners and their respective programs in an effort to end homelessness, which includes:

- **U.S. Department of Housing and Urban Development (HUD)**
  - Office of Special Needs Assistance Programs (SNAPS)
  - Continuum of Care (CoC) Program
  - Emergency Solutions Grants (ESG)Program
  - Housing Opportunities for Persons with AIDS program (HOPWA)
  - HUD-Veterans Affairs Supportive Housing (HUD/VASH)
  - Rural Housing Stability Assistance Program (RHSP)
- **U.S. Department of Health and Human Services (HHS)**
  - Administration for Children and Families (ACYF) – Family and Youth Service Bureau (FYSB)
    - Runaway and Homeless Youth (RHY)
  - Substance Abuse and Mental Health Services Administration (SAMHSA)
  - Projects for Assistance in Transition from Homelessness (PATH)
- **U.S. Department of Veteran Affairs (VA)**
  - Supportive Services for Veteran Families Program (SSVF)
  - Community Contract Emergency Housing (HCHV/EH)*
  - Community Contract Residential Treatment Program (HCHV/RT)*
  - Domiciliary Care (HCHV/DOM)*
  - VA Community Contract Safe Haven Program (HCHV/SH)*
  - Grant and Per Diem Program (GPD)*
  - Compensated Work Therapy Transitional Residence (CWT/TR)*

Universal Data Elements

The Universal Data Elements establish the baseline data collection requirements for all homeless housing and/or service providers entering data into the HMIS. They are the basis for producing unduplicated estimates of the number of people experiencing homelessness, accessing services from homeless assistance projects, basic demographic characteristics of people experiencing homeless, and patterns of service use, including information on shelter stays and homelessness over time.

The required Universal Data Elements include the following:

- Name
- Social Security Number
- Date of Birth
- Race Ethnicity
- Gender
- Veteran Status
- Disabling Condition
- Residence Prior to Project Entry
- Project Entry Date
- Project Exit Date
- Destination
- Relationship to Head of Household
- Client Location
- Length of Time on Street, in an ES or Safe Haven

Program Specific Data Elements

Program Specific Data Elements differ from the Universal Data Elements in that no one project must collect every single element in this section. Which data elements are required is dictated by the reporting requirements set forth by each Federal partner for each of their programs. A Partner may require all of the fields or response categories in a data element or may specify which of the fields or response categories are required for their report.

The required Program Specific Data Elements include the following:

- Housing Status
- Income and Sources
- Non-Cash Benefits
- Health Insurance
- Physical Disability
- Developmental Disability
- Chronic Health Condition
- HIV/AIDS
- Mental Health Problem
- Substance Abuse
- Domestic Violence
- Contact
- Date of Engagement
- Services Provided
- Financial Assistance Provided
- Referrals Provided
- Residential Move-In Date
- Housing Assessment Disposition
- Housing Assessment at Exit

TIMELINESS

Entering data in a timely manner can reduce human error that occurs when too much time has elapsed between the data collection, or service transaction, and the data entry. The individual doing the data entry may be relying on handwritten notes or their own recall of a case management session, a service transaction, or a program exit date; therefore, the sooner the data is entered, the better chance the data will be correct. Timely data entry also ensures that the data is accessible when it is needed, either proactively (e.g. monitoring purposes, increasing awareness, meeting funded requirements), or reactively (e.g. responding to requests for information, responding to inaccurate information).

Deadlines

All data shall be entered into HMIS in a timely manner. Toward that end, the following data entry deadlines are set forth:

- Emergency Shelters: Universal Data Elements and Housing Check-In/Check-Out are entered within 1 workday (24 work hours after the check-in/check-out time)
- Transitional and Permanent Supportive Housing Programs: Universal Data Elements, Program-Specific Data Elements, and Housing Check-In/Check-Out are entered within 3 workdays
- Rapid Re-Housing and Homelessness Prevention Programs: Universal and Program-Specific Data Elements are entered within 1 workday (24 work hours after the enrollment/eligibility established)
- Outreach Programs: Limited data elements entered within 3 workdays of the first outreach encounter. Upon engagement for services, all remaining Universal Data Elements entered within 3 workdays
- Supportive Services Only Programs: Universal Data Elements are entered within 3 workdays

COMPLETENESS

Complete HMIS data helps a CoC meet various funding compliance requirements, and ensures that persons in the homeless assistance system receive the services needed to secure and maintain permanent housing. Additionally, it is necessary to fully understand the demographic characteristics and service use of persons accessing the homeless housing and services in the community. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, including:

- Unduplicated counts of persons served;
- Patterns of use of persons entering and exiting the homeless assistance system in the community; and
- Evaluation of the effectiveness of the community's homeless assistance system.

Universal Data Elements

The Continuum of Care's goal is to collect 100% of all data elements. However, the CoC recognizes that this may not be possible in all cases. Therefore, the CoC has established an acceptable range of missing/null, don't know, refused, and data not collected responses, depending on the data element and the type of program entering data.

Target

All data in the HMIS shall be collected and entered in a common and consistent manner across all programs. Data collection and entry should be conducted in accordance with the most current HUD HMIS Data Standards. See Appendix A

All Clients Served

HUD expects that all clients receiving housing and/or services through the homeless assistance system will have their service delivery documented in HMIS. If a program only enters data on a few of its clients, the program's efficacy cannot accurately be determined. Incomplete data may erroneously reflect low bed utilization rates (for housing programs), and may inaccurately reflect client's progress in meeting programmatic goals (i.e. employment, transitioning to permanent housing).

Target

All programs using the HMIS shall enter data for one hundred percent (100%) of clients served.

Bed Utilization

One of the primary features of the HMIS is its ability to record the number of client stays or bed nights at a homeless residential facility. A program's bed utilization rate is the number of beds occupied as a percentage of the entire bed inventory. When a client is enrolled into a residential program (emergency, transitional, or permanent), s/he is assigned to a bed or unit. The client remains in that bed or unit until s/he is transferred to another bed or unit, or is exited from the program. When the client is exited from the program, s/he is also exited from the bed or unit in the HMIS.

The CoC recognizes that new projects may require time to reach the projected occupancy numbers and will not expect them to meet the utilization rate requirement during the first operating year.

Target

A program's bed utilization rate is an excellent barometer of data quality. A low utilization rate could reflect low occupancy, but it could also indicate that data is not being entered in the HMIS for every client served. A high utilization rate could reflect that the program is over capacity, but it could also indicate that clients have not been properly discharged from the program in the HMIS.

Housing Program Type	Target Utilization Rate (%)	Acceptable Utilization Rate (%)
Emergency Shelter	75%	65%
Transitional Housing	90%	65%
Permanent Housing	90%	65%

ACCURACY

Accurate collection and entry of data into the HMIS ensures that the data is the best possible representation of reality as it relates to homeless persons and the programs that provide homeless housing and services. Data in the HMIS should accurately reflect client data recorded in the client's file, along with information known about the client and the housing and/or services received by the client.

Target

All data entered into the HMIS shall be a reflection of information provided by the client and as documented in the client's file. Changes or updates in client information shall be reflected in the HMIS as they occur. To ensure the most up-to-date and complete data, data entry errors should be corrected monthly, or more frequently as required.

CONSISTENCY

Consistency of data directly affects the accuracy of data. Consistency ensures that data is understood, collected, and entered in the same manner across all programs in the HMIS. Basic enrollment, annual assessment, and exit workflows/forms, designed to capture client data pursuant to HUD's HMIS Data Standards, provide for common and consistent data collection and are available to all programs. To that end, all intake and data entry staff will complete an initial training before accessing the production HMIS system.

Target

All data in the HMIS shall be collected and entered in a common and consistent manner across all programs. Data collection and entry should be conducted in accordance with the most current HUD HMIS Data Standards.

MONITORING

The purpose of monitoring is to ensure that the agreed-upon data quality targets are met to the greatest extent possible, and that data quality issues are quickly identified and resolved. The CoC recognizes that the data produced from the HMIS is critical to meet the reporting and compliance requirements of HUD, the individual agencies, and the CoC as a whole.

Target

When data quality benchmarks are met, reporting will be more reliable and can be used to evaluate service delivery, program design and effectiveness, and efficiency of the system. All HMIS participating agencies are expected to meet the data quality benchmarks described in this document. To achieve this, HMIS data will be monitored and reviewed in accordance with the schedule outlined in this section. All monitoring will be conducted by the HMIS Lead Agency with the full support of the CoC.

Roles and Responsibilities

- **Data Timeliness:** The HMIS support staff will measure timeliness by running custom reports in ClientTrack's Data Explorer tool. Programs of different types will be reviewed separately. The agency will be required to improve their data timeliness or provide explanation before the next month's report.

- **Data Completeness:** The HMIS support staff will measure completeness by running APRs, Universal Data Quality, or custom Data Explorer reports, and compare any missing rates to the data completeness benchmarks. The agency will be required to improve their data completeness rate or provide explanation before the next month's report.

- **Data Accuracy:** The HMIS support staff will review source documentation during the annual site visits. The agency staff is responsible to make this documentation available upon request. Outreach programs may be exempt from the data accuracy review.

Monitoring Frequency

- Monthly Review: Data Timeliness and Data Completeness

- Annual Review – site visits: Data Accuracy

- Other: Data quality monitoring may be performed outside of the regularly scheduled reviews, if requested by program funders or other interested parties (the agency itself, HMIS Lead Agency, CoC, HUD, or other Federal and local government agencies)

Compliance

- Data Timeliness: The average timeliness rate in any given month should be within the allowed timeframe.

- Data Completeness: There should be no missing (null) data for required data elements. Responses that fall under unknown (don't know or refused) should not exceed the allowed percentages in any given month. Housing providers should stay within the allowed utilization rates.

- Data Accuracy: The percentage of client files with inaccurate HMIS data should not exceed 10%. (For example, if the sampling includes 10 client files, then 9 out of 10 of these files must have the entire set of corresponding data entered correctly in HMIS.)

Data Quality Reporting and Outcomes

Each month agencies are required to submit the Universal Data Quality report for all participating HMIS programs. Additionally, agencies are required to submit a quarterly Data Quality Certification (Appendix B) for all participating HMIS programs. The certification will include any findings and recommended corrective actions. If the agency fails to make corrections, or if there are repeated or egregious data quality errors, the HMIS Staff may notify the agency's funders or community partners about non-compliance with the required HMIS participation.

HMIS data quality certification is now part of several funding applications, including for CoC and ESG programs. Low HMIS data quality scores may result in denial of this funding.

INCENTIVES AND ENFORCMENT

Timely HMIS data entry ensures that the data is accessible when it is needed, whether for monitoring purposes, meeting funding requirements, responding to requests for information, or for other purposes. Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons accessing the homeless housing and services in the community. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness throughout the CoC. Complete HMIS data helps the CoC meet various funding compliance requirements, and ensures that persons in the homeless assistance system receive the services needed to secure and maintain permanent housing. Accurate collection and entry of data into the HMIS ensures that the data is the best possible representation of reality as it relates to homeless persons and the programs that provide homeless housing and services. Consistency of data directly affects the accuracy of data. Consistency ensures that data is understood, collected and entered in the same manner across all programs in the HMIS.

All HMIS participating agency administrators must ensure that these minimum data entry standards are fulfilled for every program utilizing the HMIS.

Target

To ensure that HMIS participating agencies meet the minimum data entry standards set forth herein, a copy of this Data Quality Plan will be posted to the HMIS Lead's website. Sample intake, annual update and discharge forms will also be posted to the HMIS Lead's website. Participating agencies will provide data quality reports to the HMIS Lead Agency in accordance with the monitoring schedule described in the "Monitoring" section to facilitate compliance with the minimum data entry standards.

Agencies that meet the data quality benchmarks will be periodically recognized by the CoC. HMIS participating agencies that do not adhere to the minimum data entry standards set forth herein will be notified of their deficiencies and provided with specific information regarding the nature of the deficiencies and methods by which to correct them. HMIS participating agencies will be given one month to correct any identified data quality issues. Training will be offered to agencies that remain noncompliant with the minimum data entry standards. HMIS participating agencies continuing in default may have HMIS access suspended until such time as agencies demonstrate that compliance with minimum data entry standards can be reached.

APPENDICES

Appendix	Document Title
Appendix A	Target – Universal Data Elements
Appendix B	Data Quality Certification – Emergency and Day Shelter
Appendix C	Data Quality Certification – Permanent, Transitional Housing and Supportive Services Only
Appendix D	Data Quality Certification – Street Outreach

Target – Universal Data Elements

All Universal Data Elements must be obtained from each adult and unaccompanied youth who applies for services through the system. Most Universal Data Elements are also required for children age 17 years and under.

	Permanent Housing, Supportive Services Only, Transitional Housing			Emergency Shelter/Day Shelter			
Universal Data Element	**Target**	**Acceptable NULL/Missing**	**Acceptable "Client don't know", "Client Refused"**	**Target**	**Acceptable NULL/Missing**	**Acceptable "Client don't know", "Client Refused"**	**Target**
Name	100%	0%	0%	100%	0%	0%	75%
Social Security Number	100%	0%	5%	100%	0%	5%	75%
Date of Birth	100%	0%	0%	100%	0%	2%	75%
Race	100%	0%	5%	100%	0%	5%	75%
Ethnicity	100%	0%	5%	100%	0%	5%	75%
Gender	100%	0%	0%	100%	0%	0%	75%
Veteran Status	100%	0%	5%	100%	0%	5%	75%
Disabling Condition	100%	0%	5%	100%	0%	5%	75%
Residence Prior to Project Entry	100%	0%	0%	100%	0%	0%	100%
Project Entry Date	100%	0%	0%	100%	0%	0%	100%
Project Exit Date	100%	0%	0%	100%	0%	0%	100%
Destination	100%	0%	2%	75%	0%	30%	75%
Relationship to Head of Household	100%	0%	0%	100%	0%	0%	100%
Client Location	100%	0%	0%	100%	0%	0%	100%
Length of Time on Street, in an ES or Safe Haven	100%	0%	0%	100%	0%	0%	100%

Emergency Shelter and Day Shelter Program Certification

Bed Utilization and Data Quality
[Agency and Program Name]
Data Certification for [ ] Quarter of [Year]
Months: [ ]

I have reviewed the data for the period beginning on the first day of the month to the last day of the month. I have compared the aggregate data reports to the detail and result reports and have made a good faith effort to correct deficiencies in the client data shown on the reports. I have reviewed the following (as applicable to my program) and understand that the CoC's goal is 100% for all Universal data elements (unless otherwise stated in the Data Quality Plan) and must provide an explanation for data elements that are below the benchmark:

Universal Data Elements

My agency's data quality: ___does or ___ does not meet the CoC's 80% + data completeness standard. If it does not, provide justification: _____

_____

Program Specific Data Elements

Percentage for **entry** questions are: ____ less than 80% or ____ 80% or more. Justification for less than 80% missing answers:

_____

_____

Percentage for **exit** questions are: ____ less than 65% or ____ 65% or more. Justification for less than 80% missing answers:

_____

_____

Bed Utilization(Required for Emergency Shelter programs only)

_____ Bed Utilization is more than 65% and less than 105% (local target is 75%)

_____ Bed Utilization is **under 65%**: I have verified that clients have been properly entered and exited, and verify that the bed utilization is actually under 65%. Justification for low utilization:

**Justification for high utilization: _____

_____

_____

_____ Bed Utilization is **over 105%**: I have verified that clients have been properly entered and exited, and verify that the bed utilization is actually over 105%.

**Justification for high utilization: _____

_____

_____

Last Service Date (Required for Outreach and Supportive Services programs only)

Clients who **have not** received services within the last 90 days: ____have or ____ have not been exited from their programs. Please provide an explanation if they have not: _____

_____

Signature: _____ Date: _____

Print Name: _____ Position: _____

Permanent Housing, Supportive Services Only, and Transitional Housing Programs Certification

Bed Utilization and Data Quality
[Agency and Program Name]
Data Certification for [ ] Quarter of [Year]
Months: [ ]

I have reviewed the data for the period beginning on the first day of the month to the last day of the month. I have compared the aggregate data reports to the detail and result reports and have made a good faith effort to correct deficiencies in the client data shown on the reports. I have reviewed the following (as applicable to my program) and understand that the CoC's goal is 100% for all Universal data elements (unless otherwise stated in the Data Quality Plan) and must provide an explanation for data elements that are below the benchmark:

Universal Data Elements

My agency's data quality: ___does or ___ does not meet the CoC's 95% + data completeness standard. If it does not, provide justification: _____

_____

Program Specific Data Elements

Percentage for **entry** questions are: ____ less than 95% or ____ 95% or more. Justification for less than 98% missing answers:

_____

_____

Percentage for **exit** questions are: ____ less than 80% or ____ 80% or more. Justification for less than 98% missing answers:

_____

_____

Bed Utilization

_____ Bed Utilization is more than 65% and less than 105% (local target is 90%)

_____ Bed Utilization is **under 65%**: I have verified that clients have been properly entered and exited, and verify that the bed utilization is actually under 65%. Justification for low utilization:

**Justification for high utilization: _____

_____

_____

_____ Bed Utilization is **over 105%**: I have verified that clients have been properly entered and exited, and verify that the bed utilization is actually over 105%.

**Justification for high utilization: _____

_____

_____

Last Service Date (Required for Outreach and Supportive Services programs only)

Clients who **have not** received services within the last 90 days: ____have or ____ have not been exited from their programs. Please provide an explanation if they have not: _____

_____

Signature: _____ Date: _____

Print Name: _____ Position: _____

Bed Utilization and Data Quality
[Agency and Program Name]
Data Certification for [ ] Quarter of [Year]
Months: [ ]

I have reviewed the data for the period beginning on the first day of the month to the last day of the month. I have compared the aggregate data reports to the detail and result reports and have made a good faith effort to correct deficiencies in the client data shown on the reports. I have reviewed the following (as applicable to my program) and understand that the CoC's goal is 100% for all Universal data elements (unless otherwise stated in the Data Quality Plan) and must provide an explanation for data elements that are below the benchmark:

Universal Data Elements

My agency's data quality: ___does or ___ does not meet the CoC's 60% + data completeness standard. If it does not, provide justification: _____

_____

Program Specific Data Elements

Percentage for **entry** questions are: ____ less than 60% or ____ 60% or more. Justification for less than 60% missing answers:

_____

_____

Percentage for **exit** questions are: ____ less than 60% or ____ 60% or more. Justification for less than 60% missing answers:

_____

_____

Last Service Date (Required for Outreach and Supportive Services programs only)

Clients who **have not** received services within the last 90 days: ____have or ____ have not been exited from their programs. Please provide an explanation if they have not:

_____

_____

Signature: _____ Date: _____

Print Name: _____ Position: _____

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HMIS Fee Schedule

A. Agency Participation Fee

Each Partner Agency will be charged an annual HMIS participation fee.

a. $350 – annual fee per user license
b. $1400 – for 5 user license package

HUD CoC program grantees are required to purchase at minimum (2) user licenses.

The initial fee for new agencies will be prorated for the remainder of the calendar year and is due prior to the HMIS activation. The annual fee for renewing agencies is billed by the calendar year. Partner Agencies will have a ninety (60) day grace period in which to pay the fee. Fees not paid within the ninety (60) day grace period may result in all agency licenses being suspended. Agencies leaving the HMIS will not be refunded for the remainder of the year. User licenses can be transferred after purchase with written notice from agency but will not be refunded.

THN may award a one-year stipend, equal to the annual fee, to a selected agency based on need. The agency must present a strong case for participation in the HMIS without having the budget to pay the fee.

B. Program-Specific Fees

THN may assess an additional program participation fee for certain funding sources (ESG, SSVF, HOPWA, etc.) that require HMIS participation but otherwise do not cover its cost. Partner Agencies applying for new funding that requires HMIS participation are strongly encouraged to contact THN for details about any program-specific fees.

C. Additional Customizations and Services

All HMIS software customization requests are subject to approval by THN. Agency-specific customizations (forms, workflows, workgroups, or reports), custom queries, and data analysis reports provided by THN will be billed at $50 per hour as staff availability allows. Service delivery costs billed by the HMIS Software Provider will be passed to the Partner Agency requesting the customization, quotes will be given prior to any customization work

D. Reactivation Fee

All users are required to keep their HMIS licenses active by frequently logging into the system. Any user not accessing ClientTrack HMIS for more than 45 calendar days will be automatically locked out. The fee to reactivate inactive licenses is $35. This fee must be paid on a company check and made payable to “Texas Homeless Network”. THN will waive the fee in case of illness or approved long-term absence only after a written request by the user’s supervisor.

E. Missed Training Fee

The THN HMIS team offers a variety of trainings every month. If a user is unable to attend a training for which he/she registered, a cancellation notice is required no less than 24 hours prior to the scheduled training time. A cancellation e-mail should be sent to hmis@thn.org. A fee of $50 will be assessed to the agency if a user

fails to cancel or show up for training. THN will waive the fee in case of illness or approved emergency absence only after a written request by the user's supervisor.

January 2016

Authorization to Disclose Client Information

The U.S. Department of Housing and Urban Development (HUD) requires agencies that receive certain types of HUD funding to use a Homeless Management Information System (HMIS). Other funding sources may also require program participation in HMIS. This system is not electronically connected to HUD and is only used by authorized agencies. All persons accessing the HMIS have received confidentiality training and have signed agreements to protect clients' personal information and limit its use appropriately. The HMIS Privacy Policy is available upon request and is posted at the Texas Homeless Network website (http://www.thn.org). Any additional data sharing agreements, providing details on how the member agency handles client information beyond the baseline HMIS Privacy Policy, are available at the agency service sites.

I give permission to the agency listed below to collect and enter information into HMIS about me and my household, which may include demographics, picture, health information, and services that I receive from participating agencies. I understand that the HMIS is shared with and used by authorized agencies in my community for the purposes of:

- Assessing clients' needs in order to provide better assistance and to improve their current or future situations
- Improving the quality of care and service for people in need
- Tracking the effectiveness of community efforts to meet the needs of people who have received assistance
- Reporting data on an aggregate level that does not identify specific people or their personal information

I understand that:

- I have the right to review my HMIS record with an authorized user.
- All agencies that use HMIS will treat my information with respect and in a professional and confidential manner.
- Unauthorized people or organizations cannot gain access to my information without my consent.
- Signing this release form does not guarantee that I will receive the requested services.
- I understand that if I do not sign this form, it will not change whether or not I can receive services from the agency listed below and any other participating agencies. However, I would need to contact each such agency directly to apply for assistance and for a determination of eligibility.
- I understand that this authorization shall remain in effect from the date of my signature below.
- I understand that I may revoke this authorization at any time by notifying the agency listed below in writing. I also understand that the written revocation must be signed and dated later than the date on this authorization. The revocations will not affect any actions taken before the receipt of the written revocation.

My signature below authorizes the agency listed below to release my identity, health conditions when necessary, and my need for services and support to necessary individuals or agencies. Further, if I am unable to participate in a determination of those services, which would be of benefit to me, or my permission is needed in the future to authorize additional services for this program, my signature below authorizes the named individual to sign for assistance for me in my absence after receiving my verbal permission. Finally, if I am unable to make decisions, the person listed below is hereby authorized to represent me:

Agency	
Print Name of Designated Individual	Relationship
Client Signature	Date
Witness Signature	Date

Inferred Consent Notice

Use of a Homeless Management Information System (HMIS) is required by the US Department of Housing and Urban Development (HUD) for agencies that receive certain types of HUD funding. Other funding sources may also require program participation in the HMIS. This system is not electronically connected to HUD and is only used by authorized agencies. All persons accessing the HMIS have received confidentiality training and have signed agreements to protect clients' personal information and limit its use appropriately.

The HMIS Privacy Policy is available upon request and is posted at the Texas Homeless Network website http://www.thn.org

We collect personal information about individuals in a computer system called a Homeless Management Information System (HMIS) for reasons that are discussed in our privacy policy. We may be required to collect some personal information by organizations that fund the operation of this program. Other personal information that we collect is important to run our programs, to improve services for individuals, and to better understand the needs of individuals. In order to provide or coordinate individual referrals, case management, housing or other services, some client records may be shared with other organizations that are required to have privacy policies in place in order to protect your personal information. We only collect information that we consider appropriate. If you have any questions or would like to see our privacy policy, our staff will provide you with a copy. You have the right as a client to decline to share your information.

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DATA USE AND SECURITY AGREEMENT

Date Effective: _____
Expiration Date: _____
Project Name: _____

ClientTrack is a web-based homeless management information system (the "HMIS") for recording and sharing information on services provided to homeless consumers in the Texas Balance of State Continuum of Care. The Primary Coordinating Organization (PCO) is the Texas Homeless Network (hereinafter referred to as "the PCO"). The System Administrator (SA) is the Texas Homeless Netowrk. The SA is the primary communications coordinator between the PCO and Participants. In this agreement, "Participant" is an organization that uses Client Track; "Client" is a consumer of services.

The Data Recipient is bound by a variety of Government regulations and laws, as well as contractual obligations with all clients, to be accountable for information confidentiality, integrity and security. Similarly, individual consultants and vendors, including their subcontractors, in the employ of the Data Recipient must be accountable for data security in the performance of the Data Recipient's work, and individuals or institutions approved to use the data collected by the Data Recipient must be accountable for data security as well. To this end, the Parties agree to the following terms regarding the release and use of data provided by the PCO hereunder.

1. This agreement is by and between the Texas Balance of State CoC (the PCO) and _____, hereafter referred to as the "Data Recipient." The PCO and the Data Recipient will be collectively referred to as the "Parties."

2. This agreement addresses the conditions under which the PCO will disclose and the Data Recipient will use the data provided under the terms of the scope of work pursuant to the referral contract or application for use noted above. This agreement supersedes all agreements between the Parties with respect to the use of data specified in this Agreement and provided by the PCO. The terms of this Agreement can be changed only by written modification to this Agreement or by the Parties adopting a new Agreement.

3. The Parties mutually agree that the Data Recipient does not obtain any right, title, or interest in any of the data provided by the PCO.

4. The Parties mutually agree that the following named individual is designated as the "Custodian" of the data on behalf of the Data Recipient and will be responsible for observing the security and privacy arrangements specified in this Agreement.

Name of Custodian	Company/Organization
Street Address	City/State/Zip Code
Phone Number	E-mail Address

5. The Parties mutually agree that the following named individual will be designated as the point-of-contact for this Agreement on behalf of the PCO.

Name of Contact	Title
Street Address	City/State/Zip Code
Phone Number	E-mail Address

6. The Parties mutually represent that the data provided will be used solely for the purposes described in the scope of work under the terms of the contract and for no other purpose.

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7. Data Recipient agrees that access to the data provided under this agreement will be limited to the minimum number of individuals necessary to perform the work. The data will not be made available to any unauthorized personnel or other organizations, except consultants or sub-contractors involved in the current scope of work. If the sensitivity of the data warrants it, the Data Recipient agrees to provide to the PCO a roster of the names of the individuals having access to the data.

8. Under this agreement, the SA and PCO will provide the Data Recipient with data drawn from the HMIS that encompasses:

    a. _____
    b. _____
    c. _____
    d. _____

9. Operating Policies: Parties agree to follow and comply with the HMIS User License Agreement (Attachment A) which may be modified by the CoC Steering Committee.

10. Technical Support: The SA and the PCO will provide limited technical support as related to identifying the elements in the aggregate data so analysis can be conducted.

11. Training: The PCO shall not provide any HMIS training to the Data Recipient.

12. The Parties mutually agree that the data provided under this Agreement and/or any derivative file(s) may be retained only for the duration of this Agreement. At the end of this Agreement, the Data Recipient must return or destroy all original data files and any derivative files as specified in the scope of work. Data destruction must be done using industry best practices.

13. The Data Recipient agrees to use appropriate administrative, technical and physical safeguards to protect the data. Authorizations should be based on the principals of need to know, least privilege and separation of duties.

14. Limitation of Liability and Indemnification: No party to this agreement shall assume any additional liability of any kind due to its execution of this agreement. It is the intent of the parties that each party shall remain liable, to the extent provided by law, regarding its own acts and omissions; but that no party shall assume additional liability on its own behalf or liability for the acts of any other person or entity. The parties specifically agree that this agreement is for the benefit of the parties only and that this agreement creates no rights in any third party.

    In no event shall either party be responsible to the other for special, indirect or consequential damages of any kind.

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15. The Data Recipient agrees to ensure that any agents, including subcontractors, to whom it provides the data, agree to the same restrictions and conditions that apply to the Data Recipient with respect to such information.

16. The Parties mutually acknowledge that certain types of personal, health and financial data are protected by Government regulations and laws, including but not limited to the Privacy Act of 1974 (5 U.S.C. 552a et seq.), HIPAA Privacy Rule (104-191 P.L.), the HITECH ACT, Public Law 111-005, the Sarbanes-Oxley Act and the Gramm-Leach-Bliley Act of 1999. The Parties further mutually acknowledge that there are administrative, civil or criminal penalties for disclosure or misuse of these data.

17. Scope of Agreement: This agreement, together with attachments and any referenced material, is the entire agreement between the parties, and is binding upon the parties and any permitted successors or assigns.

18. By signing this agreement, the Data Recipient agrees to abide by the provisions noted in this Agreement for the protection of the data file(s) noted, and acknowledges having received notice of potential criminal, administrative, or civil penalties for violation of the terms of the Agreement.

19. Both the Data Recipient and the PCO understand that the agreement can be terminated at any time by either party.

20. This Agreement shall be interpreted under the laws of the State of Texas and applicable federal law. Exclusive venue for any cause of action arising out of or in relation to this Agreement shall be in Harris County, Texas.

21. For the purposes of this agreement and all services to be provided hereunder, the relationship of the Parties shall not be construed or interpreted to be a partnership, association, joint venture, or agency. The relationship of the Parties is an independent contractor relationship and neither Party shall be considered an agent, representative, or employee of the other Party. Neither Party shall have the authority to make any statements, representations, or commitments of any kind or to take any action that shall be binding on the other Party.

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22. All notices and communications under this Agreement must be mailed by certified mail, return-receipt requested, or delivered to the parties at the following addresses:

To Data Recipient: _____

_____

_____

_____

To the CoC: Texas Homeless Network
1713 Fortview Road
Austin, TX 78704
Attention: Jesús DeLeón-Serratos

These addresses may be changed upon giving prior written notice of the change.

The undersigned individual hereby attests that he or she is authorized to commit to this agreement on behalf of the Data Recipient and further agrees to abide by all of the terms specified in this Agreement.

_____
(Name and Title of person signing the Agreement)

_____
(Signature and Date)

IN WITNESS WHEREOF, this instrument has been executed on behalf of the Texas Balance of State Continuum of Care.

Texas Homeless Network

By: _____
President and CEO

Date Signed: _____

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Texas Balance of State
HMIS Privacy Policies and Procedures

The goal of the Tx BoS CoC Homeless Management Information Systems (hereafter "the HMIS") Privacy Policies and Procedures is to ensure confidentiality and security of all client data captured in the HMIS in conformity with all current regulations related to privacy and data confidentiality rights.

Outlined in this Texas Balance of State HMIS Privacy Policy and Procedure are the Texas Balance of State Continuum of Care (CoC) standards and parameters to be followed by all HMIS Participating Agencies (PA). The CoC recognizes its participating agencies may have established their own policies that meet HUD privacy requirements and the CoC standards set forth herein. The Texas Balance of State CoC HMIS Privacy Policy and Procedure is not intended to supplant individual PA privacy policies. As long as PA privacy policies and practices meet the thresholds established in this policy and do not contradict the practices described, PAs may establish additional or more stringent requirements for HMIS end users. Additionally, this policy serves to describe how the HMIS Lead Agency and the Texas Balance of State CoC HMIS meet the privacy requirements established in HUD privacy standards.

Policy Access and Amendment

The HMIS Lead Agency may amend its privacy policy and practices at any time, subject to the recommendation of the HMIS Support Committee. The HMIS Lead Agency may bring issues to the CoC Steering Committee as necessary. An amendment may affect data that had been entered in the HMIS before the effective date of any such amendment. This policy is consistent with current privacy standards for HMIS issued by HUD.

The Privacy Policy will be reviewed and amended consistent with the procedure described in the Roles and Responsibilities section of the HMIS Policies and Procedures.

Applicability

The Texas Balance of State HMIS Privacy Policy and Procedure applies to the HMIS Lead, PAs, and any person accessing HMIS data. PA projects subject to the privacy rules established under the authority of the Health Insurance Portability and Accountability Act (HIPAA) or other more restrictive policies will be honored.

The limitations of the HMIS implementation are described in the Client Informed Consent and Privacy Rights section of the HMIS Policies and Procedures.

The HMIS Lead Agency and PAs will uphold federal and state confidentiality regulations to protect client records and privacy. If a PA is covered by more stringent regulations, such as HIPAA, the more stringent regulations will prevail. Any project not subject to the Texas Balance of State HMIS Privacy Policy and Procedure will be identified in the PA's HMIS Agency Participation Agreement.

Participating Agency Policy

Each PA is responsible for maintaining a privacy policy and certifying that each participating project complies with the Texas Balance of State HMIS Privacy Policy and Procedure. PA Administrators are responsible for reviewing privacy policies and ensuring consistency with the Texas Balance of State HMIS Privacy Policy and Procedure. At times, PAs may require more rigorous privacy standards but they must, at minimum, meet and not contradict the privacy standards set forth herein. In addition, PAs must maintain documentation regarding changes to their privacy policies.

Each PA will adopt the standard policy or their own, as long as the policy meets and does not contradict with the privacy standards set forth in this Policy and Procedure.

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A PA's Privacy Policy will:

- Specify the purpose for collecting the information.
- Specify all potential uses and disclosures of client personal information.
- Specify the time for which the hard copy and electronic data will be retained at the organization and the method for disposing of it or removing identifiers from personal information that is not in current use.
- State the process and applicability of amendments and commit to documenting all amendments.
- Offer reasonable accommodations for persons with disabilities and/or language barriers.
- Allow the client the right to inspect and to have a copy of their client record and offer to explain any information the individual may not understand.
- Include reasons and conditions when an organization would not release information.
- Specify a procedure for accepting and considering questions or complaints about the privacy policy.

Compliance Review

The HMIS Lead Agency is responsible for ensuring HMIS is operated in accordance with HUD standards. PAs are responsible for conducting annual reviews certifying each participating project complies with the Texas Balance of State HMIS Privacy Policy and HUD standards. The Texas Balance of State CoC, through the HMIS Lead Agency, retains the right to conduct site visits to ensure compliance with the Texas Balance of State HMIS Privacy Policy and Procedure.

Each year, PAs will be required to self- certify that they comply with the Texas Balance of State HMIS Privacy Policy and Procedure. PAs must indicate whether it has:

- Adopted the Texas Balance of State HMIS Privacy Policy and Procedure, or
- Adopted a different privacy policy that meets the requirements outlined in the Texas Balance of State HMIS Privacy Policy and Procedure.

In the event the PA adopts a different privacy policy, the PA will be expected to attach a copy of the policy to their HMIS Agency Participation Agreement. If no policy has been adopted at time of execution of the HMIS Agency Participation Agreement, or at the time of the annual certifications thereafter, the PA must establish a date no later than three months from the certification review date by which such a policy will be developed and implemented.

Privacy Policy Notice

The HMIS Lead Agency and PAs must ensure privacy policies are readily accessible to clients and the public.

Public Access Procedure

The HMIS Lead Agency will post the Texas Balance of State HMIS Privacy Policy and Procedure on its official website and provide a copy to any individual upon request.

Informed Client Consent Procedure

The HMIS Lead Agency will maintain HMIS data using lawful and fair means. PA privacy policies will include a provision stating the PA will only collect data with the consent of their clients. Any client seeking assistance from a PA will be notified through a signed consent form that data collection will occur. The HMIS Lead Agency will assume that client information in the Texas Balance of State HMIS has been entered with the consent of the client according to these policies and procedures. All PAs will keep copies of the signed consents on file. Individual PAs may maintain stricter policies relating to client consent to collect and share data with the HMIS Lead Agency.

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At minimum, the HMIS Lead Agency requires PAs to post signs at each intake desk or other appropriate locations where data collection occurs explaining the reasons for HMIS data collection. The sign will include the following language:

> *We collect personal information about individuals in a computer system called a Homeless Management Information System (HMIS) for reasons that are discussed in our privacy policy. We may be required to collect some personal information by organizations that fund the operation of this program. Other personal information that we collect is important to run our programs, to improve services for individuals, and to better understand the needs of individuals. In order to provide or coordinate individual referrals, case management, housing or other services, some client records may be shared with other organizations that are required to have privacy policies in place in order to protect your personal information.*
>
> *We only collect information that we consider appropriate. If you have any questions or would like to see our privacy policy, our staff will provide you with a copy. You have the right as a client to decline to share your information.*

Agencies may use the sample privacy notice attached in Appendix G of the HMIS Policies and Procedures.

Accessibility Procedure

Each PA that is a recipient of federal assistance will provide required information in languages other than English that are common in the community, if speakers of these languages are found in significant numbers and come into frequent contact with the organization.

PAs must make reasonable accommodations for persons with disabilities throughout the consent, intake, and data collection processes. This may include, but is not limited to, providing qualified sign language interpreters, readers or materials in accessible formats such as Braille, audio, or large type as needed by the individual with a disability.

HMIS Data Use and Disclosure

The confidentiality of HMIS data will be protected. PAs must collect data by legal and fair means, consistent with the Data Policies and Procedures section of the HMIS Policies and Procedures. The HMIS Lead Agency and PAs may only collect, use, and disclose data for the specific purposes and reasons defined in this section.

The HMIS Lead Agency collects HMIS data from organizations that directly enter data into the Texas Balance of State HMIS System with the knowledge and authority of the CoC Steering Committee. HMIS data may only be collected, used, or disclosed for activities described in this section. The HMIS Lead Agency requires that PAs notify individuals seeking their assistance that data collection, use, and disclosure will occur. By entering data into the Texas Balance of State HMIS System, the PA verifies that individuals have provided the PA with consent to use and disclose their data for purposes described below and for other uses and disclosures the HMIS Lead Agency determines to be compatible:

- To provide or coordinate individual referrals, case management, housing or other services. Client records may be shared with other organizations that may have separate privacy policies and that may allow different uses and disclosures of the information;
- For functions related to payment or reimbursement for services;
- To carry out administrative functions, including but not limited to audit, personnel oversight, and management functions;
- To produce aggregate-level reports regarding use of services;
- To produce aggregate-level reports for funders or grant applications;
- To create de-identified (anonymous) information;

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- To track system-wide and project-level outcomes;
- To identify unfilled service needs and plan for the provision of new services;
- To conduct a study or research project approved by the CoC
- When required by law (to the extent that use or disclosure complies with and is limited to the requirements of the law);
- To avert a serious threat to health or safety if:
    - The use or disclosure is reasonably believed to be necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public; and
    - The use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat.
- To report about an individual reasonably believed to be a victim of abuse, neglect, or domestic violence to a governmental authority (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect, or domestic violence in any of the following three circumstances:
    - Where the disclosure is required by law and the disclosure complies with and is limited to the requirements of the law;
    - If the individual agrees to the disclosure; or
    - To the extent that the disclosure is expressly authorized by statute or regulation and either of the following are applicable:
        - The PA believes the disclosure is necessary to prevent serious harm to the individual or other potential victims; or
        - If the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the HMIS data for which disclosure is sought is not intended to be used against the individual and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure;
    - When such a permitted disclosure about a victim of abuse, neglect, or domestic violence is made, the individual making the disclosure will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:
        - In the exercise of professional judgment, it is believed that informing the individual would place the individual at risk of serious harm; or
        - It would be informing a personal representative (such as a family member or friend), and it is reasonably believed that the personal representative is responsible for the abuse, neglect, or other injury, and that informing the personal representative would not be in the best interests of the individual as determined in the exercise of professional judgment.
- To a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:
    - In response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena;
    - If the law enforcement official makes a written request for HMIS data that:
        - Is signed by a supervisory official of the law enforcement agency seeking the HMIS data;
        - States that the information is relevant and material to a legitimate law enforcement investigation;
        - Identifies the HMIS data sought;
        - Is specific and limited in scope to the extent reasonably practicable in light of the purpose for which. the information is sought; and
        - States that de identified information could not be used to accomplish the purpose of the disclosure.
    - If it is believed in good faith that the HMIS data constitutes evidence of criminal conduct that occurred on the PA's premises;
    - In response to an oral request for the purpose of identifying or locating a suspect, fugitive,

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material witness or missing person and the HMIS data disclosed consists only of name, address, date of birth, place of birth, social security number and distinguishing physical characteristics; or
    - If the official is an authorized federal official seeking HMIS data for the provision of protective services to the President or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others), *and* the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.
- To comply with government reporting obligations for HMIS and for oversight of compliance with HMIS requirements.
- To third parties for the following purposes:
    - To permit other systems of care to conduct data matches (i.e., to determine if you are also utilizing services from such other systems of care); and
    - To permit third party research firms and/or evaluators to perform research and evaluation services, as approved by the CoC, in connection with the projects administered by the HMIS

Provided that before client level HMIS data are disclosed under the subsection, the third party that will receive such client level HMIS data and use it, as provided above must first execute a Data Use and Security Agreement (found in Appendix A of the Policies and Procedures). The Data Use and Security Agreements requires the third party to comply with all applicable laws and regulations, including the privacy standards and disclosure provisions contained in the current HUD HMIS Data and Technical Standards.

Lead and the PAs;

The HMIS Lead may share client level HMIS data with contracted entities as follows:

- The PA originally entering or uploading the data to the Texas Balance of State HMIS.
- Outside organizations under contract with the HMIS Lead Agency or other entities acting on behalf of the Texas Balance of State CoC for research, data matching, and evaluation purposes. The results of this analysis will always be reported in aggregate form; client level data will not be publicly shared under any circumstance.

Entities providing funding to organizations or projects required to use HMIS will not have automatic access to HMIS. Access to HMIS will only be granted by the HMIS Lead Agency when there is a voluntary written agreement in place between the funding entity and the organization or project. In such cases, funder access to HMIS will be limited to data on the funded organization or project. Funding for any organization or project using HMIS cannot be contingent upon establishing a voluntary written agreement allowing the funder HMIS access.

Any requests for reports or information from an individual or group who has not been explicitly granted access to the Texas Balance of State HMIS will be directed to the HMIS Support Committee. No individual client data will be provided to meet these requests without proper authorization.

Before any use or disclosure of Personal Identifying Information (PII) that is not described here is made, the HMIS Lead Agency or PA wishing to make the disclosure will seek the consent of all individuals whose PII may be used or disclosed.

Access and Correction

Clients whose data is collected in HMIS may inspect and receive a copy of their HMIS record by requesting it from the PA that originally collected the information. The HMIS Lead Agency requires the PA to establish a policy to manage such requests and to explain any information a client may not understand.

Each PA privacy policy will describe how requests from clients for correction of inaccurate or incomplete HMIS records are handled. The policy will allow clients to request their HMIS data or request the data be removed from

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the HMIS. Nothing in this section is intended to indicate that a PA is released from any obligation by any funder to collect required data elements.

If a client requests to have his or her information in the HMIS corrected or removed, and the PA agrees that the information is inaccurate or incomplete, they may delete it or they may choose to mark it as inaccurate or incomplete and to supplement it with additional information. Any such corrections applicable to the data stored in the HMIS system will be corrected within one week of the request date.

In the event that a client requests to view his or her data in the HMIS, the PA HMIS Administrator will keep a record of such requests and any access granted. The PA HMIS Administrator or PA Case Manager will provide a copy of the requested data within a reasonable timeframe to the client.

PAs are permitted to establish reasons for denying client requests for inspection of HMIS records. These reasons are limited to the following:

- If the information was compiled in reasonable anticipation of litigation or comparable proceedings
- If the record contains information about another client or individual (other than a healthcare provider or homeless provider) and the denial is limited to the section of the record containing such information
- If the information was obtained under a promise of confidentiality (other than a promise from a healthcare provider or homeless provider) and if the disclosure would reveal the source of the information
- Disclosure of the information would be reasonably likely to endanger the life or physical safety of an individual.

If a PA denies a request for access or correction, the PA will explain the reason for the denial. The PA will also maintain documentation of the request and the reason for the denial.

PAs may reject repeated or harassing requests for access to or correction of an HMIS record.

Data Retrieval and Sharing

HMIS, as implemented in the Texas Balance of State CoC region, is a system that will generate reports required by HUD, the CoC, and other stakeholders at a level that does not identify individuals but can provide accurate statistical data such as numbers served and trend assessments based on data entered by PAs. Data from the HMIS will be used to produce CoC and local level statistical reports as well as corresponding reports. These purposes are included in the HMIS Data Use and Disclosure section of the HMIS Privacy Policies and Procedures.

The HMIS Lead Agency staff has access to retrieve all data in the Texas Balance of State HMIS. The HMIS Lead Agency will protect client confidentiality in all reporting.

PAs may share PII with each other for the purposes of determining eligibility and coordinating client services once an agreed upon Release of Information is in place, as outlined in the Data Policies and Procedures section of the Policies and Procedures.

PAs may also retrieve HMIS data entered to produce statistical reports including number of clients served and trend assessments for internal purposes, grant applications, and other required reports, within the parameters established by the HMIS Lead.

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Grievance

Concerns related to the Texas Balance of State CoC HMIS Privacy Policy and Procedure may be raised according to the procedures outlined in the HMIS Client Grievance Policy and Procedure. PAs must establish a policy and regular process for receiving and reviewing complaints from clients about potential violations of the policy.

PAs should report any violation of their privacy policy to the HMIS Lead Agency. In addition to any corrective actions taken by the PA, the HMIS Lead Agency may also report the findings to the CoC Steering Committee or law enforcement, as appropriate, for further action. Such action may include, but is not limited to the following:

- Suspension of system privileges
- Revocation of system privileges

Individuals sanctioned because of HMIS privacy violations, can appeal to the CoC Steering Committee.
All HMIS end-users are required to comply with this privacy policy. PAs- must ensure all end-users involved in HMIS data collection and/or entry receive privacy policy training. End users must receive and acknowledge receipt of this privacy policy.

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 has no preferences, but will set aside 25 vouchers for homeless families. Families must be referred by an agency that is a member of the Homeless Coalition. Vouchers will be available as funding allows.

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 ELI 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.

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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 preference:

Involuntary Displacement – 30 points

This preference is offered to families that are displaced due to Natural Disaster or Government Action.

- Verified in writing by local, state, or federal authorities within the last 6 months.

Working Families – 5 points

This preference is offered to all working families. To qualify for this preference the head, co-head, or spouse must be working at least 30 hours per week at the State's minimum wage, or more, for the period of twelve consecutive months prior to admission, at the time of the unit offer. To qualify for the preference:

- Head, co-head, or Sole Member must be working at least 30 hours per week at the State's minimum wage. Verification furnished by employment verification.

Elderly or Disabled – 5 points

Elderly preference is offered if the Head/Spouse/Sole Member are 62 years of age or older.

- Verification provided by Birth Certificate and reviewed at the time of interview. Disability preference is offered to applicant's who's Head/Spouse/Sole Member are disabled as defined.
- Verification provided by Social Security Office award letter.

Homeless – 5 points

This preference is offered to applicants that meet HUD's federal definition as outlined in Category #1 and Category #4 . (Category #1) An individual currently living in a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human habitation; or an individual or family living in supervised publicly or privately operated shelter designated to provide temporary living arrangements; or an individual exiting an institution where they stayed for 90 days or less

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and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution; or (Category #4) an individual or family 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 a family member including a child, that has either taken place with 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 has no other residence; and lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing;

- Be referred by a CCHA recognized homeless service provider. Referral to include a written plan to help ensure the successful transition from homelessness to permanent housing, and to help the household comply with eligibility and continuing occupancy policies, lease, house rules and any other applicable program requirements.
- Verification from shelter that provides temporary housing certifying the household is homeless.
- Verification from institution where the individual is exiting (90 days or less) and verification from shelter that provided housing prior to entering the institution certifying the household was homeless.
- Verification from federal, state or local police authorities, court records, certification from an agency that provides assistance to victims of such violence.

Veterans – 5 points
This preference is offered to Veteran families. CCHA defines "veteran" as a Head of Household that was honorably or generally discharged or who is currently on active duty with the following branches of service: Army, Navy, Air Force, Marines, Coast Guard and the National Guard (if deployed during war). This definition also includes the spouse of a veteran who is currently on active duty, or the widow of a veteran who was killed in action.

- Proof of this is through the Defense Department issued Form DD-214 or certification from a federal state or local agency that will attest to the veteran status.

Upward Mobility – 5 points
This preference is offered if the Head/Spouse/Sole Member who are enrolled in an educational, training, or upward mobility program.

- Verification from educational, training, or upward mobility agencies.

Annual Adjustment – 5 points
This preference is added to each application annually, until the applicant is housed.

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Denton Housing Authority

DENTON HOUSING AUTHORITY

RESOLUTION #04-15

ESTABLISHING WAITING LIST PREFERENCES FOR HOUSING CHOICE VOUCHER PROGRAM

WHEREAS, the Housing Authority of the City of Denton (DHA) administers the Housing Choice Voucher (HCV) Program for the Department of Housing and Development (HUD), and;

WHEREAS, the HCV program allows DHA to establish preferences for selection from the waiting list, and;

WHEREAS, the selection process must be in compliance with local needs and priorities, and in compliance with HUD rules and regulations, and;

WHEREAS, DHA will allow a preference for admission to its HCV waiting list for the following applicants in ranking order:

#1 – Residency Preference – City of Denton residents
#2 – Elderly, Handicapped, & Disabled
#3 – Veterans
#4 – Victims of Domestic Violence
#5 - Homeless

NOW THEREFORE BE IT RESOLVED, by the DHA Board of Commissioners to hereby establish these preferences for selection from the HCV waiting list effective June 1, 2015.

Bill Giese

Bill Giese, Chairman

4/29/15

Date

ATTEST:

Sherri McDade

Sherri McDade, CEO

4/29/15

Date

Denton Housing Authority
Waiting List Preferences

Resident of the City of Denton

Definition: An individual or family who lives in the City of Denton, TX, including shelters.

Verification: Utility bill, lease, driver's license, or 3 pieces of mail with applicant name at the address listed.

Elderly, Handicapped, or Disabled

Definition: Head, spouse, or co-head who is 62 years of age or older, handicapped, or disabled. Under federal law, an individual is disabled if he/she has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such impairment.

Verification: Birth Certificate or federal or state issued ID to verify age, proof of SSI, or verification by doctor or physician, healthcare provider, or clinic (such as MHMR) that treats or assists families.

Veteran

Definition: Head, spouse, or co-head who has served in the armed forces.

Verification: Government ID or other documentation provided by the VA.

Victim of Domestic Violence

Definition: Any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions related 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 or has made the individual or family afraid to return to their primary nighttime residence.

Verification: Documentation from the police department or a domestic violence agency.

Homeless

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

Verification: Individual or family must provide documentation from a social service provider who is aware of their situation.

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

HACB Policy

HACB will open the waiting list or leave the waiting list open for certain preference groups as needed to meet the preference caps listed below.

Preference	Points
Youth who are at least 18 years of old and not more than 21 years old (has not reached 22nd birthday) who left foster care at age 16 or older and who does not have adequate housing and have been referred by the Texas Department of Family and Protective Services.	40
Families who are victims of a Presidential declared disaster or during a local emergency that has been declared by the Chief elected official of the responsible entity who has proclaimed that there is an immediate need for public action to protect the public safety.	30
Families who reside in housing that have been condemned by the City of Brownsville	30
Families, residents of the city of Brownsville, whose homes (owned or rented), have been destroyed by fire and have been referred by the Red Cross for assistance.	30
Families in Public Housing required to transfer from their unit due to PHA action involving rehab of unit or emergency conditions that make the unit uninhabitable while undergoing repairs	30
Victims of domestic violence requirements: Referral from a family violence prevention organization, police report and a protective order	15
Veterans that have been honorably discharged from the Armed Forces of the United States.	15
Working families whose head or spouse is currently employed and to include families whose head of household or spouse is sixty-two years (62) years of age or disabled.	10

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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 has adopted the following local preferences:

1. Elderly
2. Disabled
3. Veterans
4. Battered Individuals
5. Family Unification
6. Homeless
7. Non-elderly Disabled

In order to qualify for the preference, the head of household, co-head of household and/or spouse must qualify under the preference category. Ten (10) families will be pulled from each category each year. Once the available slots have been exhausted within a twelve month period, families who would otherwise qualify for the preference will be listed on the wait list as a general applicant.

Continuum of Care Lead Agency Memorandum of Understanding
between
Texas Balance of State Continuum of Care (TX BoS CoC) Board and
Texas Homeless Network (THN) Board of Directors
Approved March 25, 2015
Updated September 6, 2016
Updated August 23, 2017

I. PURPOSE AND BACKGROUND

The purpose of this Memorandum of Understanding (MOU) is to confirm agreements related to the role of THN as the Lead Support Agency for the Texas Balance of State Continuum of Care (TX BoS CoC). This MOU is between the TX BoS CoC, as represented by its governing body, the CoC Board, and Texas Homeless Network (THN), as represented by its board of directors. This MOU establishes THN as the Lead Agency for the CoC, defines general understandings, and defines the roles and specific responsibilities of each party relating to key aspects of the operation of the CoC.

This MOU is an effort to ensure a mutual understanding and strengthening of our joint partnership to end homelessness in the TX BoS CoC. An annual work plan will be drafted which will detail specific lead agency annual goals, outcomes, and work products with the corresponding sources and uses of funding intended to support the work of the BoS CoC. This work plan will be approved by both entities engaged in this Memorandum of Understanding.

II. DURATION and RENEWAL

Except as provided in Section VII Termination, the duration of this MOU shall be from September 1, 2016 through August 31, 2017. This agreement shall renew automatically for 12-month periods, following the CoC's fiscal year (September through August) unless either party gives notification pursuant to Section VII Termination.

III. GOVERNANCE AND PARTICIPATION

1. CoC Authority

The CoC Program is authorized by subtitle C of Title IV of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11381-11389), as amended by the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act). The program is designed to:

- Promote a communitywide commitment to the goal of ending homelessness;
- Provide funding for efforts by nonprofit providers, States, and local governments to quickly rehouse homeless individuals (including unaccompanied youth) and families, while minimizing the trauma and dislocation caused to individuals, families, and communities by homelessness;
- Promote access to and effective utilization of mainstream programs by homeless individuals and families; and
- Optimize self-sufficiency among individuals and families experiencing homelessness.

A CoC is a geographically-based group of representatives that carries out the planning responsibilities of the Continuum of Care program, as defined by regulation. The CoC is designed to address the critical problem of homelessness through a coordinated community-based process that identifies needs and builds a system of housing and services to address those needs. The geographic area of the TX BoS CoC, as defined by the U.S. Department of Housing and Urban Development (HUD), includes 215 counties in Texas, as of August 2017.

The CoC's oversight and governance responsibilities are carried out by its Board. The Board is responsible for oversight of the CoC processes, planning, and outcomes required by HUD. Its structure and members' roles and responsibilities can be found in the TX BoS CoC's Governance Charter and in the CoC Policies and Procedures.

1. Collaborative Applicant Designation

The CoC designates THN as the Collaborative Applicant. In this role, THN will apply for grants, including grants from HUD such as Continuum of Care Program funding, on behalf of the TX BoS CoC. For the TX BoS CoC, the Collaborative Applicant is also the CoC Lead Agency and CoC support staff.

2. Lead Agency Designation

The CoC designates THN as the Lead Agency to manage the required HUD processes on its behalf; to strategically and systematically address homelessness; to help providers of services and housing to perform successfully; to aim for the maximum amount of funds available to the jurisdiction; and to ensure that the CoC is in compliance with all applicable HUD rules and regulations. THN performs these tasks at the direction of the CoC through the CoC Board.

3. Homeless Management Information System (HMIS) Lead Agency Designation

The CoC designates THN as the HMIS Lead Agency to operate the HMIS to ensure high data quality and other HUD HMIS compliance requirements of all HUD CoC Program projects and other projects required to use HMIS in the TX BoS CoC. THN performs these tasks at the direction of the CoC, through its Board.

The CoC has designated ClientTrack as the single HMIS for meeting HUD client-level data collection and reporting requirements.

IV. GENERAL UNDERSTANDINGS

1. HUD CoC Program

The CoC authorizes THN to apply for HUD CoC Program funds on behalf of the CoC. The HUD CoC Program Interim Rule, CoC Program Notice of Funding Availability (NOFA), grant agreement and applicable rules govern the terms and uses of HUD funds.

2. HMIS

The CoC authorizes THN to manage the HMIS consistent with all HUD requirements.

3. Compliance with HUD Requirements

It is the CoC's responsibility to ensure that the Lead Agency—THN—is operating in compliance with HUD regulations, notices, standards and other applicable laws. The parties agree to update this MOU, as provided in Section VI Amendment/Notices; other operational documents; and practices and procedures, in order to comply with any updates to these standards established in notices or other guidance, within the HUD-specified timeframe for such changes.

4. CoC Program "Planning Funds" Grant

In support of the services provided as the CoC Lead Agency, the CoC authorizes THN to apply for the maximum allowable "planning funds" grant during each CoC Program funding cycle, as designated by HUD.

5. HMIS Financial Support

In support of the services provided as the HMIS Lead Agency, the CoC authorizes THN to apply for CoC Program grant(s), as needed, and to charge agencies user license fees and/or program fees.

V. SPECIFIC RESPONSIBILITIES OF THE PARTIES

1. CoC Responsibilities

The Texas Balance of State Continuum of Care is a collaborative, inclusive, community-based process for planning and managing homeless assistance resources and programs effectively and efficiently, in order to end homelessness in the jurisdiction. It is governed by the CoC Board which comprises 15 members representing various stakeholders within the Continuum. The CoC Board serves as the lead governance body, providing oversight, direction, policy setting, and guidance regarding homeless planning and resources in the jurisdiction.

In this agreement, the CoC agrees to:

- Work to secure the funds and resources needed by THN for its work outlined in the Lead Agency Annual Work Plan;
- Develop, follow, and update annually a governance charter for the CoC;
- Establish a CoC Board to act on behalf of the CoC, using a CoC-adopted written process that must be reviewed, updated, and approved at least once every five years;
- Act as the primary decision-making group, through the CoC Board, for the TX BoS CoC;

- Collaborate to secure and align local public and private funds, state funds, and federal funds to prevent and end homelessness;
- Increase public awareness of homelessness and related issues;
- Maintain CoC operations through calling/holding meetings; creating and providing meeting agendas and minutes; establishing and implementing a strategic plan and planning process; creating and monitoring of committees; and other activities with the support of the Lead Agency, as specified in this agreement and in the Lead Agency Annual Work Plan;
- Support THN and local communities with the annual HUD CoC Program application, the Annual Point-in-Time (PIT) count, the Housing Inventory Count (HIC), Annual Homeless Assessment Report (AHAR), HUD regulation compliance, collaboration with Emergency Solutions Grant (ESG) recipients and subrecipients, and other mutually agreed upon goals to maximize CoC Program application funding and overall performance of the CoC;
- Collaboration with ESG Recipients and other Consolidated Plan jursidictions:
    - Establish and operate a Coordinated Entry (CE) process;
    - Establish and consistently follow written standards for providing homeless assistance;
    - Consult with ESG program recipients on the plan for allocating ESG funds;
    - Report on and evaluate the performance of ESG program recipients and subrecipients; and
    - Provide information required to complete HUD's Consolidated Plans within the TX BoS CoC's geographic area.
- Oversee required planning processes and establish priorities for funding;
- Develop a plan that coordinates the implementation of a housing and service system in the geographic area that meets the needs of individuals and families in homeless situations;
- Set priorities and system performance expectations, including establishing performance targets appropriate for population and program type; monitor system progress on Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) goals, as measured by the System-wide Performance Measures and the Point-in-Time (PIT) Count; and provide assistance to improve performance;
- Ensure data is provided by all HUD CoC Program-funded projects and other projects required to participate in a Homeless Information Management System (HMIS) selected by the CoC, and encourage participation of critical non-HUD funded agencies in using the HMIS selected by the CoC;
- Ensure Continuum of Care members, including Board members and Local Homeless Coalition (LHC) members, are kept apprised of activities occurring on their behalf, through a process of open and fair communications;
- Ensure fair, objective, and transparent processes are in place for priority-setting and funding decisions;

- Ensure that any potential and/or perceived conflicts of interest are addressed in an effective, open, and timely manner;
- Ensure the implementation and ongoing operation of a Coordinated Entry process; and
- Ensure the development of and compliance with written standards for providing homeless assistance within the CoC.

2. Texas Homeless Network (THN) Responsibilities

In this agreement, THN agrees to:

- Serve as the CoC Lead Agency and staff support with responsibility for the following areas:

  - <u>CoC Planning</u>
    - Facilitate the development of a plan that coordinates the implementation of a housing and service system in each geographic area that meets the needs of homeless individuals and families;
    - Coordinate and facilitate collaboration among agencies to ensure successful planning and partnership in the CoC;
    - Coordinate planning with local homeless services planning bodies including Local Homeless Coalitions (LHCs), ESG Program recipients, and other key stakeholders;
    - Ensure that planning and priority-setting processes are in place and occur as planned and per requirements;
    - Analyze feedback from HUD on the CoC Consolidated Application and identify ways to maximize CoC Program funding;
    - Recruit stakeholders to participate in CoC planning and committees to ensure broad awareness and participation;
    - Advertise committee and other work group meetings;
    - Coordinate and staff committees and other work groups, upon request and when staff resources are available;
    - Research and produce planning materials, including best practices; and
    - Publish committee minutes and materials on the CoC page of THN's website in a timely manner.

  - <u>CoC Board</u>
    - Assist with the establishment of a CoC Board to act on behalf of the CoC;
    - Coordinate Board meetings by communicating meeting dates, times, and meeting materials to CoC Board members;
    - Email materials and minutes to CoC Board members in a timely manner; and
    - Assist with developing, following, annually reviewing, and updating, as needed, the CoC's governance charter.

- CoC General Meetings

    - Coordinate with Local Homeless Coalitions (LHCs) within the CoC via LHC Chairs
    - Advertise and coordinate CoC General Meetings by posting meeting dates, times, and meeting materials on the THN's TX BoS CoC webpage;
    - Publish materials and minutes on THN's TX BoS CoC webpage or via the CoC's email list in a timely manner; and
    - Provide staff support in other ways that the LHCs request, upon request and when staff resources are available.

- CoC Standing Committees and Ad Hoc Committees
    - Assist with the establishment of committees;
    - Provide a staff liaison to each committee;
    - Coordinate committee meetings by assisting the Chair and/or Co-Chair with communications;
    - Provide staff support in other ways that the committees request, upon request and when staff resources are available.

- HUD's Continuum of Care (CoC) Program Application
    - Prepare and submit the Grant Inventory Worksheet (GIW), in collaboration with HUD and CoC Program-funded projects, to ensure accurate accounting of grants and receipt of all renewal funds;
    - As the CoC's Collaborative Applicant, prepare and submit the annual Consolidated Application for HUD's CoC Program Competition, including the CoC Application component;
    - Prepare and submit a Project Application for the CoC's HMIS project;
    - Prepare and submit a Project Application for the CoC Planning project;
    - Develop and manage the application, evaluation, and ranking processes for applications for renewal projects and new projects, in accordance with CoC Program Competition NOFAs;
    - Support application review committees; and post the CoC Application portion of the Consolidated Application and related materials online, as required by HUD.

- HMIS Lead Agency
    - Serve as the HMIS Lead Agency, operating the HMIS to ensure high data quality and other HUD HMIS compliance requirements of all HUD CoC Program-funded projects and other projects required to use the HMIS in the TX BoS CoC;

- Ensure the development of and compliance with policies and procedures for HMIS Governance, Data Security and Privacy, and Data Quality and Software Functionality according to HUD guidelines.
- Complete the AHAR;
- Assist HMIS users with preparing Annual Performance Reports (APRs);
- Provide overall staffing for HMIS administration;
- Operate HMIS effectively and efficiently, based on the available funding sources, as approved;
- Comply with all HUD HMIS standards and other applicable laws;
- Develop a process for measuring System Wide Performance Measures and provide reports on a minimum quarterly basis and
- Apply for CoC Program funds, as needed, and charge agencies user license fees and/or program fees.

See the TX BoS CoC's HMIS Policies and Procedures and related documents for more details.

- Point in Time (PIT) Count, Housing Inventory Count (HIC), and Needs Assessment
  - Coordinate with LHCs and with other stakeholders in BoS CoC communities to conduct the Point-in-Time (PIT) count;
  - Coordinate with LHCs and use HMIS data to provide the corresponding Housing Inventory Count (HIC) data; and
  - Coordinate unmet needs and/or gaps assessments.

- CoC Program Performance Evaluation
  - Assist the CoC with establishing performance targets appropriate for population and program type;
  - Collect and report on HUD program performance data through analysis of HMIS and AHAR data;
  - Provide staff for performance evaluation of CoC Program-funded projects;
  - Compile and prepare results to report, at least two times per year to the CoC Board;
  - Ensure open and fair methods of communication and processes in the monitoring of projects' performance; and
  - Provide and/or arrange for training and technical assistance on topics of relevance to the CoC and for agencies not meeting CoC performance standards.

- Collaboration with ESG Recipients
  - Establish and operate a Coordinated Entry (CE) process;
  - Establish and consistently follow written standards for providing homeless assistance;

- Consult with ESG program recipients within the BoS CoC on the plans for allocating ESG funds;
- Report on and evaluate the performance of ESG program recipients and sub recipients; and provide information required to complete HUD's Consolidated Plans within the TX BoS CoC's geographic area.

- HUD Regulations
  - Keep current and informed, and educate CoC members, on relevant changes in HUD rules and regulations.

- Miscellaneous
  - Perform other activities, as defined by the Lead Agency Annual Work Plan.

VI. AMENDMENT/NOTICES

This MOU may be amended in writing by either party and is in effect upon signature of both parties. Notices shall be mailed, e-mailed or delivered to:

1. Designated Representative of the TX BoS CoC Continuum of Care Board; and
2. Executive Director of the Texas Homeless Network, for signature by the Chair of the THN Board of Directors.

VII. TERMINATION

Either party may terminate this MOU at a date prior to the renewal date specified in this MOU by giving 120 days written notice to the other party. If the funds relied upon to undertake activities described in this MOU are withdrawn or reduced, or if additional conditions are placed on such funding, any party may terminate this MOU within 30 days by providing written notice to the other party. The termination shall be effective on the date specified in the notice of termination.

SIGNATURES:

Authorized Signatory,
TX BoS Continuum of Care Board

Jesse Elizondo
Printed Name

9-5-2017
Date

Chair,
Texas Homeless Network Board of Directors

Marilyn L. Brown
Printed Name

9-12-17
Date

THN

Texas Balance of State Continuum of Care

CERTIFICATION OF ADOPTION

I DO HEREBY CERTIFY:

That I was a duly elected member of the Continuum of Care (CoC) Board for the Texas Balance of State CoC (TX BoS CoC) on 2/22/2016 and that on that same date, the CoC Board adopted Notice CPD-16-11 regarding prioritizing chronic homelessness (CH) in CoC Program-funded Permanent Supportive Housing (PSH) projects.

Jesse Elizondo

5-2-2017

Date

- Household unresponsive to one instance of 5 attempts to contact in 5 days (See Contacting Households)
- Household resolved crisis without assistance
- Household has safety concerns.

Prioritization

Prioritization refers to the process by which all persons in need of assistance who use Coordinated Entry are ranked in order of priority. Prioritization ensures that people with the most severe service needs and levels of vulnerability are prioritized for housing and homeless assistance before those with less severe service needs and lower levels of vulnerability.

It is inappropriate to prioritize households based on severity of service need or vulnerability for emergency services, including all domestic violence and emergency services hotlines, drop-in service programs, emergency shelters, domestic violence shelters, and other short term crisis residential programs. Emergency services should operate with as few barriers to entry as possible and be available to anyone who needs and wants them.

Prioritization standards can be applied in a variety of ways:

1) Receiving projects can apply the prioritization standards for their housing intervention type to the referrals received in HMIS; or
2) Receiving projects can contact a CEPE member or assessor at an entry point to determine whom they need to contact to fill their availability; or
3) A combination of the two approaches.

The Prioritization process must be included in the local Coordinated Entry Policies and Procedures. Receiving projects must follow the procedure for prioritization outlined in the local Coordinated Entry Policies and Procedures once the project has availability.

Prioritization Standards

CoC Program-funded RRH and PSH projects must adhere to the prioritization standards adopted by the TX BoS CoC Board. The prioritization standards for each project type are described below:

CoC Program-Funded Rapid Re-Housing

The TX BoS CoC agrees with HUD that people with the greatest needs must receive priority for any type of housing and homeless assistance available in the CoC. Therefore, the CoC Program-funded RRH projects in the TX BoS CoC must prioritize households experiencing homelessness with the following characteristics:

- Households with the highest service needs
- Households sleeping in an unsheltered sleeping location

- Households with the longest history of homelessness
- Households with the earliest enrollment date, either for a housing intervention (TH, RRH, PSH), emergency shelter, or coordinated entry, in HMIS or an HMIS-comparable database

Rapid Re-Housing is matched to households that receive a total score between 4 and 7 on the VI-SPDAT version 2 or 4 and 8 on the F-VI-SPDAT version 2. The following outlines the procedure for determining which household a CoC Program-funded RRH project must contact to fill an availability:

1. Using either the Housing Priority List or the project referral functionality in HMIS, identify the households with the highest total score. The higher the total VI-SPDAT or F-VI-SPDAT score, the higher the service need. The total score is obtained upon completion of administering the VI-SPDAT or F-VI-SPDAT.

2. Of the households with the highest total score, identify those households sleeping in an unsheltered location. The unsheltered sleeping location is determined by the response to question 1 of the VI-SPDAT version 2 or question 5 of the F-VI-SPDAT version 2.

3. Of the households with the highest total score and those sleeping in an unsheltered location, identify the households that have experienced homelessness the longest. Length of time homeless is based on question 2 of the VI-SPDAT version 2 or question 6 of the F-VI-SPDAT. Additional homelessness history documented within HMIS through enrollments may also be utilized to document this length of time.

4. Of the households with the highest total score, sleeping in an unsheltered location, and having experienced homelessness the longest, identify the household(s) with the date of first enrollment, or when the household first presented for assistance anywhere in the TX BoS CoC, giving priority to the oldest enrollment.

The project would contact that household with the highest total score, sleeping in an unsheltered location, having experienced homelessness the longest, and with the oldest enrollment to offer their housing and services.

There may be instances in which a household with a score within the PSH range is referred to a Rapid Re-Housing project; the household may be experiencing chronic homelessness. Per the Coordinated Entry Written Standards, a household that scores for PSH may be referred to a RRH project. The project will follow the RRH prioritization standards, which means, the household that scored for PSH will be prioritized above households that scored for RRH.

CoC Program Funded Permanent Supportive Housing, dedicated to the Chronically Homeless[18]

Priority	Description
First Priority	Chronically Homeless[19] Individuals and Families[20] with the longest history of homelessness[21] and with the most severe service needs[22]
Second Priority	Chronically Homeless Individuals and Families with the longest history of homelessness
Third Priority	Chronically Homeless Individuals and families with the most severe service needs
Fourth Priority	All other Chronically Homeless Individuals and Families

CoC Program Funded Permanent Supportive Housing, not dedicated to the Chronically Homeless[23]

Priority	Description
First Priority	Literally homeless individuals and families with a disability with long periods of episodic homelessness and severe service needs
Second Priority	Literally homeless individuals and families with a disability with severe service needs
Third Priority	Literally homeless individuals and families with a disability coming from places not meant for human habitation, safe haven, or emergency shelter without severe service needs
Fourth Priority	Individuals and families with a disability coming from Transitional Housing

PSH Prioritization Tie-Breaker

For PSH Prioritization, if multiple households in the same geographic area are identically prioritized for the next availability and each household is also eligible for the same unit, the housing provider must place the household with the date of first enrollment, or when the household first presented for assistance anywhere in the TX BoS CoC, giving priority to the oldest enrollment

Prioritization and Projects not funded by the CoC Program

The TX BoS CoC highly recommends CEPEs adopt the prioritization standards listed

[18] Notice CPD-14-12, http://bit.ly/2d8dPZ6
[19] Flowchart of HUD's Definition of Chronic Homelessness, http://bit.ly/2m0Y2CS
[20] 2012 Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity, Definition of "Family", Page 2 under *Terminology Changes*, http://bit.ly/2lnwqVD
[21] Determined by Question 2 on the VI-SPDAT "How long has it been since you lived in permanent stable housing?" or Question 6 on the F-VI-SPDAT "How long has it been since you and your family lived in permanent stable housing?"
[22] Determined by the total VI-SPDAT or F-VI-SPDAT score; the higher the score, the more vulnerable, hence, more in need of services
[23] Notice CPD-16-11, http://bit.ly/2d8ewl2

above for any PSH or RRH projects that are not CoC Program-funded, such as ESG Program-funded RRH projects, too. The standards have been proven to effectively end homelessness for the most vulnerable households in communities across the United States. Adopting the same prioritization standards also assists in streamlining and standardizing the system ultimately, creating less work for staff and the CE process since stakeholders are aware of the system-wide prioritization standards. The adoption of the prioritization standards must be outlined in the local Coordinated Entry Policies and Procedures.

Contacting Households

The project must attempt to contact the household at least five (5) times over the course of five (5) business days to offer housing and services. Projects must utilize all of the contact information provided by the household including primary and secondary contacts, mailing addresses, and email addresses. If the community has Street Outreach, receiving projects should notify the Street Outreach project(s) that they are looking for a household and where they can most commonly be found, which is also captured as part of the contact information. Entry Points should be notified, in case the household presents. HMIS Contributing Receiving Projects should also set up a notification in HMIS; this process will be described in the Coordinated Entry Data Guide, which is in development. Due diligence must be documented whether in HMIS or a comparable database.

If the household is contacted, the Receiving Project should determine if the household is still eligible for the project. If they are still eligible and interested in participating, the project must set up an intake appointment.

If the household is contacted and still eligible but declines the offer of assistance, the housing provider will move to the next household that meets the prioritization standards for the specific housing intervention. The household will remain in the receiving project's HMIS Referral Queue.

If the household is contacted but no longer eligible, the receiving project must determine if the household is eligible for other housing interventions in the community, make appropriate referrals, and update HMIS. If the household is not eligible for other housing interventions, the receiving project will refer the household to an Entry Point.

If a household is not contacted, the receiving project must make a record of due diligence in attempting to contact the household and update HMIS. The receiving project will then contact the next household that meets the prioritization standards for the specific housing intervention.

Case Conferencing

If the household declines four (4) offers of assistance, the receiving project must contact the referring Entry Point to set up case conferencing with the receiving

2017 HDX Competition Report

PIT Count Data for TX-607 - Texas Balance of State (BoS) CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count	**6048**	**7153**
Emergency Shelter Total	2564	2,617
Safe Haven Total	0	0
Transitional Housing Total	1096	966
Total Sheltered Count	**3660**	**3583**
Total Unsheltered Count	**2388**	**3570**

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	**853**	**879**
Sheltered Count of Chronically Homeless Persons	338	248
Unsheltered Count of Chronically Homeless Persons	515	631

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	**665**	**754**
Sheltered Count of Homeless Households with Children	610	600
Unsheltered Count of Homeless Households with Children	55	154

Homeless Veteran PIT Counts

	2011	2016	2017
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	**1500**	**64**	**674**
Sheltered Count of Homeless Veterans	303	40	230
Unsheltered Count of Homeless Veterans	1197	24	444

2017 HDX Competition Report

HIC Data for TX-607 - Texas Balance of State (BoS) 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	**3395**	**1378**	**1182**	**58.60%**
Safe Haven (SH) Beds	**0**	**0**	**0**	**NA**
Transitional Housing (TH) Beds	**1248**	**435**	**636**	**78.23%**
Rapid Re-Housing (RRH) Beds	**883**	**104**	**591**	**75.87%**
Permanent Supportive Housing (PSH) Beds	**1052**	**0**	**269**	**25.57%**
Other Permanent Housing (OPH) Beds	**0**	**0**	**0**	**NA**
Total Beds	6,578	1,917	2678	57.46%

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	**200**	**215**

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	**112**	**202**

2017 HDX Competition Report

HIC Data for TX-607 - Texas Balance of State (BoS) 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	**554**	**883**

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Summary Report for TX-607 - Texas Balance of State (BoS) CoC

For each measure enter results in each table from the System Performance Measures report generated out of your CoCs HMIS System. There are seven performance measures. Each measure may have one or more "metrics" used to measure the system performance. Click through each tab above to enter FY2016 data for each measure and associated metrics.

RESUBMITTING FY2015 DATA: If you provided revised FY 2015 data, the original FY2015 submissions will be displayed for reference on each of the following screens, but will not be retained for analysis or review by HUD.
ERRORS AND WARNINGS: If data are uploaded that creates selected fatal errors, the HDX will prevent the CoC from submitting the System Performance Measures report. The CoC will need to review and correct the original HMIS data and generate a new HMIS report for submission.

Some validation checks will result in warnings that require explanation, but will not prevent submission. Users should enter a note of explanation for each validation warning received. To enter a note of explanation, move the cursor over the data entry field and click on the note box. Enter a note of explanation and "save" before closing.

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.

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

	Universe (Persons)			Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Submitted FY2015	Revised FY2015	Current FY	Submitted FY2015	Revised FY2015	Current FY	Difference	Submitted FY2015	Revised FY2015	Current FY	Difference
1.1 Persons in ES and SH	9835	8705	8220	47	41	40	-1	15	14	14	0
1.2 Persons in ES, SH, and TH	11624	10232	9566	72	64	66	2	20	19	20	1

b.

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	-	8219	-	84		-	23	
1.2 Persons in ES, SH, and TH	-	9565	-	108		-	30	

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			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	Revised FY2015	# of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	132	442	2	4	1%	1	1	0%	7	1	0%	6	1%
Exit was from ES	2735	2378	302	253	11%	147	116	5%	136	129	5%	498	21%
Exit was from TH	430	500	33	22	4%	23	23	5%	20	16	3%	61	12%
Exit was from SH		0		0			0			0		0	
Exit was from PH	524	545	24	11	2%	13	13	2%	20	29	5%	53	10%
TOTAL Returns to Homelessness	3821	3865	361	290	8%	184	153	4%	183	175	5%	618	16%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	2015 PIT Count	Most Recent PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	7016	6048	-968
Emergency Shelter Total	2947	2564	-383
Safe Haven Total	0	0	0
Transitional Housing Total	1143	1096	-47
Total Sheltered Count	4090	3660	-430
Unsheltered Count	2926	2388	-538

Metric 3.2 – Change in Annual Counts

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	12248	10966	9964	-1002
Emergency Shelter Total	10454	9423	8614	-809
Safe Haven Total	0		0	
Transitional Housing Total	2195	1931	1582	-349

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	215	221	162	-59
Number of adults with increased earned income	32	27	16	-11
Percentage of adults who increased earned income	15%	12%	10%	-2%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	215	221	162	-59
Number of adults with increased non-employment cash income	63	52	44	-8
Percentage of adults who increased non-employment cash income	29%	24%	27%	3%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	215	221	162	-59
Number of adults with increased total income	86	71	57	-14
Percentage of adults who increased total income	40%	32%	35%	3%

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	506	528	247	-281
Number of adults who exited with increased earned income	138	144	58	-86
Percentage of adults who increased earned income	27%	27%	23%	-4%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	506	528	247	-281
Number of adults who exited with increased non-employment cash income	54	53	32	-21
Percentage of adults who increased non-employment cash income	11%	10%	13%	3%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	506	528	247	-281
Number of adults who exited with increased total income	176	181	84	-97
Percentage of adults who increased total income	35%	34%	34%	0%

2017 HDX Competition Report

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	11043	9996	8937	-1059
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.	1825	1646	1686	40
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)	9218	8350	7251	-1099

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	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	12522	11485	10679	-806
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.	1926	1745	1853	108
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.)	10596	9740	8826	-914

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 the FY2016 Resubmission reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons who exit Street Outreach	605	573	795	222
Of persons above, those who exited to temporary & some institutional destinations	381	62	86	24
Of the persons above, those who exited to permanent housing destinations	67	323	412	89
% Successful exits	74%	67%	63%	-4%

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

FY2016 - Performance Measurement Module (Sys PM)

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	10447	9997	10200	203
Of the persons above, those who exited to permanent housing destinations	3145	3085	3329	244
% Successful exits	30%	31%	33%	2%

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	436	420	388	-32
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	394	380	356	-24
% Successful exits/retention	90%	90%	92%	2%

2017 HDX Competition Report

FY2016 - SysPM Data Quality

TX-607 - Texas Balance of State (BoS) 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	2572	2588	2760	2358	1514	1299	968	835	1112	1118	970	1045	110	301	143	266				
2. Number of HMIS Beds	1288	1369	1492	1372	695	769	562	520	307	345	301	288	16	301	64	156				
3. HMIS Participation Rate from HIC (%)	50.08	52.90	54.06	58.18	45.90	59.20	58.06	62.28	27.61	30.86	31.03	27.56	14.55	100.00	44.76	58.65				
4. Unduplicated Persons Served (HMIS)	9758	10447	8430	8597	840	1365	1200	1582	292	334	318	385	78	317	261	1687				
5. Total Leavers (HMIS)	9043	9646	7804	7969	641	1009	869	1165	75	62	62	124	55	300	186	1279				
6. Destination of Don't Know, Refused, or Missing (HMIS)	3026	4714	3735	3362	139	117	283	58	12	2	1	2	33	91	47	48				
7. Destination Error Rate (%)	33.46	48.87	47.86	42.19	21.68	11.60	32.57	4.98	16.00	3.23	1.61	1.61	60.00	30.33	25.27	3.75				

2017 HDX Competition Report

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2017 PIT Count	1/26/2017	

Report Submission Date in HDX

	Submitted On	Met Deadline
2017 PIT Count Submittal Date	5/5/2017	Yes
2017 HIC Count Submittal Date	5/5/2017	Yes
2016 System PM Submittal Date	6/5/2017	Yes