Before Starting the CoC Application

The CoC Consolidated Application consists of three parts, the CoC Application, the CoC Priority Listing, and all the CoC's project applications that were either approved and ranked, or rejected. All three must be submitted for the CoC Consolidated Application to be considered complete.

 The Collaborative Applicant is responsible for reviewing the following:

 1. The FY 2018 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
 2. The FY 2018 CoC Application Detailed Instructions which provide additional information and guidance for completing the application.
 3. All information provided to ensure it is correct and current.
 4. Responses provided by project applicants in their Project Applications.
 5. The application to ensure all documentation, including attachment are provided.
 6. Questions marked with an asterisk (*), which are mandatory and require a response.

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA.   Please submit technical questions to the   HUD Exchange Ask A Question.

1A-1. CoC Name and Number: TX-604 - Waco/McLennan County CoC

1A-2. Collaborative Applicant Name: Heart of Texas Homeless Coalition

1A-3. CoC Designation: CA

1A-4. HMIS Lead: City of Waco

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this application, please reference the   FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA.   Please submit technical questions to the   HUD Exchange Ask A Question.

1B-1. CoC Meeting Participants. For the period from May 1, 2017 to April 30, 2018, using the list below, applicant must: (1) select organizations and persons that participate in CoC meetings; and (2) indicate whether the organizations and persons vote, including selecting CoC Board members.

Organization/Person Categories	Participates in CoC Meetings	Votes, including selecting CoC Board Members
Local Government Staff/Officials	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes
Law Enforcement	No	No
Local Jail(s)	No	No
Hospital(s)	Yes	No
EMS/Crisis Response Team(s)	Yes	Yes
Mental Health Service Organizations	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes
Disability Service Organizations	Yes	Yes
Disability Advocates	Yes	Yes
Public Housing Authorities	Yes	Yes
CoC Funded Youth Homeless Organizations	Yes	Yes
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	Not Applicable	No
Agencies that serve survivors of human trafficking	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes
Mental Illness Advocates	Yes	Yes
Substance Abuse Advocates	Yes	Yes

Other:(limit 50 characters)		
Veterans One Stop	Yes	Yes
Runaway Homeless Youth Grantee	Yes	Yes

1B-1a. Applicants must describe the specific strategy the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness.
(limit 2,000 characters)

1.The Heart of Texas Homeless Coalition (HOTHC) serves a six county catchment area with year round open membership invitation. Member agencies include: public housing authorities, local government, school districts, Veterans service agencies, domestic violence programs, substance use and/or mental health agencies, youth advocates, faith-based organizations, etc. Formerly homeless persons also participate. Members are responsible to seek others to join and flyers are distributed in all counties. Each year in strategic planning meetings, members share ideas to address homelessness and identify top priorities with action plans. In the past year, CoC members attended the following conferences/trainings to obtain information about best practices and ideas for consideration: Rapid Rehousing Institute, Nat. Conf. on Ending Family and Youth Homelessness, Nat. Symposium on Solutions to End Youth Homelessness, Nat. Conf. on Ending Homelessness, Nat. Human Services Data Consortium Conf., Mediware Conf., Texas Conf. on Ending Homelessness, Waco Domestic Violence Conf., Education Service Center Region 12 Homeless Liaison Conf., Race and Diversity Training at Neighborworks and Human Trafficking training. Input is gained throughout the year as goals are met. Two Advisory Committees consisting of interested HOTHC Members, CoC Lead, HMIS Lead and providers meet at least quarterly and offer direction to the CoC in HMIS, CoC Planning and CE. 2.HOTHC meetings are open with notice on the HOTHC website, Facebook, and posted flyers. Information is shared with the public about HOTHC initiatives and state of homelessness in the area via television coverage during Project Homeless Connect twice per year. Invitation to participate in HOTHC initiatives is made during that coverage. 3.CoC members participate in numerous collaborative community meetings, such as HOT Community Coalition Care Coordination and report back to HOTHC information gathered for consideration.

1B-2.Open Invitation for New Members. Applicants must describe:
(1) the invitation process;
(2) how the CoC communicates the invitation process to solicit new members;
(3) how often the CoC solicits new members; and
(4) any special outreach the CoC conducted to ensure persons experiencing homelessness or formerly homeless persons are encouraged to join the CoC.
(limit 2,000 characters)

1. HOTHC has print and digital handouts and brochures with membership information which is posted at public sites as well as distributed at CoC

meetings. Email invitation is broadcast annually to all those who have indicated an interest in serving the homeless population. 2. HOTHC solicited membership in the past year through annual public notice in each county seat, event postings of monthly meetings on the HOTHC Facebook page, notifications on the HOTHC website of local events, email, and local networking. 3. HOTHC solicits new membership on a continual basis by utilizing social media, on an annual basis through posting of meetings at each county seats, and monthly by posting on the HOTHC website about the upcoming meetings. 3. HOTHC participated twice this year in Project Homeless Connect, an event that focuses on connecting those who are homeless with local service providers. Through these events, HOTHC was able to encourage participation in the HOTHC general membership meetings and inform the media about the work that HOTHC does within the community. This event also serves to solicit participation of those who are homeless to be involved in HOTHC activities and planning.

1B-3.Public Notification for Proposals from Organizations Not Previously Funded. Applicants must describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding, even if the CoC is not applying for new projects in FY 2018, and the response must include the date(s) the CoC publicly announced it was open to proposals.
(limit 2,000 characters)

1. A public notice was created that included information about the competition, how to apply, and a timeline of deadlines for the competition. HOTHC shared this notice via email to HOTHC members, at HOTHC committee meetings and general membership meetings, by posting the information to the CoC's FY2018 webpage on the HOTHC website, by posting the notice on the public notice boards at Waco City Hall and in each county, and by posting the notice on multiple occasions on the HOTHC Facebook page. CoC contact information was given if there were questions. Applicants were directed to submit their application in eSnaps by 7/30/18, and to email the CoC Lead with their application and other supporting materials requested from the Scoring and Ranking Committee such as a Financial Audit, APR, eLoccs drawdown reports, and any monitoring reports. Once new applicants were identified, the CoC Lead held an informational session following a general membership meeting for new applicants to ask questions and this meeting was followed up with one-on-one meetings with each applicant to assist them with the process and any questions they may have. 2. All applications are accepted for review and subject to threshold requirements, scoring/ranking and/or reallocation. The Scoring and Ranking Committee utilizes a New Project Threshold Tool to evaluate threshold as defined in the NOFA for new applicants. For renewal projects, a Renewal Scoring Rubric is utilized. 3. HOTHC announced it was open to proposals via email to general membership on 6/25/28 and on 7/12/18, posted the notice to the HOTHC website FY 2018 CoC webpage on 6/25/18, announced the NOFA on the HOTHC Facebook page on 6/20/18, posted the notice for proposals with the timeline of deadlines on the HOTHC Facebook page on 6/25/18, posted the notice on public notice boards on 7/12/18 at Waco City Hall, and shared the notice at the HOTHC General Membership meeting on 7/20/18.

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA.   Please submit technical questions to the   HUD Exchange Ask A Question.

1C-1. CoCs Coordination, Planning, and Operation of Projects. Applicants must use the chart below to identify the federal, state, local, private, and other organizations that serve individuals, families, unaccompanied youth, persons who are fleeing domestic violence who are experiencing homelessness, or those at risk of homelessness that are included in the CoCs coordination, planning, and operation of projects.

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Not Applicable
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Funding Collaboratives	Yes
Private Foundations	Yes
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	

1C-2. CoC Consultation with ESG Program Recipients. Applicants must describe how the CoC:
(1) consulted with ESG Program recipients in planning and allocating ESG funds; and
(2) participated in the evaluating and reporting performance of ESG Program recipients and subrecipients.
(limit 2,000 characters)

1. The Salvation Army of Waco receives ESG funding from the State of Texas. Funds are allocated according to priorities set by the CoC. Funding of a project requires approval from the State of Texas, HOTHC, and the City of Waco. The City of Waco is the only Consolidated Plan jurisdiction located within the CoC

area. The City of Waco serves as the CoC lead agency and the staff member responsible for drafting the Consolidated Plan is housed in the same city department as staff that coordinates the activities of the CoC. This co-location lends itself to natural collaboration. The Consolidated Plan is completed every 5 years and an Annual Action Plan is drafted each year. The CoC meets with City of Waco staff for collaboration on the development of each plan and provides information, such as PIT count data and HOTHC strategic plan goals and strategies, for use in the plans. This collaboration is done through in-person meetings and email. 2. The Salvation Army of Waco is monitored by the State of Texas and the results of these monitoring visits and their expenditure of funds are shared with HOTHC. Monthly Expenditure Reports and Performance Reports are sent to HOTHC for CoC oversight. The Salvation Army is also monitored by the HMIS Lead for its use of HMIS as it relates to ESG and CoC projects.

1C-2a. Providing PIT and HIC Data to Consolidated Plan Jurisdictions. Did the CoC provide Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area?

Yes to both

1C-2b. Providing Other Data to Consolidated Plan Jurisdictions. Did the CoC provide local homelessness information other than PIT and HIC data to the jurisdiction(s) Consolidated Plan(s)?

Yes

1C-3. Addressing the Safety Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors. Applicants must describe:
(1) the CoC's protocols, including the existence of the CoC's emergency transfer plan, that prioritizes safety and trauma-informed, victim-centered services to prioritize safety; and
(2) how the CoC maximizes client choice for housing and services while ensuring safety and confidentiality.
(limit 2,000 characters)

1. The CoC has adopted victim-centered practices and a policy for its Coordinated Entry process where those fleeing from domestic violence are referred to Family Abuse Center (FAC) which provides services within the entire CoC area, abides by all safety protocols, its location is undisclosed, uses a comparable database, and confidentiality is maintained by participants. FAC uses a Housing First approach and offers shelter care, RRH, PSH, TH and a host of supportive services at no cost to the individual from the Central Texas area to address the unique challenges individuals face due to DV issues. If the individual self-determines that they do not wish to receive services from FAC, then they are able to able to be assessed through the Heart to Home Coordinated Entry System and receive other appropriate services available within the CoC including services through ESG programming. Protocol for emergency transfers includes identification of a program participant who has

experienced domestic violence, dating violence, sexual assault, or stalking per formal request from a participant. A referral is offered to FAC for DV shelter services to immediately resolve potential safety issues and make available support services or transfer to another unit if sought. If a safe alternate unit is unavailable within a housing program, transfer to another housing program will be negotiated with funds available for needed deposits. The provider will act as quickly as possible subject to availability and safety of a unit. Confidentiality will be maintained with assistance provided regardless of sex, gender identity, or sexual orientation. 2. Services offered are client driven with the program participant urged to take all reasonable precautions to be safe.

1C-3a. Applicants must describe how the CoC coordinates with victim services providers to provide annual training to CoC area projects and Coordinated Entry staff that addresses best practices in serving survivors of domestic violence, dating violence, sexual assault, and stalking. (limit 2,000 characters)

1. Family Abuse Center (FAC), our CoC's domestic violence provider, conducts an annual Domestic Violence Conference for the local community, that CoC providers attend, to provide training on best practices in serving survivors of domestic violence. 2. Coordinated Entry access point staff are able to attend the Domestic Violence Conference and are also educated on policies regarding confidentiality, safety protocols, and ensuring non-disclosure of secure service locations. FAC has been actively engaged in designing Heart to Home, the local Coordinated Entry System so that DV survivors are protected and directed appropriately to services within our community.

1C-3b. Applicants must describe the data the CoC uses to assess the scope of community needs related to domestic violence, dating violence, sexual assault, and stalking, including data from a comparable database. (limit 2,000 characters)

The CoC uses data generated by OSNIUM, the comparable database used by Family Abuse Center. Osnium was customized by the Texas Council on Family Violence to include all data required by HUD and other common DV funders. The HMIS Lead provides annual on-site monitoring visits and is available as needed regarding data entry and management. All aggregate data is shared with the CoC quarterly, as well as the annual APRs for each project, which is used to assist in determining community service needs or gaps. Data is also collected by Police Departments throughout the entire catchment area which includes: assaults, DV calls, charges and arrests. The Waco Police Department also shares data regarding husband and wife breaking and entering incidents as these are frequently related to DV issues. The Texas Council on Family Violence collects data on fatalities. All of the above mentioned data is monitored annually and compared to other communities to determine local planning needs and service gaps related to DV, dating violence, sexual assault, and stalking.

1C-4. DV Bonus Projects. Is your CoC applying for DV Bonus Projects? No

1C-5. PHAs within CoC. Applicants must use the chart to provide information about each Public Housing Agency (PHA) in the CoC's geographic areas:
(1) Identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA who were experiencing homelessness at the time of admission;
(2) Indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV Program; and
(3) Indicate whether the CoC has a move on strategy. The information should be for Federal Fiscal Year 2017.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2017 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g. move on?
Housing Authority of the City of Waco	6.00%	Yes-Both	No
Housing Authority of Marlin	2.00%	No	No
Mexia Housing Authority	2.00%	No	No
Housing Authority of McGregor		No	No
Housing Authority of Wortham		No	No

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

1C-5a. For each PHA where there is not a homeless admission preference in their written policy, applicants must identify the steps the CoC has taken to encourage the PHA to adopt such a policy.
(limit 2,000 characters)

A letter was sent by the CoC Lead to each of the PHAs in the CoC region requesting from them to identify if they have a homeless preference and to encourage them to adopt a homeless admission preference if one was not identified in their written policies. Mexia Housing Authority, Housing Authority of Marlin, and the Housing Authority of Wortham responded to the inquiries and reported they do not have a homeless preference at this time. Housing Authority of Marlin reported that although they do not have an official homeless preference in their administration plan, they do prioritize those experiencing homelessness unofficially. Housing Authority of Wortham stated that their program has a preference for victims of domestic violence. Waco Housing Authority responded to this request and identified that they have a homeless preference in their policies and provided a copy of these policies. Waco Housing Authority is by far our largest PHA and is highly involved in Homeless Coalition activities and committees. HOTHC and WHA are beginning discussions on how to create moving on strategies for our community and establishing a preference for current PSH program participants who no longer need intensive supportive services. WHA also participates in Coordinated Entry Case Conferencing to assist in identifying those who are eligible for Section 8 and public housing from the Prioritization List.

1C-5b. Move On Strategy with Affordable No
Housing Providers. Does the CoC have a
Move On strategy with affordable housing
providers in its jurisdiction (e.g., multifamily
assisted housing owners, PHAs, Low Income
Tax Credit (LIHTC) developments, or local
low-income housing programs)?

1C-6. Addressing the Needs of Lesbian, Gay, Bisexual, Transgender
(LGBT). Applicants must describe the actions the CoC has taken to
address the needs of Lesbian, Gay, Bisexual, and Transgender individuals
and their families experiencing homelessness.
(limit 2,000 characters)

HOTHC provided trainings about the Equal Access Rule to the CoC during
March 2017 and September 2018. The purpose of this training was to discuss
with CoC providers how to effectively implement the ruling at each agency and
to educate providers of the needs of Lesbian, Gay, Bisexual, and Transgender
(LGBT) individuals and their families experiencing homelessness. Agencies
were provided with tools on how to improve their operations and policies. Each
agency in the CoC area was tasked with identifying their anti-discrimination
policy, and if one was lacking, to create one to be added to their policies and
procedure manual. These policies were submitted to the CoC for evaluation.

1C-6a. Anti-Discrimination Policy and Training. Applicants must indicate
if the CoC implemented a CoC-wide anti-discrimination policy and
conducted CoC-wide anti-discrimination training on the Equal Access
Final Rule and the Gender Identity Final Rule.

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?	Yes
2. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity (Equal Access Final Rule)?	Yes
3. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement Equal Access to Housing in HUD Programs in Accordance with an Individual's Gender Identity (Gender Identity Final Rule)?	Yes

1C-7. Criminalization of Homelessness. Applicants must select the
specific strategies the CoC implemented to prevent the criminalization of
homelessness in the CoC's geographic area. Select all that apply.

Engaged/educated local policymakers:	X
Engaged/educated law enforcement:	X
Engaged/educated local business leaders:	X
Implemented communitywide plans:	X

No strategies have been implemented:	☐
Other:(limit 50 characters)	
PATH & Waco PD street outreach 1x mth	X
Training from National Coalition for the Homeless	X
	☐

1C-8. Centralized or Coordinated Assessment System. Applicants must:
(1) demonstrate the coordinated entry system covers the entire CoC geographic area;
(2) demonstrate the coordinated entry system reaches people who are least likely to apply homelessness assistance in the absence of special outreach;
(3) demonstrate the assessment process prioritizes people most in need of assistance and ensures they receive assistance in a timely manner; and
(4) attach CoC's standard assessment tool.
(limit 2,000 characters)

1. Heart to Home, the Coordinated Assessment System for HOTHC, was designed to reach the entire 6 county region through the use of a phone line for assessment. The phone line allows for those fleeing domestic violence, those with transportation issues, and those with disabilities to have a means of being assessed. Additionally, there are two physical assess points located in Waco at the two community shelters providers and homeless outreach staff in the area are also being trained to conduct assessments so they can complete an assessment in the course of outreach if this is desired by the person being served. 2. Heart to Home works in collaboration with our local PATH and VA Outreach Teams and the staff at our local shelters to identify and engage individuals who are least likely to apply for homelessness assistance. Law Enforcement, PHAs and providers have been educated on coordinated entry processes and advertising is also conducted throughout the community about the process and how to refer someone for assessment. 3. An assessor completes the VI-SPDAT assessment with the individual, as well as some additional assessment questions. The individual is then placed on the local Prioritization List and the Heart to Home Committee conducts case conferencing to determine level of need, program eligibility, referrals to openings in housing programs, and tracking length of time until they receive assistance to ensure they receive assistance in a timely manner. If the individual assessed is not found eligible for any housing programs or if there is a lack of openings into the housing programs, the local Housing Navigator is available to assist that individual with resolving their homeless crisis.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA.   Please submit technical questions to the   HUD Exchange Ask A Question.

1D-1. Discharge Planning–State and Local. Applicants must indicate whether the CoC has a discharge policy to ensure persons discharged from the systems of care listed are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).

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

1D-2. Discharge Planning Coordination. Applicants must indicate whether the CoC actively coordinates with the systems of care listed to ensure persons who have resided in them longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).

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

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

Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA.   Please submit technical questions to the   HUD Exchange Ask A Question.

1E-1. Project Ranking and Selection. Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2018 CoC Program Competition:
(1) objective criteria;
(2) at least one factor related to achieving positive housing outcomes;
(3) a specific method for evaluating projects submitted by victim services providers; and
(4) attach evidence that supports the process selected.

Used Objective Criteria for Review, Rating, Ranking and Section	Yes
Included at least one factor related to achieving positive housing outcomes	Yes
Included a specific method for evaluating projects submitted by victim service providers	Yes

1E-2. Severity of Needs and Vulnerabilities. Applicants must describe:
(1) the specific severity of needs and vulnerabilities the CoC considered when reviewing, ranking, and rating projects; and
(2) how the CoC takes severity of needs and vulnerabilities into account during the review, rating, and ranking process.
(limit 2,000 characters)

1. The HOTHC Scoring and Ranking Committee evaluates project applications based on HUD priorities, program performance, PIT data, APR data, population served, and audits. Severity of needs and vulnerabilities considered were the "hard to serve" population which includes serving individuals who are literally homeless and those with no income. Additionally, the CoC evaluates whether the project follows a Housing First approach and if they serve individuals fleeing domestic violence. 2. Our Scoring Rubric included 20 points out of 200 based on serving "hard to serve" populations. Points were also given to projects using a Housing First approach which ensures that those individuals who have the greatest challenges or barriers are offered assistance without delay. Domestic Violence providers also receive full points on certain questions on the scoring rubric. Projects who serve those high needs populations receive additional points in a ranking system where projects with the most points are prioritized in scoring order. This practice includes reallocation of lowest preforming projects to meet gaps and needs within the CoC Community.

1E-3. Public Postings. Applicants must indicate how the CoC made public:
(1) objective ranking and selection process the CoC used for all projects (new and renewal);
(2) CoC Consolidated Application–including the CoC Application, Priority Listings, and all projects accepted and ranked or rejected, which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the CoC Program Competition application submission deadline; and
(3) attach documentation demonstrating the objective ranking, rating, and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available, that legibly displays the date the CoC publicly posted the documents.

Public Posting of Objective Ranking and Selection Process		Public Posting of CoC Consolidated Application including: CoC Application, Priority Listings, Project Listings	
CoC or other Website	☐	CoC or other Website	☐
Email	☐	Email	☐
Mail	☐	Mail	☐
Advertising in Local Newspaper(s)	☐	Advertising in Local Newspaper(s)	☐
Advertising on Radio or Television	☐	Advertising on Radio or Television	☐
Social Media (Twitter, Facebook, etc.)	☐	Social Media (Twitter, Facebook, etc.)	☐

1E-4. Reallocation. Applicants must indicate whether the CoC has cumulatively reallocated at least 20 percent of the CoC's ARD between the FY 2014 and FY 2018 CoC Program Competitions.

Reallocation: No

1E-4a. If the answer is "No" to question 1E-4, applicants must describe how the CoC actively reviews performance of existing CoC Program-funded projects to determine the viability of reallocating to create new high performing projects.
(limit 2,000 characters)

1. The Scoring and Ranking Committee utilize a scoring rubric to review CoC projects. Projects also supply copies of their eLoccs drawdowns, their APR, and their grant closeout so that the Committee can determine their ability to expend awarded funds. Based on competition policies, if a project is unable to expend at least 90% of their awarded funds they are subject to automatic reallocation, using a reallocation formula to determine amount to be reallocated. A project is also subject to reallocation for poor performance based on the score they receive on the scoring rubric. Projects have also been reallocated in the past if the project type is deemed to no longer meet CoC priorities. 2. Based on competition policies and funding priority changes, nearly 20% was reallocated in 2014 and 2016 competitions. In 2017, only one project under spent their funds,

and this project was also the lowest scoring project. Because this project is our only in the CoC that serves families that are not fleeing domestic violence, a Veteran, or an MHMR client, the Committee decided to only reallocate funds using the reallocation formula instead of reallocating all of the funds. The agency submitted a project improvement plan to the CoC. In 2018, this same project was also the lowest scoring project and the only project to underspend their funds. Because the project has yet to have an opportunity to operate at the new reallocation amount (still finishing out the grant agreement at the higher allocation) and because they have made progress on their performance improvement plan, the Committee voted to not reallocate further from them until they have had the opportunity to operate for one full year on the dollar amount they were reallocated to in the 2017 competition. Additionally, due to the smaller size of CoC and lack of providers who offer services to individuals experiencing homelessness in our region, there is often no other agencies competing for reallocation funds.

**1E-5. Local CoC Competition. Applicants must indicate whether the CoC:
(1) established a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program Competition Application deadline–attachment required;
(2) rejected or reduced project application(s)–attachment required; and
(3) notify applicants that their project application(s) were being rejected or reduced, in writing, outside of e-snaps, at least 15 days before FY 2018 CoC Program Competition Application deadline–attachment required. :**

(1) Did the CoC establish a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program Competition Application deadline? Attachment required.	Yes
(2) If the CoC rejected or reduced project application(s), did the CoC notify applicants that their project application(s) were being rejected or reduced, in writing, outside of e-snaps, at least 15 days before FY 2018 CoC Program Competition Application deadline? Attachment required.	Yes
(3) Did the CoC notify applicants that their applications were accepted and ranked on the Priority Listing in writing outside of e-snaps, at least 15 before days of the FY 2018 CoC Program Competition Application deadline?	Yes

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

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

Yes

2A-1a. Applicants must: (1) provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1, and (2) indicate the document type attached for question 2A-1 that includes roles and responsibilities of the CoC and HMIS Lead (e.g., Governance Charter, MOU/MOA).

p. 4-6, 16-17, 25-26, 28-29, 33 HOTHC Governance Charter/Policies & Procedure Manual

2A-2. HMIS Policy and Procedures Manual. Does your CoC have a HMIS Policy and Procedures Manual? Attachment Required.

Yes

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

Mediware Systems ServicePoint

2A-4. HMIS Implementation Coverage Area. Using the drop-down boxes, applicants must select the HMIS implementation Coverage area.

Single CoC

2A-5. Bed Coverage Rate. Using 2018 HIC and HMIS data, applicants must report by project type: (1) total number of beds in 2018 HIC; (2) total beds dedicated for DV in the 2018 HIC; and

(3) total number of beds in HMIS.

Project Type	Total Beds in 2018 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	145	64	68	83.95%
Safe Haven (SH) beds	1	0	0	0.00%
Transitional Housing (TH) beds	48	35	0	0.00%
Rapid Re-Housing (RRH) beds	108	13	95	100.00%
Permanent Supportive Housing (PSH) beds	123	5	118	100.00%
Other Permanent Housing (OPH) beds	0	0	0	

**2A-5a. To receive partial credit, if the bed coverage rate is 84.99 percent or lower for any of the project types in question 2A-5., applicants must provide clear steps on how the CoC intends to increase this percentage for each project type over the next 12 months.
(limit 2,000 characters)**

During submission of the Housing Inventory Count there appears to have been a data entry error on the part of the HMIS Administrator who submitted the HIC. There are 13 beds in the Sanctuary House, that upon verification in HMIS, do appear to be entered into HMIS but were not counted as such upon submission of the HIC. Once this error is corrected, the HMIS Bed Coverage Rate for Emergency Shelter beds will be at 100%. During last year's HIC, these beds were not mapped correctly in HMIS and this has been resolved but the number of beds in HMIS failed to be updated correctly on the 2018 HIC submission.

2A-6. AHAR Shells Submission: How many 2017 Annual Housing Assessment Report (AHAR) tables shells did HUD accept? 12

**2A-7. CoC Data Submission in HDX. Applicants must enter the date the CoC submitted the 2018 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX).
(mm/dd/yyyy)** 04/25/2018

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

Instructions:

For guidance on completing this application, please reference the   FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA.   Please submit technical questions to the   HUD Exchange Ask A Question.

2B-1. PIT Count Date. Applicants must enter the date the CoC conducted its 2018 PIT count (mm/dd/yyyy).   01/28/2018

2B-2. HDX Submission Date. Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy).   04/25/2018

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

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Change in Sheltered PIT Count Implementation. Applicants must describe any change in the CoC's sheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018. Specifically, how those changes impacted the CoC's sheltered PIT count results.
(limit 2,000 characters)

1. Due to no longer being dedicated to serving people experiencing literal homelessness, one transitional housing provider was not counted this year. Additionally, the provider in our region who receives the Runaway and Homeless Youth Grant now has Transitional Housing units that were added to our CoC region so they were added to the count. 2. As a result of these changes, there were 8 new beds counted and 60 beds that were not counted in this year's sheltered PIT count.

2C-2. Did your CoC change its provider coverage in the 2018 sheltered count?   Yes

2C-2a. If "Yes" was selected in 2C-2, applicants must enter the number of beds that were added or removed in the 2018 sheltered PIT count.

Beds Added:	8
Beds Removed:	60
Total:	-52

2C-3. Presidentially Declared Disaster Changes to Sheltered PIT Count. Did your CoC add or remove emergency shelter, transitional housing, or Safe Haven inventory because of funding specific to a Presidentially declared disaster, resulting in a change to the CoC's 2018 sheltered PIT count?   No

2C-3a. If "Yes" was selected for question 2C-3, applicants must enter the number of beds that were added or removed in 2018 because of a Presidentially declared disaster.

Beds Added:	0
Beds Removed:	0
Total:	0

2C-4. Changes in Unsheltered PIT Count Implementation. Did your CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018? If your CoC did not conduct and unsheltered PIT count in 2018, select Not Applicable.   No

2C-5. Identifying Youth Experiencing Homelessness in 2018 PIT Count. Did your CoC implement specific measures to identify youth experiencing homelessness in its 2018 PIT count?   Yes

2C-5a. If "Yes" was selected for question 2C-5., applicants must describe:
 (1) how stakeholders serving youth experiencing homelessness were engaged during the planning process;
 (2) how the CoC worked with stakeholders to select locations where youth experiencing homelessness are most likely to be identified; and
 (3) how the CoC involved youth experiencing homelessness in counting during the 2018 PIT count.
(limit 2,000 characters)

1. HOTHC youth stakeholders, such the local school district homeless liaisons and youth homeless drop-in center providers, along with local homeless outreach workers, attended multiple planning meetings with the CoC and HMIS Administrators to discuss the best methodologies for counting youth. HOTHC was one of the first in the nation to use HMIS to collect aggregate date on homeless youth in the Waco ISD. This allowed our community a way to accurately calculate the number of McKinney-Vento Homeless students in the community. We use the HMIS/WISD data to calculate numbers of youth who meet the definition of unaccompanied youth. 2. During planning, stakeholders identified specific sites where youth are found in our community, such as youth homeless drop-in centers, the local skate park, and in schools (as identified by homeless liaisons). Additionally, each year, HOTHC plans our annual Project Homeless Connect event, a service and resource fair that is used as a service count for the PIT to capture additional individuals not counted during the PIT on the previous night. Besides the youth counted by Waco ISD and Project Homeless Connect during the PIT count, youth are also counted at Sally's House Emergency Shelter for families, at agencies that serve meals, and in areas identified by local PATH outreach workers and local law enforcement. 3. The local homeless drop-in center shared the information about conducting the PIT count with the youth experiencing homelessness but none were interested in participating in the counting.

2C-6. 2018 PIT Implementation. Applicants must describe actions the CoC implemented in its 2018 PIT count to better count:
(1) individuals and families experiencing chronic homelessness;
(2) families with children experiencing homelessness; and
(3) Veterans experiencing homelessness.
(limit 2,000 characters)

1. The HOTRMHMR PATH Team provided assistance identifying ways to better count individuals and families experiencing chronic homelessness. In the months leading up to the PIT count, stakeholders met with local street outreach workers to conduct PIT count planning meetings to determine ways to better locate and count individuals and families experiencing chronic homelessness. Two weeks prior to the PIT count, the CoC Administrator, two members of the PATH Team, and one member of the VA Homeless Outreach team flew in a helicopter with a local member of the Sheriff's department to scout known locations identified by the street outreach teams. During the week prior to the count, street outreach teams visited identified areas to engage those experiencing homelessness and educate them about the PIT count. 2. To better count families with children, the CoC collaborated with shelters known to serve homeless families and with Waco ISD homeless liaisons who maintain a list of families who are unsheltered and residing in hotels. 3. VA Homeless Outreach team assisted in the creation of a list of geographic locations where Veterans have been known to congregate as well as identify homeless Veterans. This team maintains the list of homeless Veterans in the area and track individual Veteran homelessness status monthly, so are very familiar with most of the Veterans who are experiencing homelessness in the region.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. First Time Homeless as Reported in HDX. In the box below, applicants must report the number of first-time homeless as reported in HDX.

Number of First Time Homeless as Reported in HDX.	747

3A-1a. Applicants must:
(1) describe how the CoC determined which risk factors the CoC uses to identify persons becoming homeless for the first time;
(2) describe the CoC's strategy to address individuals and families at risk of becoming homeless; and
(3) provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the number of individuals and families experiencing homelessness for the first time. (limit 2,000 characters)

1. HOTHC utilizes the VI- SPDAT to identify risk factors in individuals and families. Per the Consolidation Plan, some identified risk factors are the poverty rate in this area, which is 33.3% (much greater than the Texas rate of 21.1%), and the lack of affordable housing. 2. HOTHC has developed a Homelessness Prevention Committee, in collaboration with the ESG Grantee and the Heart to Home Coordinated Entry System, to create strategies to address individuals and families at risk of becoming homeless. Additionally, the HOTHC Permanent Housing Task Force works on affordable housing issues, in collaboration with the Waco Housing Authority. All CoC providers work with clients on improving life skills, access to mainstream benefits, and employment. The Salvation Army prioritizes families and individuals who are at risk of homelessness who have a court ordered eviction notice. SA's TBRA program serves families and individuals who qualify under the McKinney-Vento Act and their TX Veterans Commission program provides homeless prevention services. Endeavors provides homeless prevention services and RRH to Veterans and their families. 3. HOTHC's CoC Committee, in collaboration with the HMIS and CoC Leads are responsible for overseeing the CoC's strategy to reduce or end the number of individuals and families experiencing homelessness for the first time. The CoC Committee includes the grantees who receive CoC and ESG funding in the region. The HMIS Lead provides data and the CoC Committee and CoC Lead monitor strategy effectiveness.

3A-2. Length-of-Time Homeless as Reported in HDX. Applicants must:
(1) provide the average length of time individuals and persons in families remained homeless (i.e., the number);

(2) describe the CoC's strategy to reduce the length-of-time individuals and persons in families remain homeless;
(3) describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
(4) provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the length of time individuals and families remain homeless.
(limit 2,000 characters)

1. The average length-of-time homeless for persons in ES and SH is 31 nights and has decreased by 2 nights since last year. The average length-of-time for a person in ES, SH, and TH is 46 nights and has decreased by 4 nights. 2. The CoC Committee has taken several planning steps to reduce the average length-of-time homeless by creating a priority for housing for those with the longest time spent homeless in the Coordinated Entry system. The Housing Navigator and Permanent Supportive Housing Task Force work to decrease barriers to housing in the local community. The CoC is working with agencies to develop low-barrier housing and all grantees currently use a Housing First approach. Local emergency shelters have agreed to quickly engage participants with caseworkers. 3. The VI-SPDAT has an element of acuity based on length-of-time homeless and the Housing Navigator prioritizes based on acuity and length-of-time homeless. 4. The HOTHC CoC Committee, in collaboration with the CoC and HMIS Leads are responsible for overseeing the CoC's strategy to reduce the length of time individuals and families remain homeless. The CoC Committee includes grantees who receive CoC and EGS funding in the region. The HMIS Lead provides data and the CoC Committee and CoC Lead monitor strategy effectiveness.

3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX. Applicants must:
(1) provide the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations; and
(2) provide the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations.

	Percentage
Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid re-housing that exit to permanent housing destinations as reported in HDX.	14%
Report the percentage of individuals and persons in families in permanent housing projects, other than rapid re-housing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	90%

3A-3a. Applicants must:
(1) describe the CoC's strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations; and
(2) describe the CoC's strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.
(limit 2,000 characters)

1. The CoC has implemented CE and Housing Navigator programs to improve the rate of individuals and families who move to permanent housing. Through the Housing Navigator and the Permanent Housing Task Force, the CoC is working to improve options in the community by educating landlords and implementing goals to reduce barriers. Individuals and families receive case management and supportive services from the agency who serves them, in order to develop goals to have a positive outcome when exiting programs. 2.The CoC has worked with the state SOAR Lead, Texas Homeless Network, to obtain SOAR training to improve access to SSI/SSDI for those residing in permanent housing to help individuals experiencing homelessness be able to retain their permanent housing. The CoC projects utilize case management and supportive services in order to assist individuals and families with retention of permanent housing. 3. The CoC Committee, grantees who run local housing programs, the CoC Lead, and the HMIS Lead oversee the CoC's strategy to increase the rate of exit to permanent housing destinations. 4. Family Abuse Center, HOT Region MHMR, the CoC Committee, the CoC Lead, and the HMIS Lead oversee the CoC's strategy to increase the rate of permanent housing retention. The HMIS Lead provides data, while the CoC Committee and CoC Lead monitor strategy effectiveness.

3A-4. Returns to Homelessness as Reported in HDX. Applicants must report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX.

	Percentage
Report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX	3%

3A-4a. Applicants must:
 (1) describe how the CoC identifies common factors of individuals and persons in families who return to homelessness;
(2) describe the CoC's strategy to reduce the rate of additional returns to homelessness; and
(3) provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the rate individuals and persons in families returns to homelessness.
(limit 2,000 characters)

1. The CoC identifies common factors of individuals and persons in families who return to homelessness through data evaluation. Utilizing HMIS data, we are able to identify commonalities and risk factors. 2. There was a decrease in overall returns to homelessness. This has been accomplished by prioritizing individuals with a history of homelessness and determining the best combination of CoC resources to help individuals retain permanent housing. In the next 12 months, improvements to Coordinated Entry are expected and SSO-Coordinated Access/Housing Navigator grants will provide the links needed to engage Landlords, developers and management companies to adapt procedures to provide support and direction. Additional returns to homelessness will be reduced by connecting individuals and families to case management and supportive services such as SOAR, employment services, and mainstream benefits. 3. Use of System Performance Measures allows our CoC Committee and CoC Lead to monitor performance and allows our CoC to analyze data that identify gaps and need. The CoC's decision to reallocate funds of lower

preforming projects allows for higher performing programs to be funded that in turn help to improve the rate of return to homelessness by offering more effective services to clients.

3A-5. Job and Income Growth. Applicants must:
(1) describe the CoC's strategy to increase access to employment and non-employment cash sources;
(2) describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and
(3) provide the organization name or position title that is responsible for overseeing the CoC's strategy to increase job and income growth from employment.
(limit 2,000 characters)

1. The CoC works to develop collaborative relationships amongst agencies that provide employment and non-employment cash benefits. The CoC funded projects work with clients through their programs to increase access to employment and other cash benefits through case management, supportive services, and referral to community organizations who focus on income development. 2. Through community collaborations with mainstream employment organizations, the following strategies have been implemented by CoC projects and community collaborators. Mission Waco created programs targeting low income adults and homeless youth age 16-24 for job training. Communities in Schools implemented Work Force Solutions employment and paid work experience programs for 16 -24 year olds. HOT Region MHMR Center provides supported employment services. All CoC programs utilize TX Workforce Commission and TX Dept. of Assistive and Rehabilitative Employment Services as well as participate in the Community Partner Program. In this initiative, those receiving services from CoC projects are enrolled in all benefit programs for which they qualify. Caritas introduced WERN to increase training and employment opportunities to clients served. Agencies utilized SOAR-trained staff to connect individuals to mainstream benefits. The CoC Lead has connected with the state SOAR Lead to increase SOAR training opportunities in the area. 3. The CoC Committee and CoC Lead monitors project performance. This area is scored during grant application evaluation and effects project ranking and funding.

3A-6. System Performance Measures Data Submission in HDX. Applicants must enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2017 (mm/dd/yyyy)   05/31/2018

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

Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3B-1. DedicatedPLUS and Chronically Homeless Beds. In the boxes below, applicants must enter:
(1) total number of beds in the Project Application(s) that are designated as DedicatedPLUS beds; and
(2) total number of beds in the Project Application(s) that are designated for the chronically homeless, which does not include those that were identified in (1) above as DedicatedPLUS Beds.

Total number of beds dedicated as DedicatedPLUS	33
Total number of beds dedicated to individuals and families experiencing chronic homelessness	8
Total	41

3B-2. Orders of Priority. Did the CoC adopt the Orders of Priority into their written standards for all CoC Program-funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing? Attachment Required.

Yes

3B-2.1. Prioritizing Households with Children. Using the following chart, applicants must check all that apply to indicate the factor(s) the CoC currently uses to prioritize households with children during FY 2018.

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

3B-2.2. Applicants must:
(1) describe the CoC's current strategy to rapidly rehouse every household of families with children within 30 days of becoming homeless;
(2) describe how the CoC addresses both housing and service needs to ensure families successfully maintain their housing once assistance ends; and
(3) provide the organization name or position title responsible for overseeing the CoCs strategy to rapidly rehouse families with children within 30 days of becoming homeless.
(limit 2,000 characters)

1. The Coordinated Entry process implemented by the HOTHC utilizes the VI-SPDAT which allows for families seeking assistance to be matched with the most appropriate housing intervention for their needs and helps to reduce the instances of homelessness through prevention and diversion activities administered at the beginning of the process. The CoC has increased the number of Rapid Rehousing beds in the community to better serve families experiencing homelessness. Sanctuary House, a collaboration using non-HUD funding has been developed involving Salvation Army, Waco ISD, Waco Housing Authority, and the City of Waco to rapidly re-house families who fit the McKinney-Vento definitions. 2. All of the CoC providers engage the families with case management to assist the family with obtaining skills, benefits, and employment necessary to maintain their housing once the assistance ends. 3. The CoC and ISD homeless liaisons help oversee the CoC's strategy and meets at the annual state homeless conference to evaluate the effectiveness of current strategies and develop new strategies. Waco ISD ensures families are housed within 30 days and provides hotel vouchers to these families while permanent housing is obtained. The Salvation Army of Waco runs the family emergency shelter in the area and connects families to Coordinated Entry at the access point officed at their community kitchen.

3B-2.3. Antidiscrimination Policies. Applicants must check all that apply that describe actions the CoC is taking to ensure providers (including emergency shelter, transitional housing, and permanent supportive housing (PSH and RRH) within the CoC adhere to antidiscrimination policies by not denying admission to or separating any family members from other members of their family or caregivers based on age, sex, gender, LGBT status, marital status, or disability when entering a shelter or housing.

CoC conducts mandatory training for all CoC and ESG funded service providers on these topics.	☐
CoC conducts optional training for all CoC and ESG funded service providers on these topics.	☐
CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	☐
CoC has worked with ESG recipient(s) to identify both CoC and ESG funded facilities within the CoC geographic area that may be out of compliance, and taken steps to work directly with those facilities to come into compliance.	☐
CoC has sought assistance from HUD through submitting AAQs or requesting TA to resolve non-compliance of service providers.	☐

3B-2.4. Strategy for Addressing Needs of Unaccompanied Youth Experiencing Homelessness. Applicants must indicate whether the CoC's strategy to address the unique needs of unaccompanied homeless youth includes the following:

Human trafficking and other forms of exploitation	Yes

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

3B-2.5. Prioritizing Unaccompanied Youth Experiencing Homelessness Based on Needs. Applicants must check all that apply from the list below that describes the CoC's current strategy to prioritize unaccompanied youth based on their needs.

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

3B-2.6. Applicants must describe the CoC's strategy to increase:
 (1) housing and services for all youth experiencing homelessness by providing new resources or more effectively using existing resources, including securing additional funding; and
 (2) availability of housing and services for youth experiencing unsheltered homelessness by providing new resources or more effectively using existing resources.
(limit 3,000 characters)

1. HOTHC identified ending youth homelessness as a priority during strategic planning. Strategies identified to end youth homelessness include increasing available housing resources, increasing graduation rates, connecting youth to post-secondary education and/or employment training, decreasing entries into the criminal justice system, and connection to mainstream benefits. The Cove, who provides an after school nurturing center for unaccompanied and homeless youth, and links them to services such as shelter, supportive services, and family unification, when possible, is also exploring ways to develop new housing options to assist homeless youth in the community through models such as Host Homes and transitional housing. HOTHC, in partnership with The Cove and Waco ISD Homeless Outreach Services, have applied for the Youth Homeless Demonstration Grant. 2. Methodist Children's Home works with The Cove to be a bridge of housing for unaccompanied homeless youth while finishing high school, college, or work training. Waco ISD has partnered with The Cove to provide seat time to "catch up" on credits needed to graduate. The Cove is also preparing to compete in the CoC Competition in the future to secure additional resources for housing youth. A local mental health provider, Heart of Texas Region MHMR, is opening a new respite transitional living center this year that will serve Cove students by allowing them to have stays of up to 7 days. The RHY Grant recipient in our region, Central Texas Youth

Services, provides emergency shelter, supportive services, a drop-in center, transitional housing, and maternity group home units. They are working in collaboration with The Cove to see what new projects can be developed and how to more effectively use existing resources so that there is not duplication of services in our area. Waco ISD, Waco Housing Authority, Salvation Army, and the City of Waco secured 3 public housing units that use ISD homeless liaisons as the point of entry to identify and secure housing and support services for families. HOTHC is working with these partners to improve system flow to be able to increase the number of families assisted though this partnership by working to decrease the length of time to entry into RRH housing. Agencies who serve homeless youth work collaboratively with community organizations such as Prosper Waco, Waco ISD, Communities in Schools, McLennan Community College, and Texas State Technical College to assist connecting youth to education and training opportunities.

3B-2.6a. Applicants must:
(1) provide evidence the CoC uses to measure both strategies in question 3B-2.6. to increase the availability of housing and services for youth experiencing homelessness;
(2) describe the measure(s) the CoC uses to calculate the effectiveness of the strategies; and
(3) describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of the CoC's strategies.
(limit 3,000 characters)

1. HOTHC utilizes data collected in HMIS and from youth providers to determine the need to increase availability of housing and services as well as how effective new strategies are one implemented. In Waco ISD, we had 1074 students in the 2017-2018 school year who were considered McKinney-Vento homeless, with 201 students being unaccompanied homeless youth, with this data coming from the PEIMS system that is used by the school districts. Adopted system performance measures (SPMs) captured in HMIS, as well as program level SPMs help to drive strategies and goal setting for the CoC and program level data provided to the CoC ensures that funded projects are meeting CoC goals and expectations. Annual review of performance is use to score and rank projects selected for federal funding. 2. HOTHC has identified ending youth homelessness as a goal during strategic planning. Through the development of an action plan, measurable objects are identified. Our CoC uses measures such as returns to homelessness, length of time youth remain homeless, overall reduction in the number of homeless youth, employment and income growth, graduation rate from high school, receiving training for employment, entering/reentering the criminal justice system, increase in developmental assets, and working towards post-secondary education to determine effectiveness of programs geared towards preventing and ending youth homelessness. 3. Being consistent with the established best practices of measuring SPMs is the most comprehensive way to ensure program metrics are being met and that HOTHC's goals identified in strategic planning are achieved. Utilizing data collected from projects and at the system level will identify if the measures used show to be effective. Through future strategic planning and evaluation of data collected, additional measures can be identified as needed.

3B-2.7. Collaboration–Education Services. Applicants must describe how the CoC collaborates with:
(1) youth education providers;
(2) McKinney-Vento State Education Agency (SEA) and Local Education Agency (LEA);
(3) school districts; and
(4) the formal partnerships with (1) through (3) above.
(limit 2,000 characters)

1. The CoC collaborates with many partners to further the education of youth such local schools, universities, and employment training programs. 2. The CoC collaborated with the Education Service Center Region 12 Office and other local providers to conduct a conference for education providers, foster liaisons, and homeless liaisons. At this conference, HOTHC hosted a table with information for LEA and sessions were provided by local youth providers and juvenile justice to educate participants on their duties and responsibilities as homeless and foster liaisons. The local LEA attend HOTHC meetings and participate on various CoC Committees. During intake at agencies, applicants with children are provided with the name/phone number of the ISD Homeless Liaison for their district. The Homeless Liaisons can provide a variety of services including facilitating enrollment, transportation, schools supplies, meal programs, mentoring/tutoring programs. The Homeless Liaisons participate in CoC planning and collaborate with agencies to develop programs that meet the needs of homeless children. Additionally, the Liaisons work with the area youth shelter, local law enforcement and street outreach teams when unaccompanied homeless youth are identified. CoC Lead and Waco ISD Liaison attend training & collaborative meetings at annual Texas Conference on Ending Homelessness. 3. HOTHC has a strong partnership with Waco ISD through their Homeless Outreach Services Office. 4. The Waco ISD has an MOU with HMIS and formally participates on the CoC Committee, Coordinated Entry Committee, and HOTHC member meetings.

3B-2.7a. Applicants must describe the policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services.
(limit 2,000 characters)

HOTHC implemented a CoC-wide policy and procedure, requiring projects comply with 24 CFR 578.23 and that the projects would be monitored annually to ensure compliance. Annually, the CoC monitors projects that serve families and youth to determine if the agency has a policy and designated staff person who is responsible for ensuring that children being served in the project are enrolled in school and connected to appropriate services in the community per 24 CFR 578.23. Local projects connect families and students with the homeless liaison for the appropriate school district. They also infom them of their rights and eligible social and education services. The local Education Service Center provided training to Homeless Liaisons and others in the community to assist them with understanding their responsibilities.

3B-2.8. Does the CoC have written formal agreements, MOU/MOAs or partnerships with one or more providers of early childhood services and supports? Select "Yes" or "No". Applicants must select "Yes" or "No",

from the list below, if the CoC has written formal agreements, MOU/MOA's or partnerships with providers of early childhood services and support.

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

3B-3.1. Veterans Experiencing Homelessness. Applicants must describe the actions the CoC has taken to identify, assess, and refer Veterans experiencing homelessness, who are eligible for U.S. Department of Veterans Affairs (VA) housing and services, to appropriate resources such as HUD-VASH, Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD). (limit 2,000 characters)

1. Homeless Veterans are primarily identified though street outreach conducted by the PATH and VA outreach teams. The VA staff maintains a list of homeless Veterans with monthly status updates on each homeless Veteran. Additionally, Veterans are identified when they present to Endeavors, Caritas, and Salvation Army for housing assistance though SSVF and Texas Veteran Commission funding, and when they present to the Veterans One Stop for assistance. 2. Homeless Veterans are assessed primarily by VA outreach workers and via the Coordinated Entry System for prioritization into CoC housing programs. 3. VA social workers and outreach staff work diligently to connect Veterans who are homeless or at risk of homelessness to HUD-VASH, SSVF, and the Vet Per Diem program, and other Veteran services offered throughout the community. Eligible Veterans are also referred to the Texas Veterans Commission program through the Salvation Army and Caritas. Coordinated Entry access points also connect Veterans to local resources such as the VA outreach team and Veterans One Stop.

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

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

3B-3.4. Does the CoC have sufficient resources to ensure each Veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach?   Yes

3B-5. Racial Disparity. Applicants must: (1) indicate whether the CoC assessed whether there are racial disparities in the provision or outcome of homeless assistance; (2) if the CoC conducted an assessment, attach a copy of the summary.   No

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

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA.   Please submit technical questions to the   HUD Exchange Ask A Question.

4A-1. Healthcare. Applicants must indicate, for each type of healthcare listed below, whether the CoC:
(1) assists persons experiencing homelessness with enrolling in health insurance; and
(2) assists persons experiencing homelessness with effectively utilizing Medicaid and other benefits.

Type of Health Care	Assist with Enrollment	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

4A-1a. Mainstream Benefits. Applicants must:
(1) describe how the CoC works with mainstream programs that assist persons experiencing homelessness to apply for and receive mainstream benefits;
(2) describe how the CoC systematically keeps program staff up-to-date regarding mainstream resources available for persons experiencing homelessness (e.g., Food Stamps, SSI, TANF, substance abuse programs); and
(3) provide the name of the organization or position title that is responsible for overseeing the CoC's strategy for mainstream benefits. (limit 2,000 characters)

1. Local participating agencies utilize SOAR-trained case managers to connect clients to SSI/SSDI and other mainstream benefits such as food stamps and utility assistance, and to provide case management services to assist clients in accessing local community resources. Agencies such as EOAC (Economic Opportunities Advacement Corp) and 211 Texas, and Community and Schools are members of the CoC and participate in CoC planning meetings. The CoC and HMIS Leads collaborate with local agencies to conduct Project Homeless Connect, which connects local homeless to mainstream benefit providers and community resources twice a year. Mission Waco houses a free health clinic in partnership with the local Family Health Services. HOTHC has established relationships with local hospitals which connects those experiencing

homelessness with identified providers who assist in obtaining mainstream benefits and housing. The City of Waco has adopted a collective impact model to substantially reduce poverty. The CoC is working with Prosper Waco on 3 areas of focus: Healthcare, Education, and Financial growth. One of the goals of the Prosper Waco Healthcare initiative is to facilitate health insurance enrollment for the community. 2. The CoC Lead maintains a listing of community resources for providers on the HOTHC website to share with persons experiencing homelessness. After attending conferences, the CoC Lead shares the materials with providers via the HOTHC training materials webpage. The CoC Lead collaborates with Texas Homeless Network, the state of Texas SOAR Lead to obtain SOAR training for providers in the region. 3. The CoC Committee, which is made up of the grantees, HMIS Lead, and CoC Lead, are responsible for overseeing the CoC's strategy for mainstream benefits. The CoC Lead conducts annual monitoring of the grantees, and during this monitoring, evaluates the grantees ability to leverage mainstream benefits for those they serve.

4A-2.Housing First: Applicants must report:
(1) total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition; and
(2) total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach–meaning that the project quickly houses clients without preconditions or service participation requirements.

Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition.	10
Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach–meaning that the project quickly houses clients without preconditions or service participation requirements.	10
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects in the FY 2018 CoC Program Competition that will be designated as Housing First.	100%

4A-3. Street Outreach. Applicants must:
(1) describe the CoC's outreach;
(2) state whether the CoC's Street Outreach covers 100 percent of the CoC's geographic area;
(3) describe how often the CoC conducts street outreach; and
(4) describe how the CoC tailored its street outreach to persons experiencing homelessness who are least likely to request assistance. (limit 2,000 characters)

1. HOTHC conducts direct outreach and marketing in the community through the use of phone services like 211 and community agencies that provide street outreach. Marketing is in languages commonly spoken in the community. HOTHC has two Coordinated Entry physical access points that are accessible to those with cognitive and physical disabilities, and those lacking phone or internet access. HOTHC also utilizes a phone line for Coordinated Entry to ensure that those with disabilities, transportation issues, those residing in rural

counties, and those fleeing domestic violence are able to connect to services and outreach as needed. 2. Street outreach covers all 6 counties of the CoC region. 3. Street outreach is conducted weekly by agencies such as the Heart of Texas Region MHMR Projects for Assistance in Transition from Homelessness (PATH) Team, Endeavors (SSVF provider), Caritas (has dedicated outreach worker for outlying rural counties), Central Texas Youth Services (RHY provider), and the Health Care for Homeless Veterans (HCHV) Outreach workers from the VA Medical Center. 4. The street outreach providers work to serve those who are least likely to request assistance by going to encampments and other locations to begin engagement. The phased engagement allows the outreach workers to begin developing rapport with those experiencing homelessness that are difficult to engage in services. Street outreach workers are also able to conduct Coordinated Entry assessments.

4A-4. Affirmative Outreach. Applicants must describe:
(1) the specific strategy the CoC implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status or disability; and
(2) how the CoC communicated effectively with persons with disabilities and limited English proficiency fair housing strategy in (1) above.
(limit 2,000 characters)

1. HOTHC conducted training with agencies to educate on the Equal Access Rule. Agencies submitted revisions to policies regarding their fair housing practices and how they affirmatively market their housing and services to eligible persons regardless of race, color, national origin, religion, sex, age, gender identity, sexual orientation, familial status, or disability. HOTHC implemented CoC-wide policies regarding anti-discrimination and furthering fair housing for all projects. Coordinated Entry has utilized fair market advertising, and has 2 physical access points and a phone line accessible to all in the community. HOTHC has established an Order of Priority that furthers access to fair housing in the CoC. The CE policies and procedures outlines the right and responsibilities of the agencies and those they serve, as well as, how a file a formal fair housing complaint. 2. Agencies have developed policies and procedures to provide effective communication to persons with disabilities and those with limited English proficiency. Agencies utilize translation services as needed. Marketing and services are available in languages commonly spoken in the community. Agencies provide those being served with information on their rights and remedies available under applicable federal, State and local fair housing and civil rights laws.

4A-5. RRH Beds as Reported in the HIC. Applicants must report the total number of rapid rehousing beds available to serve all household types as reported in the Housing Inventory Count (HIC) for 2017 and 2018.

	2017	2018	Difference
RRH beds available to serve all populations in the HIC	20	108	88

4A-6. Rehabilitation or New Construction   No

Costs. Are new proposed project applications requesting $200,000 or more in funding for housing rehabilitation or new construction?

4A-7. Homeless under Other Federal Statutes. Is the CoC requesting to designate one or more of its SSO or TH projects to serve families with children or youth defined as homeless under other Federal statutes?   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
1C-5. PHA Administration Plan–Homeless Preference	No	PHA Administratio...	08/29/2018
1C-5. PHA Administration Plan–Move-on Multifamily Assisted Housing Owners' Preference	No		
1C-8. Centralized or Coordinated Assessment Tool	Yes	CE Assessment Tool	08/29/2018
1E-1. Objective Critiera–Rate, Rank, Review, and Selection Criteria (e.g., scoring tool, matrix)	Yes	CoC Rating and Ra...	08/29/2018
1E-3. Public Posting CoC-Approved Consolidated Application	Yes	Consolidated Appl...	09/13/2018
1E-3. Public Posting–Local Competition Rate, Rank, Review, and Selection Criteria (e.g., RFP)	Yes	Public Posting Pr...	09/05/2018
1E-4. CoC's Reallocation Process	Yes	CoC Process for R...	08/29/2018
1E-5. Notifications Outside e-snaps–Projects Accepted	Yes	Projects Accepted...	08/29/2018
1E-5. Notifications Outside e-snaps–Projects Rejected or Reduced	Yes	Project Rejection...	08/29/2018
1E-5. Public Posting–Local Competition Deadline	Yes	Local Competition...	09/05/2018
2A-1. CoC and HMIS Lead Governance (e.g., section of Governance Charter, MOU, MOA)	Yes	CoC and HMIS Lead...	09/07/2018
2A-2. HMIS–Policies and Procedures Manual	Yes	HMIS Policy and P...	08/29/2018
3A-6. HDX–2018 Competition Report	Yes	FY 2018 CoC Compe...	08/29/2018
3B-2. Order of Priority–Written Standards	No	Order of Priority	08/29/2018

3B-5. Racial Disparities Summary	No		
4A-7.a. Project List–Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
Other	No		
Other	No		
Other	No		

Attachment Details

Document Description: PHA Administration Plan

Attachment Details

Document Description:

Attachment Details

Document Description: CE Assessment Tool

Attachment Details

Document Description: CoC Rating and Ranking Procedure

Attachment Details

Document Description: Consolidated Application

Attachment Details

Document Description: Public Posting Project Selections, Ranking and

CoC Application

Attachment Details

Document Description: CoC Process for Reallocation

Attachment Details

Document Description: Projects Accepted Notification

Attachment Details

Document Description: Project Rejection-Reduction Notification

Attachment Details

Document Description: Local Competition Deadline

Attachment Details

Document Description: CoC and HMIS Lead Governance

Attachment Details

Document Description: HMIS Policy and Procedures Manual

Attachment Details

Document Description: FY 2018 CoC Competition Report

Attachment Details

Document Description: Order of Priority

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	09/11/2018
1B. Engagement	09/13/2018
1C. Coordination	09/13/2018
1D. Discharge Planning	09/11/2018
1E. Project Review	09/13/2018
2A. HMIS Implementation	09/13/2018
2B. PIT Count	09/13/2018
2C. Sheltered Data - Methods	09/13/2018
3A. System Performance	09/13/2018
3B. Performance and Strategic Planning	09/16/2018
4A. Mainstream Benefits and Additional Policies	09/14/2018
4B. Attachments	09/13/2018

Submission Summary   No Input Required

5.2   PREFERENCES

Local preference(s) must be verified by written documentation at the time of the briefing and/or eligibility appointment. The applicant must be able to provide written documentation for all preferences claimed on the LOCAL PREFERNCE CLAIM FORM. If a preference has been selected, it may be changed at the time of eligibility (if the applicant's circumstances have changed) because the selection criteria is not based upon the type of preference. However, it must match one or more of the local preferences established by Waco Housing Authority & Affiliates.

Consistent with Waco Housing Authority & Affiliates Agency Plan, Waco Housing Authority & Affiliates will select families based on the following preferences.

- **VETERAN'S PREFERENCE:** ☐

  The head of household and/or spouse is currently a member of the Armed Forces, or the head of the household and/or spouse has an honorable discharge from the Armed Forces.

  In the case of a divorce or legal separation, the head of the household or former spouse must provide Waco Housing Authority & Affiliates with documentation that the head or spouse has rights to benefits; there is no right to the veteran's preference.

- **EMPLOYMENT PREFERENCE:** ☐

  Families whose head of household or spouse is employed.

  Families whose head of household or spouse has been given a bona fide offer of employment.

  This preference does not require a minimum of income, but the family's annual income cannot exceed current very low income guidelines by HUD. Must have a minimum of 20 working hours a week for Section 8 and 24 hours a week for Public Housing

  No minimum length of time is required for the head or spouse to be employed. After move-in the employment must continue for twelve months or longer.

- **ELDERLY:** ☐

  Head of Household or Spouse is 62 years of age or older.

- **DISABLED AND HANDICAPPED _HEAD OF HOUSEHOLD:_** ☐

  This preference only applies to the Head of Household.

- **JOB TRAINING / SCHOOL PREFERENCE: (Must meet student rule)** ☐

  The head of household or spouse is currently enrolled and participating in a job-training program that prepares them for entering or re-entering the job market.

  Families where the head of household or spouse is a graduate of a job-training program that prepared them for entering or re-entering the job market.

  Head of Household is currently enrolled in educational programs working toward a degree. Must be a full-time student (twelve hours or more) or give verifiable justification for carrying a lesser number of hours.

- **DISPLACEMENT:** ☐

  The household has been displaced due to a nationally declared disaster area.

- **DOMESTIC VIOLENCE PREFERENCE:** ☐

  Household annual income cannot exceed current income guidelines by HUD

  Must be certified by a police report or the Family Abuse Center that provides shelter or counseling to victims of domestic violence.

  The Housing Authority shall determine that the domestic violence occurred recently (within 1 year) or is of a continuing nature.

  The applicant shall certify that the person who engaged in such violence will not reside with the family unless Housing Authority has advance written approval.

  The Housing Authority may deny or terminate assistance to the family for breach of certification.

- **RESIDENCY PREFERENCE**

  This preference only applies to residents who has a domicile (legal residence) in McLennan, Hill, Johnson & Somervell counties at the time of application

  - **Homeless Preference (must meet definition)**

FOR PUBLIC HOUSING RESIDENTS ONLY

TARGET UP AND OUT: ☐

For families living in Public Housing who wish to move into the private sector and receive rental assistance through the

Section-8 Program, and participate in the home ownership program. Families must meet the following guidelines:

1. Families must have resided in public housing a **minimum of one year, and participate in the Family Self-Sufficiency Program.**
2. The family must participate in a job training program or attend an institution of higher learning or must maintain an earned income for a minimum of one year.
3. Families must be crime and drug free. This includes all persons on the lease.
4. Families must have a record of timely rent payments, for a twelve (12) month period. No balances left from month to month. Rent must be paid on or before the 5th of each month.
5. All school-age children must be attending school regularly. School verification with authorized signature.
6. Families must have established a pattern of keeping their apartment and premises clean both inside and outside with no graffiti. This includes roof, yard, stairways and porches.
7. Must be in good standing with Public Housing at time of transfer.
8. Development managers must certify that the families have met the requirements.

Waco Housing Authority & Affiliates will not deny a local preference, nor otherwise exclude or penalize a family in admission to the program, solely because the family resides in public housing.

If necessary to meet the statutory requirement that 75% of newly admitted families in any fiscal year be families who are extremely low-income (unless HUD agrees upon a different target). Waco Housing Authority & Affiliates retains the right to skip higher income families on the waiting list to reach extremely low-income families. This measure will only be taken if it appears the goal will not otherwise be met. To ensure this goal is met, the Housing Authority will monitor incomes of newly admitted families and the income of the families on the waiting list.

5.2A School Addendum

Any student who is enrolled at an institution of higher education, who is under the age of 24, not a veteran, unmarried and does not have any children is ineligible for Section 8 assistance.

5.2 B Disability Preference

Applicants who claim disability preference must be receiving social security one year after lease up or will be terminated from the program.

Any applicant whose name is being removed from the waiting list will be notified by the Housing Authority of the City of Waco, in writing, that they will have ten (10) calendar days from the date of the written correspondence to request an informal review and present mitigating circumstances. The letter will also indicate that their name has been removed from the waiting list.

The Housing Authority of the City of Waco's system of removing applicant names from the waiting list will not violate the rights of persons with disabilities. If an applicant claims that their failure to respond to a request for information or updates was caused by a disability, the Housing Authority of the City of Waco will verify that there is in fact a disability, that the disability caused the failure of the applicant to respond, and the Housing Authority of the City of Waco will provide reasonable accommodation. An example of a reasonable accommodation would be to reinstate the applicant on the waiting list based on the date and time of the original application.

10.0 TENANT SELECTION AND ASSIGNMENT PLAN

10.1 PREFERENCES

The Housing Authority of the City of Waco will select families based on the following preferences within each bedroom size category: . Local preference(s) must be verified by written documentation at the time of orientation and/or eligibility appointment. The applicant must be able to provide written documentation for all preferences claimed on the local preference claim form. If a Preference has been selected, it may be changed at the time of eligibility (if the applicant's circumstances have changed) because the selection criteria are not based upon the type of preference. However, it must match one or more of the local preferences established by Waco Housing Authority & Affiliates. Families include but are not limited to the following regardless of actual perceived sexual orientation, gender or marital status Consistent with Waco Housing Authority & Affiliates Agency Plan, Waco Housing Authority & Affiliates will select families based on the following preferences. Preferences carry one weight. Homeless (must meet definitions) or victims of domestic violence preferences carry two weights both of which must have required documentation.

A. Veteran
B. Employment
C. Elderly
D. Disabled and Handicapped (Head of Household)
E. Job Training/School
F. Domestic Violence
G. Federal Preference (person (s) displaced by a federally declared disaster.)
H. Homeless as defined by HUD or McKinney - Vento definition of Homeless
I . Residency Preferences

The date and time of application will be noted to determine the sequence within the above local preferences. Federal preference precedes all other preferences.

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

Buildings Designed for the Elderly and Disabled: Preference will be given to elderly and disabled families. If there are no elderly or disabled families on the waiting list, preference will then be given to near-elderly families. All such families will be selected from the waiting list using the preferences as outlined above.
Accessible Units: Accessible units will be offered first to families who may benefit from the accessible features. Applicants for these units will be selected utilizing the same preference system as outlined above. If there are no applicants who would benefit from the accessible features, the units will be offered to other applicants in the order that their names come to the top of the waiting list. Such applicants however, must sign a waiver stating that they will transfer to a suitable unit at their own expense, if in the future a family requiring an accessible unit needs their unit. Any family required to transfer under this condition will be given a 30-day notice.
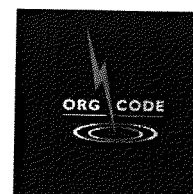
Vulnerability Index -

Service Prioritization Decision Assistance Tool

(VI-SPDAT)

Prescreen Triage Tool for Single Adults

AMERICAN VERSION 2.01

COMMUNITY
SOLUTIONS

ORG CODE

Administration

Interviewer's Name	Agency	⊙ Team ⊙ Staff ⊙ Volunteer
Survey Date DD/MM/YYYY ___/___/____	**Survey Time** __ __ __ __	**Survey Location**

Opening Script

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

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

Basic Information

First Name	Nickname	Last Name

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

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

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

A. History of Housing and Homelessness

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

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

    _____

- ○ **Refused**

IF THE PERSON ANSWERS ANYTHING OTHER THAN "SHELTER", "TRANSITIONAL HOUSING", OR "SAFE HAVEN", THEN SCORE 1.	SCORE: 0

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

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

IF THE PERSON HAS EXPERIENCED 1 OR MORE CONSECUTIVE YEARS OF HOMELESSNESS, AND/OR 4+ EPISODES OF HOMELESSNESS, THEN SCORE 1.	SCORE: 0

B. Risks

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

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

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

    c) Been hospitalized as an inpatient?   ____   ☐ Refused

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

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

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

IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4 OR MORE, THEN SCORE 1 FOR **EMERGENCY SERVICE USE.**	SCORE: 0

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

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

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

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

IF "YES," THEN SCORE 1 FOR **LEGAL ISSUES.**	SCORE:
	0

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

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

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

C. Socialization & Daily Functioning

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

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

IF "YES" TO QUESTION 10 OR "NO" TO QUESTION 11, THEN SCORE 1 FOR **MONEY MANAGEMENT.**	SCORE:
	0

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

IF "NO," THEN SCORE 1 FOR **MEANINGFUL DAILY ACTIVITY.**	SCORE:
	0

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

IF "NO," THEN SCORE 1 FOR **SELF-CARE.**	SCORE:
	0

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

IF "YES," THEN SCORE 1 FOR **SOCIAL RELATIONSHIPS.**	SCORE:
	0

D. Wellness

15. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health? ☐ Y ☐ N ☐ Refused

16. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart? ☐ Y ☐ N ☐ Refused

17. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you? ☐ Y ☐ N ☐ Refused

18. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help? ☐ Y ☐ N ☐ Refused

19. When you are sick or not feeling well, do you avoid getting help? ☐ Y ☐ N ☐ Refused

20. *FOR FEMALE RESPONDENTS ONLY:* Are you currently pregnant? ☐ Y ☐ N ☐ N/A or Refused

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

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

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

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

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

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

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

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

24. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help? ☐ Y ☐ N ☐ Refused

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

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

25. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking? ☑ Y ☑ N ☑ Refused

26. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication? ☑ Y ☑ N ☑ Refused

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

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

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

Scoring Summary

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

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____ time: ___ : ____ or **Night**
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email: _____
Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?	☑ Yes ☑ No ☑ Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues

- legal status in country
- income and source of it
- current restrictions on where a person can legally reside

- children that may reside with the adult at some point in the future
- safety planning

Prevention / Re-Housing

Vulnerability Index –

Service Prioritization Decision Assistance Tool

(PR-VI-SPDAT)

Prevention/Re-Housing Prescreen Tool for Single Adults

To be used ONLY with people that are currently housed and feel they are at imminent risk of losing their housing. "Imminent risk" is determined by the program participant. Types of dwellings that count as "housed" for this tool are:
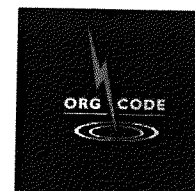
- *An apartment that is in their name (legally permitted to stay there)*
- *A home that they own*
- *The home of a parent, other relative or friend where they believe they have been staying permanently (not feeling there was a time limit on how long they were permitted to stay)*

VERSION 1.0

AMERICAN EDITION

COMMUNITY
SOLUTIONS

ORG CODE

Administration

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

Opening Script

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

· the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)

· the purpose of the VI-SPDAT being completed

· that it usually takes less than 7 minutes to complete

· that only "Yes," "No," or one-word answers are being sought

· that any question can be skipped or refused

· where the information is going to be stored

· that if the participant does not understand a question that clarification can be provided

· the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

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

IF 60 YEARS OF AGE OR OLDER, SCORE 1.   **SCORE:**

Safety

I want to start by asking you some questions about your safety in your current location.

1. Are you currently being harmed or at risk of being harmed by another person, such as a spouse, relative, parent or friend?   ☐ Y   ☐ N   ☐ Refused

2. Have you experienced violence or threats of violence in the last six months, that has had an impact on feeling safe where you live?   ☐ Y   ☐ N   ☐ Refused

IF "YES" TO EITHER OF THE ABOVE, THEN SCORE 1.　　　　SCORE:

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

4. I do not need any details, just a YES or NO: is your current risk of eviction being caused by emotional, physical, psychological, sexual, or any other type of abuse, or by any other trauma you have experienced?　　☐ Y　☐ N　☐ Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1.　　　　SCORE:

Long Term Housing Stability

Now, let's examine some of the other life areas that might impact long term housing stability.

5. Do you have any legal stuff going on right now that may result in them being locked up, having to pay fines, or that make it more difficult to stay housed?　　☐ Y　☐ N　☐ Refused

IF "YES," THEN SCORE 1.　　　　SCORE:

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

IF "YES," THEN SCORE 1.　　　　SCORE:

7. Have you harmed yourself or anyone else in the last 6 months?　　☐ Y　☐ N　☐ Refused

IF "YES," THEN SCORE 1.　　　　SCORE:

8. Is anyone currently forcing you to do something you don't want to do?　　☐ Y　☐ N　☐ Refused

IF "YES," THEN SCORE 1.　　　　SCORE:

9. If female, are you currently pregnant?　　☐ Y　☐ N　☐ Refused

SCORE:

IF "YES," THEN SCORE 1.

History of Housing and Homelessness

10. At any point in the last three years have you stayed in a   ☐ Y ☐ N ☐ Refused
    shelter, in your car, on the street, outdoors, or any other place
    not fit for people to live?

    a) IF YES: How many times has that occurred in the last three years?   ____ ☐ Refused

    b) IF YES: What is the total length of time that has happened if you   ____ ☐ Refused
       add all of the different times together in the last three years?

IF "YES" AND 4+ TIMES AND/OR 12+ MONTHS, THEN SCORE 3.	**SCORE:**

11. In the last six months, have you accessed supports from any   ☐ **Y** ☐ N ☐ Refused
    churches, other faith groups, or a non-profit organization
    to get supports to stay housed such as financial assistance,
    help working things out with a landlord, re-locating from one
    apartment or home to another because where you had been
    staying was unsafe, or anything like that?

IF "YES," THEN SCORE 1.	**SCORE:**

12. Within the last six months in your current housing, how many   ____ ☐ Refused
    complaints have there been about you from neighbours, the
    landlord or tenant/owner, or, the police?

IF 4+ COMPLAINTS, THEN SCORE 1.	**SCORE:**

13. Do any of the following issues make it hard for you to find or stay in permanent
    housing or connect with other resources that can help you do that:

    a) Accessible housing because you have a disability that   ☐ **Y** ☐ N ☐ Refused
       requires a special type of housing?

    b) A poor credit history?   ☐ **Y** ☐ N ☐ Refused

    c) Restrictions on where you can live because of legal stuff?   ☐ **Y** ☐ N ☐ Refused

    d) No references for your housing or poor references on your   ☐ **Y** ☐ N ☐ Refused
       housing history?

    e) Difficulties understanding or communicating in English?   ☐ **Y** ☐ N ☐ Refused

    f) Difficulties with math that make it hard to budget or take   ☐ **Y** ☐ N ☐ Refused
       care of your finances?

    g) Safety issues which may include keeping where you live   ☐ **Y** ☐ N ☐ Refused
       unknown to a past abuser?

IF "YES" TO ANY 2 OF THE ABOVE, THEN SCORE 1.	**SCORE:**

14. Are you currently living in an overcrowded situation (which   ☐ **Y** ☐ N ☐ Refused
    means there are too many people living in the home for the
    amount of space you have), and where there are arguments or
    conflicts because of the overcrowding?

IF "YES," THEN SCORE 1.	**SCORE:**

15. If your current housing was saved, do you plan on remaining in that place for at least the next 6 months, if that is legally possible?   □ Y   □ **N**   □ Refused

IF "NO," THEN SCORE 1.   **SCORE:**

Personal Administration & Money Management

16. Is there any person, landlord, business, utility company, bookie, dealer, or government group like the IRS that thinks you owe them money?   □ **Y**   □ N   □ Refused

    a) IF YES: What is the total amount of money that others think is owed?   _____   □ Refused

IF THE TOTAL VALUE IS $1,000+, THEN SCORE 1.   **SCORE:**

17. Do you get any money or assistance from the government like SSI, SSDI, TANF or Food Stamps, or do you have a pension, inheritance, get money from a regular job or working under the table, or anything like that?   □ **Y**   □ N   □ Refused

    a) IF YES: What is the next date you **know** you will receive money?   _____   □ Refused

    b) IF YES: What is the total amount you will expect to receive?   _____   □ Refused

IF THE DATE IS MORE THAN 14 DAYS AWAY AND/OR THE VALUE IS LESS THAN HALF THE VALUE OF 16A, THEN SCORE 1.   **SCORE:**

18. What is the total amount of money you currently have, including any money in the bank or investments?   _____   □ Refused

IF THE AMOUNT IS LESS THAN HALF THE VALUE OF 16A, THEN SCORE 1.   **SCORE:**

19. Is there anyone currently helping you manage your finances, like a payee, guardianship, or trustee, because a judge or the government said you have to?   □ **Y**   □ N   □ Refused

IF "YES," THEN SCORE 1.   **SCORE:**

20. In the last year, how many times have you received a cash advance or loan from a business, bank, or person, where you have not repaid the full amount **and** the interest owed is 15% or more?   ____   □ Refused

IF 3+ TIMES, THEN SCORE 1.   **SCORE:**

21. Have other members of your family or friends provided emergency financial assistance to you in the last three years to help you stay housed like helping you with rent, paying off arrears, paying a utility company to keep your lights on or anything like that, where they still expect you to pay them back but you have not been able to?   □ **Y**   □ N   □ Refused

IF "YES," THEN SCORE 1.	SCORE:

Meaningful Daily Activity

22. Do you have planned activities, other than just surviving, that makes them feel happy and fulfilled?   □ Y   □ **N**   □ Refused

IF "NO," THEN SCORE 1.	SCORE:

Self Care and Daily Living Skills

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

IF "NO," THEN SCORE 1.	SCORE:

Interactions with Emergency Services

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

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

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

   c) Been hospitalized as an inpatient?   ____ □ Refused

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

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

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

IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4+, THEN SCORE 1.	SCORE:

Wellness

25. Have you ever had to leave an apartment, residential program, or other place you were staying because of your physical health?   □ **Y**   □ N   □ Refused

26. Do you have any chronic health issue where you are not accessing appropriate care or that is making it difficult to stay housed?   □ **Y**   □ N   □ Refused

27. Do you have any physical disabilities that limit the type of housing you can access, or make it hard to live independently because help is needed?   □ **Y**   □ N   □ Refused

28. When you are sick, do you avoid getting medical help?   □ **Y**   □ N   □ Refused

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

29. Has your drinking or drug use caused you to be kicked out of an apartment or residential program or other place in the past?   ☐ Y ☐ N ☐ Refused

30. Does drinking or drug use make it difficult to stay housed or afford your housing?   ☐ Y ☐ N ☐ Refused

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

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

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

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

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

32. Do you have any mental health or brain issues that make it hard for you to live independently because help is needed?   ☐ Y ☐ N ☐ Refused

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

33. *DID THE INDIVIDUAL SCORE 1 EACH FOR PHYSICAL HEALTH, SUBSTANCE USE, AND MENTAL HEALTH?*   ☐ Y ☐ N ☐ N/A or Refused

IF "YES", SCORE 1.	SCORE:

34. Are there any medications that a doctor said you should be taking that, for whatever reason, they are not taking?   ☐ Y ☐ N ☐ Refused

35. Are there any medications like painkillers that you do not take the way the doctor prescribed or where the medication is sold?   ☐ Y ☐ N ☐ Refused

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

Scoring Summary

TOTAL	SCORE	RECOMMENDATION
	22+:	STRONG RECOMMENDATION FOR FINANCIAL AND CASE MANAGEMENT SUPPORTS
	16-21:	RECOMMENDATION FOR FINANCIAL AND/OR CASE MANAGEMENT SUPPORTS
	11-15:	AS RESOURCES ALLOW, CONSIDER FINANCIAL AND/OR CASE MANAGEMENT SUPPORTS
	0-10:	NO ASSISTANCE PROVIDED; MAY, HOWEVER, PROVIDE REFERRAL TO MAINSTREAM RESOURCES

Assessment Print Details

Client: (232992) Client, Test
Assessment Name: Coordinated Access
Answer Data as of: 08/29/2018 02:58 PM
Printed On: 08/29/2018 02:58 PM
Provider: City of Waco (416)

Coordinated Access

Is it OK for us to contact you?   -Select-

How do we contact you?

How do we contact you if your phone is disconnected?

SECTION 1 - HOUSING CRISIS DETERMINATION

Date of Birth

Gender

Number of individuals seeking shelter

Number of minors in household?

Does the client have a disabling condition?

Any member of the household an Active MHMR client?   -Select-

Name of MHMR client?

Are you a Veteran?   -Select-

Active Military?   -Select-

Are you a dependent of a U.S. Military Veteran?   -Select-

Income from Any Source

Recent Housing History

Where did you sleep last night?

Is client literally homeless?   -Select-

If client is not "literally homeless" move to Homelessness Prevention section

Literally Homeless Criteria - (i) Has a primary nighttime residence that is a place not meant for human habitation; or (ii) is living in a shelter designated to provide temporary living arrangements; or

(iii) is exiting an institution where (s)he has 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

LITERALLY HOMELESS

Is this your first time experiencing homelessness?   -Select-

If yes, skip to the SECTION 2 - DIVERSION.

Continuously Homeless for at Least One year

Save this assessment then move on to the VI-SPDAT.

VI-SPDAT v2.0

Start Date *	PRE-SURVEY	A. HISTORY OF HOUSING AND HOMELESSNESS	B. RISKS	C. SOCIALIZATION & DAILY FUNCTIONS	D. WELLNESS	GRAND TOTAL

Homelessness Prevention (fill out section if client is not "literally homeless" and complete Prevention VI-SPDAT)

Prevention VI-SPDAT Score

Is client at-risk of homelessness?   -Select-

How much longer can the client stay there?

What is the primary reason the client is being asked to leave where they stayed last night?

If other, describe primary reason the client was asked to leave:

Monthly Income

Total income in the last 30 days?	Start Date *	End Date

Non-Cash Benefits

Amount of Non-Cash Benefit	Source of Non-Cash Benefit	Client type	Start Date *	End Date

	Will anyone be joining the household in the next 3 months?	-Select-	
	If yes, how many people will be joining the household?		

SECTION 2 - DIVERSION

Prior to attempting diversion answer the following question:

Does the client have an alternative to shelter for tonight?	-Select-	

Answer this question based off of your professional opinion after attempting diversion with the household:

Will any type of assistance help the client's household stay where they stayed last night?	
If yes, what kind of assistance?	
Does the client have an alternative to shelter for tonight?	-Select-

Heart of Texas Homeless Coalition 2018 Renewal CoC Project Evaluation

This tool will be used to review, score, and rank all renewal CoC projects as part of the FY 2018 CoC Competition. The priorities that will be reviewed are those listed by HUD in the FY 2018 NOFA, and include:

1. Ending homelessness for all persons.
2. Creating a systemic response to homelessness.
3. Strategically allocating and using resources.
4. Using a Housing First approach.

Renewal Project Evaluation

The CoC Scoring and Ranking Committee and the CoC/HMIS Leads will complete a Renewal Project Evaluation Tool for each renewing CoC project. Projects failing to submit required information for a priority area will receive zero points for that priority area. After completing all Renewal Project Evaluation Tools, the CoC Scoring and Ranking Committee will rank all renewal projects according to their evaluation score – projects scoring highest are ranked best, those scoring lowest are ranked at the bottom.

Data Sources

While some data will be collected from narratives such as the project description, the majority of the data used in project evaluation comes from projects' designated Annual Performance Reports (APRs) for this competition. The Scoring and Ranking Committee will also consider Point-In-Time (PIT) Count data and Housing Inventory Count (HIC) data submission. Some information is obtained directly from providers or from SAGE HIMIS. Data from these sources is verified by HUD whenever possible:

- HUD audit/monitoring findings documentation;
- Information on timely draws and unspent funds from each applicant's Line of Credit Control System (LOCCS) accounts;
- Information on project matching funds; and
- Information collected by HUD field offices as shown through SAGE HMIS, including total LOCCS draw amounts.

Renewal Project Ranking and Funding Recommendations

The CoC Lead Agency for the Heart of Texas Homeless Coalition accepts all qualifying applications. Qualifying projects are then submitted to the CoC Scoring and Ranking Committee for ranking recommendations and final approval for the CoC Competition Priority Listing.

Reallocation Process and Procedure

The CoC Board understands and acknowledges that through the reallocation process very valuable projects may be defunded. The CoC Board is striving to develop a reallocation process that will ensure that projects submitted in the CoC Consolidated Application best align with the HUD CoC funding mechanism's priorities and contribute to a competitive application that collaboratively secures these dollars to improve our community. The CoC Board seeks to make data-driven decisions based on information gathered from the assessment tool and other HUD recommended data tools. This does not mean that the CoC Board does not value reallocated projects or the diversity of programs in our community. Rather, the CoC Board anticipates that most reallocated projects will see funders with priorities better suited to cultivate the unique contributions these projects make to our community that HUD's CoC funding mechanism is not designed to recognize.

HUD Priority List

Agency/Project Name:_____

If the box is filled in, the organization is given credit for this priority. If blank, no credit is given.

☐	**Ending homelessness for all persons.**
	- Should identify, engage, and effectively serve all persons experiencing homelessness. - Should measure their performance based on local data that take into account the challenges faced by all subpopulations experiencing homelessness in the geographic area (e.g., veterans, youth, families, or those experiencing chronic homelessness). - Should have a comprehensive outreach strategy in place to identify and continuously engage all unsheltered individuals and families. - Should use local data to determine the characteristics of individuals and families with the highest needs and longest experiences of homelessness to develop housing and supportive services tailored to their needs.
☐	**Creating a systemic response to homelessness.**
	- Should be using system performance measures such as the average length of homeless episodes, rates of return to homelessness, and rates of exit to permanent housing destinations to determine how effectively they are serving people experiencing homelessness. - Should be using their Coordinated Entry process to promote participant choice, coordinate homeless assistance and mainstream housing and services to ensure people experiencing homelessness receive assistance quickly, and make homelessness assistance open, inclusive, and transparent.
☐	**Strategically allocating and using resources.**
	- Using cost, performance, and outcome data, projects should improve how resources are utilized to end homelessness. - Should review project quality, performance, and cost effectiveness. - Should maximize the use of mainstream and other community-based resources when serving persons experiencing homelessness.
☐	**Use a Housing First approach.**
	- Housing First prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions. - CoC Program funded projects should help individuals and families move quickly into permanent housing, and should measure and reduce the length of time people experience homelessness. - Should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.

FY 2018 NOFA Renewal Scoring Rubric

Agency	
Project	
Date	

Category	Scoring Element		Points	Source of Criteria
HUD Priorities	**1. Meets HUD Priorties**			HUD Priorities Worksheet; Priorities found on page 6-7 of the NOFA
	All 4 Priorities	= 10 Points		
	3 of 4 Priorities	=7.5 Points		
	2 of 4 Priorities	=5 Points		
	1 or less Priorities	=0 Points		
APR	**2. Occupancy/Average Daily Unit Utilization**			Q2 of APR; if applicants are not funded based on Units, the default will be Bed Utilization Rate
	90%	=10 Points		
	70-90%	=7.5 Points		
	50-70%	=5 Points		
	<50%	=0 Points		
	3a. PSH Programs: percent of participants who increased or maintained earned income from entry to latest status/exit			Q19a3 of APR
	20%	=10 Points		
	15-19%	=7.5 Points		
	10-14%	=5 Points		
	<10%	=0 Points		
	3b. RRH Programs: percent of participants who increased or maintained earned income from entry to latest status/exit			Q19a3 of APR
	50%	=10 Points		
	40-49%	=7.5 Points		
	25-39%	=5 Points		
	<24%	=0 Points		
	3c. TH Programs: percent of participants who increased or maintained earned income from entry to latest status/exit			Q19a3 of APR
	50%	=10 Points		
	40-49%	=7.5 Points		
	25-39%	=5 Points		
	<24%	=0 Points		

Category	Scoring Element		Points	Source of Criteria
APR	4a. PSH Programs: percent of participants who increased or maintained other (non-employment) income from entry to latest status/exit			Q19a3 of APR
	30%	=10 Points		
	24-29%	=7.5 Points		
	23-20%	=5 Points		
	<19%	=0 Points		
	4b. RRH Programs: percent of participants who increased or maintained other (non-employment) income from entry to latest status/exit			Q19a3 of APR
	50%	=10 Points		
	40-49%	=7.5 Points		
	25-39%	=5 Points		
	<24%	=0 Points		
	4c. TH Programs: percent of participants who increased or maintained other (non-employment) income from entry to latest status/exit			Q19a3 of APR
	50%	=10 Points		
	40-49%	=7.5 Points		
	25-39%	=5 Points		
	<24%	=0 Points		
	5a. PSH Programs: percent of participants with earned income at exit			Q18 of APR
	20%	=10 Points		
	15-19%	=7.5 Points		
	10-14%	=5 Points		
	<10%	=0 Points		
	5b. RRH Programs: percent of participants with earned income at exit			Q18 of APR
	50%	=10 Points		
	40-49%	=7.5 Points		
	25-39%	=5 Points		
	<24%	=0 Points		
	5c. TH Programs: percent of participants with earned income at exit			Q18 of APR
	50%	=10 Points		
	40-49%	=7.5 Points		
	25-39%	=5 Points		
	<24%	=0 Points		

Category	Scoring Element		Points	Source of Criteria
APR	6a. PSH Programs: percent of participants with income other than employment at exit			Q18 of APR
	50%	=10 Points		
	40-49%	=7.5 Points		
	25-39%	=5 Points		
	<24%	=0 Points		
	6b. RRH Programs: percent of participants with income other than employment at exit			Q18 of APR
	30%	=10 Points		
	24-29%	=7.5 Points		
	23-20%	=5 Points		
	<19%	=0 Points		
	6c. TH Programs: percent of participants with income other than employment at exit			Q18 of APR
	30%	=10 Points		
	24-29%	=7.5 Points		
	23-20%	=5 Points		
	<19%	=0 Points		
	7a. PSH: percent of participants who remain in PSH or exited to permanent housing			Q23 of APR; (Subtotal of Permanent destinations)/ (total number of Leavers-Deceased) from APR
	80%	=10 Points		
	75-79%	=7.5 Points		
	70-74%	=5 Points		
	<69%	=0 Points		
	7b. RRH: percent of participants who exited to permanent housing			Q23 of APR; (Subtotal of Permanent destinations)/ (total number of Leavers-Deceased) from APR
	80%	=10 Points		
	75-79%	=7.5 Points		
	70-74%	=5 Points		
	<69%	=0 Points		
	7c. TH: percent of participants who exited to permanent housing			Q23 of APR; (Subtotal of Permanent destinations)/ (total number of Leavers-Deceased) from APR
	80%	=10 Points		
	75-79%	=7.5 Points		
	70-74%	=5 Points		
	<69%	=0 Points		
	8. Leavers who exited to temporary destinations			Q23 of APR
	<10%	=10 Points		
	11-15%	=7.5 Points		
	16-20%	=5 Points		
	>20%	=0 Points		

Category	Scoring Element		Points	Source of Criteria
Targeting Hard to Serve	**9a. PSH percent of entries from literal homelessness**			Q15 of APR
	80%	=10 Points		
	75-79%	=7.5 Points		
	70-74%	=5 Points		
	<69%	=0 Points		
	9b. RRH percent of entries from literal homelessness			Q15 of APR
	80%	=10 Points		
	75-79%	=7.5 Points		
	70-74%	=5 Points		
	<69%	=0 Points		
	9c. TH percent of entries from literal homelessness			Q15 of APR
	80%	=10 Points		
	75-79%	=7.5 Points		
	70-74%	=5 Points		
	<69%	=0 Points		
	10a. PSH participant entries with no income			Q18 of APR
	>45%	=10 Points		
	40-44%	=7.5 Points		
	35-39%	=5 Points		
	<34%	=0 Points		
	10b. RRH participant entries with no income			Q18 of APR
	>45%	=10 Points		
	40-44%	=7.5 Points		
	35-39%	=5 Points		
	<34%	=0 Points		
	10c. TH participant entries with no income			Q18 of APR
	>45%	=10 Points		
	40-44%	=7.5 Points		
	35-39%	=5 Points		
	<34%	=0 Points		
Financial	**11. Audit Review**			Audit submited by Applicant
	Audit shows agency as a low risk auditee **AND** no findings	=10 Points		
	Audit shows agency as a low risk auditee **OR** agency has no findings	=5 Points		
	Audit shows agency at high risk **AND** findings	=0 Points		
	12. LOCCS - Total Expenditures			Q28 of APR; Expenditures Total/ Awarded Amount and eLOCCS
	>89%	=10 Points		
	80-89%	=5 Points		
	<80%	=0 Points		

Category	Scoring Element		Points	Source of Criteria
Coordinated Entry	13. Participation in Coordinated Entry Planning and Implementation			CE Committee Sign In Sheets
	Yes	=10 Points		
	No	=0 Points		
HMIS Monitoring & Data Quality	14. HMIS Site Visit			Site Visit Score Sheet; (DV Exception as they do not use HMIS)
	11-12	=10 Points		
	8-10	=5 Points		
	<8	=0 Points		
	15. HMIS Data Quality Standards			Q6A-D, Percent Error Column averaged
	0% errors	=10 Points		
	1-25% errors	=5 Points		
	<25% errors	=0 Points		
	16. HMIS Data Completeness			HMIS Project Report Card; for DV award full points
	>98%	=10 Points		
	95-98%	=5 Points		
	<95%	=0 Points		
	17. PIT and HIC data submitted on time			
	Yes	=10 Points		
	No	=0 Points		
CoC Participation	18. PIT/HIC Involvement			
	Involved in BOTH PIT and HIC	=10 Points		
	Involved in one	=5 Points		
	Note involved in either	=0 Points		
	19. CoC/HMIS Advisory Attendance			HMIS/CoC Advisory Sign Up Sheets
	Attended >75% of Meetings	=10 Points		
	Attended <75% of Meetings	=0 Points		
CoC Monitoring	20. Project Monitoring Results			CoC Monitoring Reports
	No unresolved monitoring issues or issues resolved	=10 Points		
	Unresolved monitoring issues	=0 Points		
Bonus	21. Occupancy/Average Daily Unit Utilization			See Question 2
	>95%	=10 Points		
	22. Participation in HOTHC General Meetings in the past 12 months			Attendance Logs
	>8 Meetings a year	=10 Points		
	23. Two Consecutive Years of Expenditure of Funds			LOCCS
	95% or greater	=10 Points		
Penalty	24. Application Turned in After Due Date			Submission Date in E-snaps
	If turned in late, penalty of 10 points	=-10 Points		
Total Score				

2018 NOFA Competition Threshold & Scoring Sheet for New Projects

Agency: _____

Program Name: _____

Program Type: ☐ PSH   ☐ RRH   ☐ Joint TH-RRH   ☐ CE-SSO

Name of Reviewer: _____

Project Eligibility Threshold	
Threshold Review Criteria *Applicants must fully meet threshold criteria.* *Projects not meeting all the specified criteria will not be reviewed further.*	**Meets Criteria?** **Yes or No**
1. Project must be for eligible project type: Rapid Rehousing (RRH), Permanent Supportive Housing (PSH) or Joint Transitional Housing/Rapid Rehousing (TH-RRH); or additional services for the Coordinated Entry System (CE-SSO).	

2. Project proposes to serve an eligible population for the project type:
 • Permanent Supportive Housing (PSH)
   o Can serve Category 1 & 4 homeless.
   o All projects must be either 100% dedicated to chronically homeless or all beds/units must be Dedicated PLUS.
   o All projects must serve exclusively disabled individuals/households as defined by HUD.
 • Rapid Rehousing (RRH)
   o Can serve Category 1 & 4 homeless.
   o Residing in TH funded as part of a Joint TH-RRH project
   o Receiving assistance from a VA homeless program and met one of the above criteria on intake into the VA program
 • Joint Transitional Housing & Rapid Rehousing (TH-RRH)
   o Can serve Category 1, 2, & 4 homeless.
   o All participants must initially receive TH services and transition as soon as practical to rapid rehousing.
 • Coordinated Entry (CE-SSO)
   o Can serve Category 1, 2, & 4 homeless. This project type is accessible to all participants eligible for all other project types.	

3. Project proposes to use eligible costs for the project type: • PSH: Rental assistance (tenant, sponsor, or project based), leasing or operating funds, supportive services, HMIS and administrative costs • RRH: Rental assistance (tenant based only), supportive services, HMIS and administrative costs • TH-RRH: For TH component – operating, leasing or rental assistance, for RRH component tenant based rental assistance only, supportive services and admin costs eligible for entire project.TH-RRH: Operating or leasing assistance and supportive services for the TH phase; tenant based rental assistance plus supportive services for the RRH phase. • CE-SSO: assessment of service needs, assistance with moving costs, case management, child care, education services, employment assistance, food, housing/counseling services, legal services, life skills, mental health services, outpatient health services,	

Project Eligibility Threshold	
Threshold Review Criteria *Applicants must fully meet threshold criteria.* *Projects not meeting all the specified criteria will not be reviewed further.*	**Meets Criteria?** **Yes or No**
outreach services, substance abuse treatment services, transportation, utility deposits, operating costs	
4. Project applicant is an eligible entity: • Must have an active registration in the SAMS system. • Must have a DUNS number. • Must be a nonprofit organization, state or local government, or instrumentalities of state or local government. • Must be in good standing with the Federal government.	
5. Match is greater than or equal to 25%.	
6. Project agrees to participant in Coordinated Entry and HMIS.	
7. Project agrees to use Housing First principles and be low barrier.	
8. Project applicant must demonstrate the financial and management capacity and experience to carry out the project as detailed in the project application and the capacity to administer federal funds.	

Project meets threshold eligibility criteria? If any of the above answers are no, the project does not meet threshold, and is therefore not eligible for funding consideration.

☐ Accepted

☐ Rejected

Comments:

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Project Quality Threshold

Rating Factor for New Project Types	Points Available	Points Awarded	Criteria
Permanent Housing: Permanent Supportive Housing or Rapid Rehousing			
New permanent housing projects must receive at least 3 out of the 4 points available for this project type. Projects that do not receive at least 3 points will be rejected.	1		The type of housing proposed, including the number and configuration of units, will fit the needs of the program participants (e.g., two or more bedrooms for families).
	1		The type of supportive services that will be offered to program participants will ensure successful retention in or help to obtain permanent housing, including all supportive services regardless of funding source.
	1		The proposed project has a specific plan for ensuring program participants will be individually assisted to obtain the benefits of mainstream health, social, and employment programs for which they are eligible to apply meets the needs of program participants (e.g., Medicare, Medicaid, SSI, Food Stamps, local Workforce office, early childhood education).
	1		Program participants are assisted to obtain and remain in permanent housing in a manner that fits their needs (e.g., provides the participant with some type of transportation to access needed services, safety planning, case management, additional assistance to ensure retention of permanent housing).
Total Points	4		☐ Accepted ☐ Rejected

Joint TH-RRH			
New Joint TH and PH-RRH component project applications must receive at least 4 out of 6 points available for this project type. Projects that do not receive at least 4 points will be rejected.	1		The type of housing proposed, including the number and configuration of units, will fit the needs of the program participants (e.g., two or more bedrooms for families.)
	1		The proposed project will provide enough rapid re-housing assistance to ensure that at any given time a program participant may move from transitional housing to permanent housing. This may be demonstrated by identifying a budget that has twice as many resources for the rapid re-housing portion of the project than the TH portion, by having twice as many PH-RRH units at a point in time as TH units, or by demonstrating that the budget and units are appropriate for the population being served by the project.
	1		The type of supportive services that will be offered to program participants will ensure successful retention or help to obtain permanent housing, including all supportive services regardless of funding source.

3

	1		The proposed project has a specific plan for ensuring program participants will be individually assisted to obtain the benefits of mainstream health, social, and employment programs for which they are eligible to apply meets the needs of program participants (e.g., Medicare, Medicaid, SSI, Food Stamps, local Workforce office, early childhood education).
	1		Program participants are assisted to obtain and remain in permanent housing in a manner that fits their needs (e.g., provides the participant with some type of transportation to access needed services, safety planning, case management, additional assistance to ensure retention of permanent housing).
	1		The project adheres to a housing first model as defined in Section III.C.3.l of the NOFA.
Total Points	**6**		☐ **Accepted** ☐ **Rejected**

SSO-Coordinated Entry			
New SSO-Coordinated Entry project applications (also known as centralized or coordinated assessment) must receive at least 2 out of the 4 points available for this project type. Projects that do not receive at least 2 of the 4 points available will be rejected.	1		The centralized or coordinated assessment system is easily available/reachable for all persons within the CoC's geographic area who are seeking information regarding homelessness assistance. The system must also be accessible for persons with disabilities within the CoC's geographic area.
	1		There is a strategy for advertising that is designed specifically to reach homeless persons with the highest barriers within the CoC's geographic area.
	1		There is a standardized assessment process.
	1		Ensures program participants are directed to appropriate housing and services that fit their needs.
Total Points	**4**		☐ **Accepted** ☐ **Rejected**

Comments:

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Meets HUD Priorities

If the box is filled in, the organization is given credit for this priority. If blank, no credit is given.

Points	Priority
	Ending homelessness for all persons.
1	• Should identify, engage, and effectively serve all persons experiencing homelessness. • Should measure their performance based on local data that take into account the challenges faced by all subpopulations experiencing homelessness in the geographic area (e.g., veterans, youth, families, or those experiencing chronic homelessness). • Should have a comprehensive outreach strategy in place to identify and continuously engage all unsheltered individuals and families. • Should use local data to determine the characteristics of individuals and families with the highest needs and longest experiences of homelessness to develop housing and supportive services tailored to their needs.
	Creating a systemic response to homelessness.
1	• Should be using system performance measures such as the average length of homeless episodes, rates of return to homelessness, and rates of exit to permanent housing destinations to determine how effectively they are serving people experiencing homelessness. • Should be using their Coordinated Entry process to promote participant choice, coordinate homeless assistance and mainstream housing and services to ensure people experiencing homelessness receive assistance quickly, and make homelessness assistance open, inclusive, and transparent.
	Strategically allocating and using resources.
1	• Using cost, performance, and outcome data, projects should improve how resources are utilized to end homelessness. • Should review project quality, performance, and cost effectiveness. • Should maximize the use of mainstream and other community-based resources when serving persons experiencing homelessness.
	Use a Housing First approach.
1	• Housing First prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions. • CoC Program funded projects should help individuals and families move quickly into permanent housing, and should measure and reduce the length of time people experience homelessness. • Should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.
	Total Points

Comments:

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HEART OF TEXAS HOMELESS COALITION

TX-604 Waco/McLennan County
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TX-604 WACO/MCLENNAN COUNTY CONTINUUM OF CARE COMPETITION PROJECT RANKING AND REALLOCATION POLICY

PURPOSE

On an annual basis, the TX-604 Waco/McLennan County Continuum of Care (CoC) is required to rank all new and renewal projects submitted to HUD for funding in an order that reflects the CoC's needs and priorities. Additionally, HUD requires CoCs to review the performance of all funded projects and seek to reallocate funding away from low performing projects or those providing services that are of a lower priority in preventing and ending homelessness.

The CoC is seeking to accomplish the following in the ranking and reallocation of projects:

- Incentivize all providers to focus on outcomes and to seek to achieve the performance targets specified by the CoC.
- Encourage providers to adopt evidence based practices including Housing First to more effectively employ CoC resources.
- Replace projects that are not high performing or following evidence based practices with new projects that follow CoC and HUD priorities.

SCORING AND RANKING POLICY

All new and renewal projects will be ranked by the CoC. The primary factor controlling the ranking of projects will be the scores assigned to renewal and new projects. Scoring is based on project performance, grant management, community outcomes, and adherence to policy priorities. Except as specified below, projects will be ranked in the NOFA competition by the scores assigned to renewal or new projects.
There are two categories of projects that will not be ranked according to performance scores:

- Projects that are essential to the operation of the CoC. This includes funding for HMIS and Coordinated Entry. These are unique projects focused on CoC operations and that cannot be readily evaluated or

compared to other CoC funded projects. Failure to renew this funding would have negative consequences for the CoC and jeopardize future funding opportunities.

- First time renewal of newly funded grants. HUD requires newly funded one-year project grants to be renewed in the competition. In most instances, these projects will have not yet started operations. In other instances, the projects have just started but are far from being able to report on a full year of operations in the APR.

The two project types identified above will not be assigned scores. These projects will be ranked by the CoC to assure – to the maximum extent possible – that they will be funded in the competition. Subject to review based on the actual NOFA, these projects will be ranked in Tier 1, with all of their funding above the Tier 1/Tier 2 demarcation.

All other CoC projects will be ranked according to scores:

- Renewal projects will be ranked according to adjusted renewal project score. Renewal scores will be adjusted as follows: if the highest scoring renewal project scores less than 200 points, then all renewal scores will be adjusted upward by the difference between the highest scoring renewal project and 200. Renewal projects that qualify for renewal based on the renewal performance evaluation will be ranked above new projects.
- New projects will be ranked according to scores.

Current CoC grantees may elect to reallocate some or all of the funding associated with their project. These reallocated projects will be scored as new projects and ranked according to score the same as all new and renewal projects. CoC grantees in good standing (no outstanding HUD or CoC monitoring findings and no open audit findings) may voluntarily reallocate their funding and will not have to compete with other organizations for that funding.

The minimum score for automatic renewal of CoC funded projects is 65% of the highest scoring project.

If the highest scoring project receives a score of 200, then all projects scoring below 130 will be reallocated unless a Project Improvement Plan has been submitted and approved by the CoC Board. Should the highest scoring project receive a score of 190, then the minimum acceptable score would be 123.5. The Project Improvement Plan must specify how the project will improve performance and meet standards in the upcoming year. If the CoC Board accepts the Project Improvement Plan, the grantee will be allowed to apply for renewal funding.

Any legal applicant for CoC funds can apply for new projects from the bonus pool or the uncommitted reallocation pool. The CoC will only rank new projects for which there is sufficient funding in the new or reallocation pool to fully fund the project.

POLICY ON EXPENDITURE OF GRANT FUNDS
Funds unexpended at the completion of the grant term are recaptured by HUD. In some instances these funds are then allocated to other CoCs or in other cases are returned to the federal treasury. The CoC seeks to
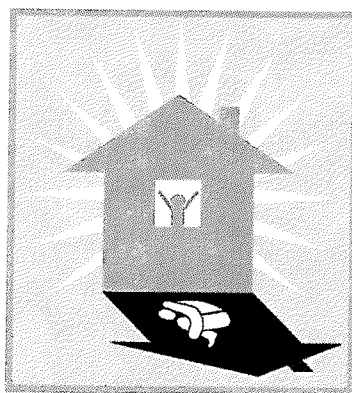
minimize this recapture of funding and to the maximum extent possible ensure that homeless assistance funding allocated to the Heart of Texas region is used to support homeless people in the area.

UNDER EXPENDITURE POLICY

It is the policy of the CoC that CoC funds granted to an applicant agency will either be fully expended to assist eligible homeless people or the CoC will recapture the unspent funding and add it to the pool of resources available for reallocation.

Heart of Texas CoC grantees that expended less than 90% of their funding in the most recent grant year will face recapture of unexpended funding that exceeds 10% of the grant funds. If, for example, the CoC grant was for $100,000 and $85,000 was expended, the grantee would see $5,000 in funding recaptured. Recapture of unexpended funding that exceeds 10% of the total grant will be automatic. The Scoring/Ranking Committee may consider extenuating circumstances regarding projected expended funds. For example, an agency had staff vacancies at the beginning of the grant cycle and all vacancies have been filled later in the grant cycle altering the capability of the program to serve greater number of clientele which would increase projected expenditures. The applicant must put any considerations based on circumstance in writing to the Scoring/Ranking Committee. If the project was reallocated from in a previous competition, further reallocation will not occur until after they have operated one full year at the newly reallocated amount and have demonstrated an inability to expend at least 90% of the funds.

Grantees may also prevent this automatic recapture by submitting an appeal to the Board of the CoC. The appeal will need to: explain the reason for the under-expenditure and provide a plan for fully expended the grant in the current cycle. The Board may approve the request at its discretion. However, if the funds are restored and under-expended in the subsequent grant cycle funding will be recaptured as indicated above. All CoC Board decisions can be appealed but a second appeal would require extraordinary circumstances to be approved.

HEART OF TEXAS
HOMELESS COALITION
Advocacy, Assistance & Acknowledgment

TX-604 WACO/MCLENNAN COUNTY CONTINUUM OF CARE GRIEVANCE PROCEDURES FOR APPLICANT ORGANIZATIONS

PURPOSE

The purpose of the Grievance Procedure is to settle any grievance between an Applicant Organization and the CoC, as quickly as possible to assure an efficient Consolidated Grant Application process. In the case of a denial of said process the Applicant Organization may pursue the following instructions regarding an Appeal.

ELIGIBILITY

I.   Filing Grievance by Applicant Organization:

A.   A grievance may be filed by any Applicant Organization that claims it has been adversely affected by:
   1. Improper application of rules, regulations and procedures concerning participation in the Consolidated Grant application process;
   2. Improper interpretation of rules, regulations and procedures concerning participation in the Consolidated Grant application process;
   3. Disparity in the application of rules, regulations and procedures regarding participation in the Consolidated Grant application process;
   4. Violation of rules, regulations or procedures concerning participation in the Consolidated Grant application process;
   5. The score assigned by the Renewal Scoring Tool or reallocation or Ranking and Prioritization Policy.

APPEALS & GRIEVANCE PROCESS - CoC LEAD AGENCY

I.   Applicant Denied:

A. If an agency and/or application for a grant is denied, by CoC, the following shall occur and the following steps may not be omitted:
   1. The CoC Lead Agency will notify applicant, in writing, stating the reason(s) for the denial.
   2. Applicant must prepare an Appeals Letter.
   3. Submit: Appeals Letter and Grievance Form to: CoC Lead Agency, within 3 working days of date of receiving the Denial Letter from the Lead Agency.
   4. The Response Letter must include a reason(s) for Appeal and in what way the denial was contrary to regulations and/or in some other way inequitable.
   5. The time frame for submission starts on the first (1st) work day and shall not include holidays and/or long weekends observed by the CoC.
B. Note, any said efforts at Informal Resolution are unrelated to the Formal Grievance Procedure and do not extend to the time limits, included in the procedure.

II. Appeals Process:
A. The CoC Lead Agency will consider the appeal and provide a written response within 3 working days of receipt of the organization's appeal letter.
C. A copy of the Grievance Form and Letter shall be retained by the Applicant Organization and a copy shall be filed in the Applicant Organization's file.
D. All copies should note the date that the grievance was filed and the date and time that the CoC Lead Agency received the Grievance Form and Letter.
E. Email correspondence is acceptable to: Lead Agency Contact.

III. All Written Responses:
A. Final decision shall come from: CoC Lead Agency.
B. Brief statement of the reason(s) for the final decision, shall include:
   1. If the decision to deny is overturned as a result of the appeal, processing will resume and the applicant will be notified of the next step in the process.
   2. If denial is not overturned the CoC Lead Agency shall inform the applicant, by email and mail, of the results.

DISPUTE RESOLUTION PROCESS - CoC STEERING COMMITTEE

I. If an applicant is dissatisfied during the course of the process, the applicant organization has 24 hours to file an appeal with the CoC Grievance Committee on the official form. This committee has 3 working days to talk with the Grievant.

II. The CoC Grievance Committee will submit and responses, in writing, to the CoC Steering Committee, which will respond within 3 working days.

III. Lastly, if the Applicant Organization is still not satisfied with the determination for the appeal by this committee, then the Applicant my appeal directly to HUD, according to procedures in: 24 CFR 578.35.

GENERAL PROVISIONS - GRIEVANCE FORM

I. The Grievance Forms is provided by the CoC Lead Agency and should be used in pursuing a resolution of the grievance.

II. The Applicant Organization may represent itself or be represented by a chosen representative when presenting the organization's grievance to the committees.

GRIEVANCE FORMS ATTACHED

GRIEVANCE FORM – AGENCY

Please type or print.

Applicant Organization: _____

Applicant Representative: _____ Job Title: _____

Organization's Address: _____

Organization's Phone Number: _____

We have discussed this complaint with the CoC Lead Agency Director of Programs and received his/her verbal answer on _____. Because this answer is unacceptable to us, we wish to file a formal complaint.

Nature of grievance. Explain how your organization was unfairly treated including names and dates. (Use additional pages if needed.)

A just and fair solution of our grievance is:

We understand that if we wish to further appeal our complaint, we have twenty four (24) hours from response to submit a grievance form to the next level of appeal. Grievances not appealed timely are considered settled at the previous level.

_____
Signature

_____
Date

Copy retained by Applicant Organization. Copy retained in Applicant Organization file. Applicant Organization submits a copy to proper appeals person.

GRIEVANCE FORM – CoC LEAD AGENCY RESPONSE

Please type or print.

Applicant Organization: _____

Applicant Representative: _____

If you wish to further appeal your complaint, you have twenty four (24) hours from response to submit a grievance form to the next level of appeal. Grievances not appealed timely are considered settled at the previous level.

_____
Signature

_____
Date

CoC Lead Agency retains copy for Applicant Organization's file and returns original to Applicant Organization.

GRIEVANCE FORM – CoC STEERING COMMITTEE RESPONSE

WE HAVE RECEIVED THE CoC LEAD AGENCY'S RESPONSE ON _____. WE ARE DISSATISFIED WITH THE CoC LEAD AGENCY DIRECTOR OF PROGRAM'S SOLUTION TO OUR GRIEVANCE. WE HEREBY APPEAL TO THE CoC STEERING COMMITTEE.

REASON FOR FURTHER APPEAL. (USE ADDITIONAL PAGES IF NEEDED.)

_____
Signature

_____
Date

CoC Steering Committee Response:

_____
Signature

_____
Date

The CoC Steering Committee decision is final.

CoC Lead Agency retains copy for Applicant Organization's file and returns original to Applicant Organization.

Heart of Texas Homeless Coalition

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FY 2018 Collaborative Application

FY2018 TX-604 CoC Registration

FY 2018 TX-604 Grant Inventory Worksheet

FY2018 Collaborative Application for Comment 9/12/18

FY2018 TX-604 CoC Application

FY 2018 TX-604 Priority Listing Application

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Published by Nicole W [?] · 1 min · 🌐

http://www.heartoftexashomeless.org/.../Collaborative-Applica...

HOTHC will be submitting the Collaborative Application to HUD on the afternoon of 9/14. If you would like to make a comment, correction, or addition to the application, please contact nicolew@wacotx.gov no later than noon on 9/14.

HEARTOFTEXASHOMELESS.ORG
www.heartoftexashomeless.org

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FY2018 TX-604 CoC Application

FY 2018 TX-604 Priority Listing Application

FY 2018 TX-604 Ranking List

FY 2018 TX-604 NOFA Debriefing

FY 2018 NOFA Application Information

FY 2018 NOFA Announcement

FY 2018 NOFA Program Registration

FY 2018 NOFA Program Registration Notice

FY 2018 NOFA

FY 2018 NOFA General-Section-FONSI

FY 2018 CoC Program Competition NOFA: What's New, Changes, and Highlights

FY 2018 CoC Program Competition NOFA ARD Report

FY 2018 NOFA Public Notice

FY 2018 NOFA Timeline of Important Dates and Deadlines & What to Submit to CoC

FY 2018 New Project Threshhold & Scoring Tool

FY 2018 NOFA Renewal Scoring Rubric

FY 2018 Renewal CoC Project Evaluation Tool

TX-604 Waco CoC Policies and Procedures

HEART OF TEXAS HOMELESS COALITION

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TX-604 WACO/MCLENNAN COUNTY CONTINUUM OF CARE COMPETITION PROJECT RANKING AND REALLOCATION POLICY

PURPOSE

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UNDER EXPENDITURE POLICY

It is the policy of the CoC that CoC funds granted to an applicant agency will either be fully expended to assist eligible homeless people or the CoC will recapture the unspent funding and add it to the pool of resources available for reallocation.

Heart of Texas CoC grantees that expended less than 90% of their funding in the most recent grant year will face recapture of unexpended funding that exceeds 10% of the grant funds. If, for example, the CoC grant was for $100,000 and $85,000 was expended, the grantee would see $5,000 in funding recaptured. Recapture of unexpended funding that exceeds 10% of the total grant will be automatic. The Scoring/Ranking Committee may consider extenuating circumstances regarding projected expended funds.   For example, an agency had staff vacancies at the beginning of the grant cycle and all vacancies have been filled later in the grant cycle altering the capability of the program to serve greater number of clientele which would increase projected expenditures.   The applicant must put any considerations based on circumstance in writing to the Scoring/Ranking Committee. If the project was reallocated from in a previous competition, further reallocation will not occur until after they have operated one full year at the newly reallocated amount and have demonstrated an inability to expend at least 90% of the funds.

Grantees may also prevent this automatic recapture by submitting an appeal to the Board of the CoC. The appeal will need to: explain the reason for the under-expenditure and provide a plan for fully expended the grant in the current cycle. The Board may approve the request at its discretion. However, if the funds are restored and under-expended in the subsequent grant cycle funding will be recaptured as indicated above. All CoC Board decisions can be appealed but a second appeal would require extraordinary circumstances to be approved.

HEART OF TEXAS
HOMELESS COALITION
Advocacy, Assistance & Acknowledgment

TX-604 WACO/MCLENNAN COUNTY CONTINUUM OF CARE GRIEVANCE PROCEDURES FOR APPLICANT ORGANIZATIONS

PURPOSE

The purpose of the Grievance Procedure is to settle any grievance between an Applicant Organization and the CoC, as quickly as possible to assure an efficient Consolidated Grant Application process. In the case of a denial of said process the Applicant Organization may pursue the following instructions regarding an Appeal.

ELIGIBILITY

I.   Filing Grievance by Applicant Organization:

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

1.   Improper application of rules, regulations and procedures concerning participation in the Consolidated Grant application process;

2.   Improper interpretation of rules, regulations and procedures concerning participation in the Consolidated Grant application process;

3.   Disparity in the application of rules, regulations and procedures regarding participation in the Consolidated Grant application process;

4.   Violation of rules, regulations or procedures concerning participation in the Consolidated Grant application process;

5.   The score assigned by the Renewal Scoring Tool or reallocation or Ranking and Prioritization Policy.

APPEALS & GRIEVANCE PROCESS - CoC LEAD AGENCY

I.   Applicant Denied:

A. If an agency and/or application for a grant is denied, by CoC, the following shall occur and the following steps may not be omitted:
1. The CoC Lead Agency will notify applicant, in writing, stating the reason(s) for the denial.
2. Applicant must prepare an Appeals Letter.
3. Submit: Appeals Letter and Grievance Form to: CoC Lead Agency, within 3 working days of date of receiving the Denial Letter from the Lead Agency.
4. The Response Letter must include a reason(s) for Appeal and in what way the denial was contrary to regulations and/or in some other way inequitable.
5. The time frame for submission starts on the first (1st) work day and shall not include holidays and/or long weekends observed by the CoC.
B. Note, any said efforts at Informal Resolution are unrelated to the Formal Grievance Procedure and do not extend to the time limits, included in the procedure.
II. Appeals Process:
A. The CoC Lead Agency will consider the appeal and provide a written response within 3 working days of receipt of the organization's appeal letter.
C. A copy of the Grievance Form and Letter shall be retained by the Applicant Organization and a copy shall be filed in the Applicant Organization's file.
D. All copies should note the date that the grievance was filed and the date and time that the CoC Lead Agency received the Grievance Form and Letter.
E. Email correspondence is acceptable to: Lead Agency Contact.
III. All Written Responses:
A. Final decision shall come from: CoC Lead Agency.
B. Brief statement of the reason(s) for the final decision, shall include:
1. If the decision to deny is overturned as a result of the appeal, processing will resume and the applicant will be notified of the next step in the process.
2. If denial is not overturned the CoC Lead Agency shall inform the applicant, by email and mail, of the results.

DISPUTE RESOLUTION PROCESS - CoC STEERING COMMITTEE

I. If an applicant is dissatisfied during the course of the process, the applicant organization has 24 hours to file an appeal with the CoC Grievance Committee on the official form. This committee has 3 working days to talk with the Grievant.
II. The CoC Grievance Committee will submit and responses, in writing, to the CoC Steering Committee, which will respond within 3 working days.
III. Lastly, if the Applicant Organization is still not satisfied with the determination for the appeal by this committee, then the Applicant my appeal directly to HUD, according to procedures in: 24 CFR 578.35.

GENERAL PROVISIONS - GRIEVANCE FORM

I. The Grievance Forms is provided by the CoC Lead Agency and should be used in pursuing a resolution of the grievance.
II. The Applicant Organization may represent itself or be represented by a chosen representative when presenting the organization's grievance to the committees.

GRIEVANCE FORMS ATTACHED

GRIEVANCE FORM – AGENCY

Please type or print.

Applicant Organization: _____

Applicant Representative: _____ Job Title: _____

Organization's Address: _____

Organization's Phone Number: _____

We have discussed this complaint with the CoC Lead Agency Director of Programs and received his/her verbal answer on _____. Because this answer is unacceptable to us, we wish to file a formal complaint.

Nature of grievance. Explain how your organization was unfairly treated including names and dates. (Use additional pages if needed.)

A just and fair solution of our grievance is:

We understand that if we wish to further appeal our complaint, we have twenty four (24) hours from response to submit a grievance form to the next level of appeal. Grievances not appealed timely are considered settled at the previous level.

_____   _____

Signature   Date

Copy retained by Applicant Organization. Copy retained in Applicant Organization file. Applicant Organization submits a copy to proper appeals person.

GRIEVANCE FORM – CoC LEAD AGENCY RESPONSE

Please type or print.

Applicant Organization: _____

Applicant Representative: _____

If you wish to further appeal your complaint, you have twenty four (24) hours from response to submit a grievance form to the next level of appeal. Grievances not appealed timely are considered settled at the previous level.

_____   _____
Signature   Date

CoC Lead Agency retains copy for Applicant Organization's file and returns original to Applicant Organization.

GRIEVANCE FORM – CoC STEERING COMMITTEE RESPONSE

WE HAVE RECEIVED THE CoC LEAD AGENCY'S RESPONSE ON _____. WE ARE DISSATISFIED WITH THE CoC LEAD AGENCY DIRECTOR OF PROGRAM'S SOLUTION TO OUR GRIEVANCE. WE HEREBY APPEAL TO THE CoC STEERING COMMITTEE.

REASON FOR FURTHER APPEAL. (USE ADDITIONAL PAGES IF NEEDED.)

_____   _____
Signature   Date

CoC Steering Committee Response:

_____   _____
Signature   Date

The CoC Steering Committee decision is final.

CoC Lead Agency retains copy for Applicant Organization's file and returns original to Applicant Organization.

Heart of Texas Homeless Coalition
P. O. Box 23025
Waco, TX 76702

August 28, 2018

Shaun Lee
Program Manager
Heart of Texas Region MHMR
110 S. 12th St.
Waco, TX 76703

Dear Mr. Lee,

I am writing to officially inform you of the outcome of the Scoring and Ranking Committee evaluation of the project applications your agency submitted to The Heart of Texas Homeless Coalition. On August 23, 2018, the following projects were accepted to receive the following recommended funding amount in the FY2018 Continuum of Care NOFA competition:

1. HOTRMHMR Permanent Supportive Housing Grant 1 Project ranked 5th and the amount of funding recommended is $131,435.
2. HOTRMHMR Permanent Supportive Housing Grant 2 Project ranked 8th and the amount of funding recommended is $117,698.
3. HOTRMHMR Housing Navigator Project ranked 2nd and the amount of funding recommended is $173,048.
4. HOTRMHMR Rapid Rehousing Project ranked 9th and the amount of funding recommended is $76,478.
5. HOTRMHMR Rapid Rehousing Grant 2 Project ranked 13th and the amount of funding recommended was reduced to $84,636. Please update the operating budget in eSnaps to reflect this.

Please do not hesitate to contact me if you have any questions and thank you for your submission to this year's competition.

Sincerely,

Nicole Wiscombe
CoC Administrator

Heart of Texas
Homeless Coalition

Advocacy Assistance
Acknowledgement

Heart of Texas Homeless Coalition
P. O. Box 23025
Waco, TX 76702

August 28, 2018

Major Taylor
The Salvation Army of Waco
4721 W. Waco Dr.
Waco, TX 76710

Dear Major Taylor,

I am writing to officially inform you of the outcome of the Scoring and Ranking Committee evaluation of the project applications your agency submitted to The Heart of Texas Homeless Coalition. On August 23,2018, the following projects were accepted to receive the following recommended funding amount in the FY2018 Continuum of Care NOFA competition:

1. Salvation Army Rapid Rehousing Project ranked 10th and the amount of funding recommended is $75,929.
2. Salvation Army Rapid Re-Housing Expansion Project ranked 11th and the amount of funding recommended is $16,684.
3. The Consolidation Project, which would consolidate the two above projects was ranked 10th (same as highest ranking individual project that it is consolidating) and the amount funding recommended is $92,613.
4. Salvation Army Coordinated Entry Project ranked 3rd and the amount of funding recommended is $43,590.
5. Salvation Army Coordinated Entry Expansion Project ranked 12th and the amount of funding recommended was reduced to $15,211. Please update the budget on the application in eSnaps to reflect this.

Please do not hesitate to contact me if you have any questions and thank you for your submission to this year's competition.

Sincerely,

Nicole Wiscombe
CoC Administrator

Heart of Texas Homeless Coalition

Advocacy Assistance Acknowledgement

Heart of Texas Homeless Coalition
P. O. Box 23025
Waco, TX 76702

August 28, 2018

Kathy Reid
Executive Director
Family Abuse Center
PO Box 20395
Waco, TX 76702

Dear Ms. Reid,

I am writing to officially inform you of the outcome of the Scoring and Ranking Committee evaluation of the project applications your agency submitted to The Heart of Texas Homeless Coalition. On August 23, 2018, the following projects were accepted to receive the following recommended funding amount in the FY2018 Continuum of Care NOFA competition:

1. Family Abuse Center Permanent Supportive Housing Project ranked 6th and the amount of funding recommended is $51,367.
2. Family Abuse Center Transitional Housing Project ranked 4th and the amount of funding recommended is $131,816.
3. Family Abuse Center Rapid Rehousing Project ranked 7th and the amount of funding recommended is $84,143.
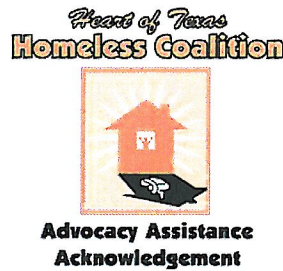
Please do not hesitate to contact me if you have any questions and thank you for your submissions to this year's competition.

Sincerely,

Nicole Wiscombe

Nicole Wiscombe
CoC Administrator

FY 2018 Heart of Texas Homeless Coalition Ranking List

Ranking	Score	Applicant	Project	Project Type	Funding Type	Amount Approved
UNRANKED PROJECTS						
		Heart of Texas Homeless Coalition	Planning Grant	Planning	Renewal	$49,923
TIER 1 PROJECTS (94% of ARD is $906,951)						
1		City of Waco	HMIS Grant	HMIS	Renewal	$62,653
2		HOTRMHMR	SSO Housing Navigator	CE-SSO	Renewal	$173,048
3		Salvation Army	SSO Coordinated Entry	CE-SSO	Renewal	$43,590
4	207.08	Family Abuse Center	Transitional Housing	TH	Renewal	$131,816
5	200	HOTRMHMR	Permanent Supportive Housing Grant 1	PH-PSH	Renewal	$131,435
6	200	Family Abuse Center	Permanent Supportive Housing	PH-PSH	Renewal	$51,367
7	197.5	Family Abuse Center	Rapid Rehousing	PH-RRH	Renewal	$84,143
8	195	HOTRMHMR	Permanent Supportive Housing Grant 2	PH-PSH	Renewal	$117,698
9		HOTRMHMR	Rapid Rehousing Grant 1	PH-RRH	Renewal	$76,478
C10		Salvation Army	Rapid Rehousing Consolidation	PH-RRH	Consolidation	$34,723
10	128.75	Salvation Army	Rapid Rehousing	PH-RRH	Renewal	$34,723
TIER 2 PROJECTS (6% of ARD and Bonus Projects)						
C10		Salvation Army	Rapid Rehousing Consolidation	PH-RRH	Consolidation	$57,890
10	128.75	Salvation Army	Rapid Rehousing	PH-RRH	Renewal	$41,206
11		Salvation Army	Rapid Rehousing Expansion	PH-RRH	Renewal	$16,684
12	Accepted	Salvation Army	SSO Coordinated Entry Expansion	CE-SSO	Bonus	$15,211
13	Accepted	HOTRMHMR	Rapid Rehousing Grant 2	RH-RRH	Bonus	$84,636
PROJECTS NOT ACCEPTED						
Threshold Not Met	Rejected	Epiphany Soul	Joint TH-RRH	TH-RRH	Bonus	$0

FY 2018 Estimated Annual Renewal Demand Report from HUD

CoC Name	Preliminary Pro Rata Need	Estimated Annual Renewal Demand (ARD)	Estimated ARD at 94%	CoC Planning	Bonus	DV Bonus
TX-604	$1,664,116	$964,841	$906,951	$49,923	$99,847	$166,412

Heart of Texas Homeless Coalition
P. O. Box 23025
Waco, TX 76702

August 28, 2018

Kim Tatum
Epiphany Soul
5900 Clover Lane
Waco, TX 76710

Dear Kim Tatum,

I am writing to officially inform you of the outcome of the Scoring and Ranking Committee evaluation of the project application your agency submitted to The Heart of Texas Homeless Coalition. On August 23, 2018, the submitted project was not accepted to continue on in the 2018 Continuum of Care NOFA competition. The Scoring and Ranking Committee determined that the submitted project did not meet the minimum threshold requirements identified in the NOFA to include the project application to HUD as part of the Collaborative Application. The following threshold items were identified when the submitted project application was reviewed by the Committee:

1. *Match is greater than or equal to 25%:* The submitted project match amount was less than 25% of the requested budget.
2. *Project applicant must demonstrate the financial and management capacity and experience to carry out the project as detailed in the project application and the capacity to administer federal funds*: The submitting agency was unable to produce a financial audit to demonstrate financial capacity to operate the project. The submitting agency did not demonstrate to the Committee that they have experience running housing programs, operating grant funds, and are not yet operational in the community.

Additionally, our Continuum of Care Competition consultant identified the following issues with the project application:

1. In general, the project does not describe a Joint TH-RRH project and the budget does not align with the HUD requirements for a joint project so is not likely to pass threshold/project quality review by HUD.
2. The start date of 1/1/19 is not realistic and other operation date schedules are too delayed.
3. Lack of leverage from other resources than Partner for Good.

4. The project application does not describe the target population, services specific to this target population, outcomes, the facility the project will utilize, and how the Joint TH-RRH model will work.

The Scoring and Ranking Committee were very interested in the project idea and make the recommendation to seeking assistance from foundations and other funding sources to become operational and demonstrate capacity before applying again for the Continuum of Care Grant in future competitions.

Please be aware that you have the ability to appeal the Scoring and Ranking Committee's decision. The process for doing this is outlined in the Heart of Texas Homeless Coalition Grievance Policies and Procedures found at http://www.heartoftexashomeless.org/wp-content/uploads/2018/07/2018-TX-604-Policies-and-Procedures.pdf and in the NOFA. Please do not hesitate to contact me if you have any questions and thank you for your submissions to this year's competition.

Sincerely,

Nicole Wiscombe
CoC Administrator

Heart of Texas Homeless Coalition
P. O. Box 23025
Waco, TX 76702

August 28, 2018

Major Taylor
The Salvation Army of Waco
4721 W. Waco Dr.
Waco, TX 76710

Dear Major Taylor,

I am writing to officially inform you of the outcome of the Scoring and Ranking Committee evaluation of the project applications your agency submitted to The Heart of Texas Homeless Coalition. On August 23,2018, the following projects were accepted to receive the following recommended funding amount in the FY2018 Continuum of Care NOFA competition:

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Please do not hesitate to contact me if you have any questions and thank you for your submission to this year's competition.

Sincerely,

Nicole Wiscombe
CoC Administrator

Heart of Texas Homeless Coalition
P. O. Box 23025
Waco, TX 76702

August 28, 2018

Shaun Lee
Program Manager
Heart of Texas Region MHMR
110 S. 12th St.
Waco, TX 76703

Dear Mr. Lee,

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Please do not hesitate to contact me if you have any questions and thank you for your submission to this year's competition.

Sincerely,

Nicole Wiscombe

Nicole Wiscombe
CoC Administrator

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FY 2018 Estimated Annual Renewal Demand Report from HUD

CoC Name	Preliminary Pro Rata Need	Estimated Annual Renewal Demand (ARD)	Estimated ARD at 94%	CoC Planning	Bonus	DV Bonus
TX-604	$1,664,116	$964,841	$906,951	$49,923	$99,847	$166,412

Heart of Texas Homeless Coalition
Advocacy Assistance Acknowledgement

Home   About Us   Continuum of Care   HMIS   Coordinated Entry   Events & Meetings   Resources   Get Involved

FY 2018 NOFA

FY 2018 Awards

FY 2018 TX-604 Waco/McLennan County CoC Awards
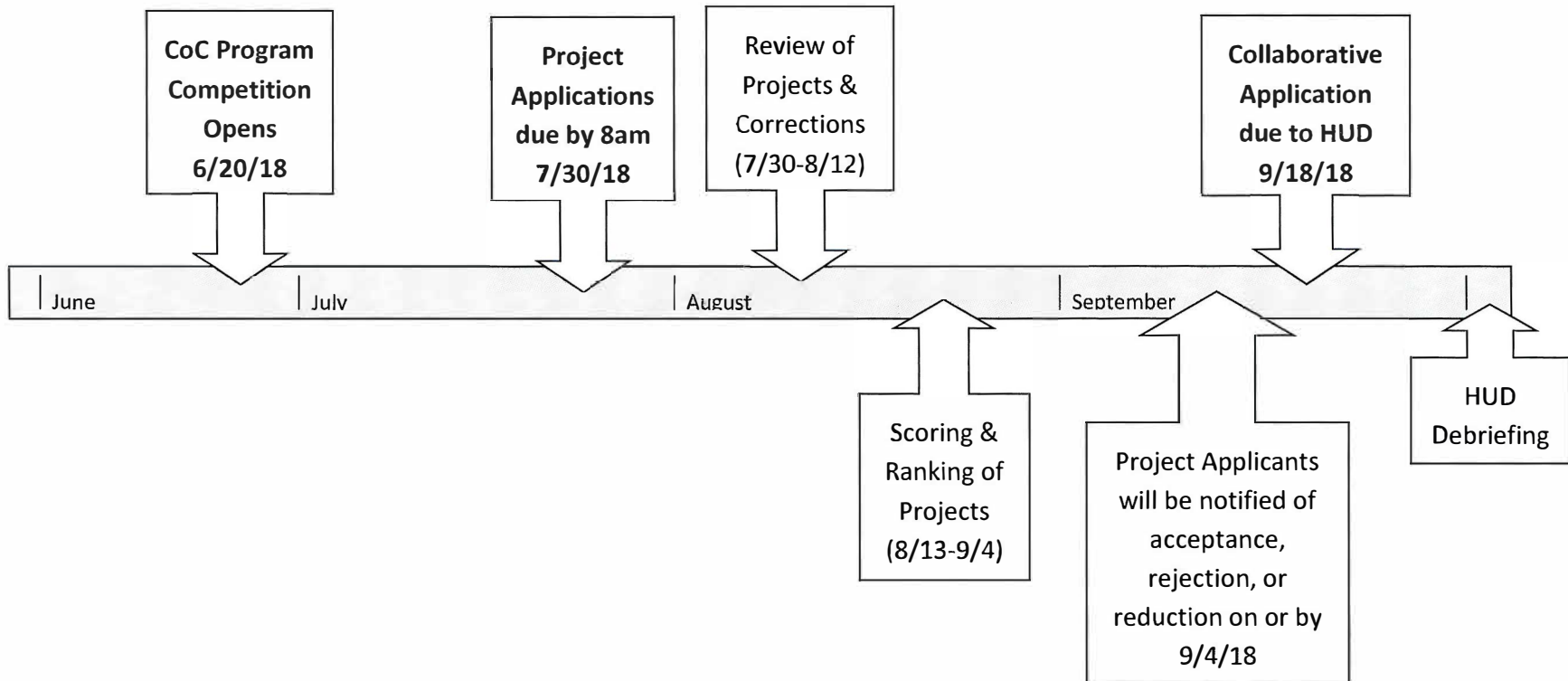
FY 2018 Texas CoC Awards

FY 2018 Collaborative Application

FY2018 TX-604 CoC Registration

FY 2018 TX-604 Grant Inventory Worksheet

FY2018 TX-604 CoC Application

FY 2018 TX-604 Priority Listing Application

FY 2018 TX-604 Ranking List

FY 2018 TX-604 NOFA Debriefing

FY 2018 NOFA Application Information

FY 2018 NOFA Announcement

FY 2018 NOFA Program Registration

FY 2018 NOFA Program Registration Notice

FY 2018 NOFA

FY 2018 NOFA General-Section-FONSI

FY 2018 CoC Program Competition NOFA: What's New, Changes, and Highlights

FY 2018 CoC Program Competition NOFA ARD Report

FY 2018 NOFA Public Notice

FY 2018 NOFA Timeline of Important Dates and Deadlines & What to Submit to CoC

FY 2018 New Project Threshhold & Scoring Tool

FY 2018 NOFA Renewal Scoring Rubric

FY 2018 Renewal CoC Project Evaluation Tool

TX-604 Waco CoC Policies and Procedures

FY 2018 CoC NOFA

Important Dates & Deadlines

CoC Program Competition Opens 6/20/18

Project Applications due by 8am 7/30/18

Review of Projects & Corrections (7/30-8/12)

Collaborative Application due to HUD 9/18/18

June | July | August | September

Scoring & Ranking of Projects (8/13-9/4)

Project Applicants will be notified of acceptance, rejection, or reduction on or by 9/4/18

HUD Debriefing

Updated 6/25/18

COC PROJECT APPLICATIONS

☐ Copy of project application

☐ Most recent Financial Audit

☐ Most recent APR

☐ Most recent grant closeout paperwork from HUD

☐ Current grant agreement with HUD

☐ Housing First Policies and Procedures

☐ Most recent eLOCCS draw down report

☐ HUD Monitoring from the past year

Updated 6/25/18

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https://business.facebook.com/HeartOfTexasHomeless/?business_id=345326819234212

City Intranet HOTHC WordPress HOT Homeless Coalition HOTHC FB HOTHC FB Business Man... ServicePoint E-Snaps Mediware Service Portal Google Maps HUD Exchange HUD HDX Sage File Sharing Google Docs

Pages

Help

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Search Business

Boost Event

20   Like   Follow   Share   ...

Fri 11:45 AM
Classes

See All

Posts

Heart of Texas Homeless Coalition
Published by Nicole W 2 Just now

The FY 2018 Continuum of Care Program Competition has officially started! See the HOTHC FY 2018 NOFA Website for more information about this year's competition.

HEARTOFTEXASHOMELESS.ORG
FY 2018 NOFA – Heart of Texas Homeless Coalition
FY 2018 Awards FY 2018 TX-604
Waco/McLennan County CoC Awards FY
2018 Texas CoC Awards FY 2018...

Boost Post

Like   Comment   Share

Add a Donate Button
Add a donate button to your post to raise money for a nonprofit, and we'll take care of the donation

+ Add a Button

451 people like this and 435 people follow this

Community   See All

Let friends know about your Page

Invite Friends

451 people like this

435 people follow this

About   See All

Send Message

http://www.heartoftex...

Community Organization

Suggest Edits

Promote Website

Pages Liked by This Page   ^

KXXV

CWJC of McLennan County

To: 'opendoor@advocacyctr.org'; 'arodriguez@familyendeavors.org'; 'aihomes@cs-hot.org'; 'amanda_yostley@us.salvationarmy.org'; 'Amy_Ashcraft@hot.cop.tx.us'; 'amy_jimenez@wacoisd.org'; 'ashley_renfie@epcencaco.org'; 'ashley_thornton@baylor.edu'; 'ashton_jimenez@starryonline.org'; 'barbara_bridgewater@compassionwaco.com'; 'barbara_tate@hotmbmr.org'; 'bclaire@cs-hot.org'; 'shepherds_heart@yahoo.com'; 'Brenda@wacohabitat.org'; 'brittany_chastleen@starry.org'; 'bbrown@missionwaco.org'; 'calle@pregnancycare.org'; 'bnodde@mv-waco.org'; 'candice_lovell@epcencaco.org'; 'office@cpcwaco.org'; 'chelsea_coleman@starryonline.org'; 'Cheryl_Pooler@baylor.edu'; 'cchenze@lonestarlegal.org'; 'contepa@wacoisd.org'; 'chrisley@hotgoodwill.org'; 'deborah@careneotofcentraltexas.org'; 'cjgordonmghcm13@gmail.com'; 'damih@mv-waco.org'; 'dwhitsel@hotgoodwill.org'; 'chumihan@familyendeavors.org'; 'devorah_ross@hotmhmr.org'; 'dusta_freeby@hotmhmr.org'; 'dusty_kirk@yahoo.com'; 'eric_hobbs@hot.cog.tx.us'; 'eric_hobbs@hot.cog.tx.us'; 'family_moeller@baylor.edu'; 'ejeter@senior.org'; Easy Day;

Message   HOTHC FY 2018 NOFA NOTICE.docx (43 KB)

Mon 6/25/2018 5:24 PM

Nicole Wiscombe

HOTHC FY 2018 NOFA NOTICE

Dear Heart of Texas Homeless Coalition,

Attached you will find the official notice and timeline for the FY 2018 Continuum of Care Program Competition. If you are interested in applying for the grant, and have not had the opportunity to discuss this with me, please email me ASAP so that we can set up a meeting time to discuss the grant competition in further detail.

Thank you,

Nicole Wiscombe
Continuum of Care Administrator
City of Waco
PO Box 2570, Waco, TX 76702
300 Austin Ave, Waco, TX 76701
Office 254-750-5777, Fax 254-750-5604

Nicole Wiscombe RE: Coordinated Entry Touch Base

Nicole Wiscombe

From: Nicole Wiscombe

Sent: Monday, June 25, 2018 5:24 PM

To: 'opendoor@advocacycntr.org'; 'arodriguez@familyendeavors.org'; 'athomas@cis-hot.org'; 'amanda_watley@uss.salvationarmy.org'; 'Amy.Ashcraft@hot.cog.tx.us'; 'amy.jimenez@wacoisd.org'; 'AnnieB@wacopha.org'; 'ashley.reinke@eoacwaco.org'; 'ashley_thornton@baylor.edu'; 'ashton.jimenez@starryonline.org'; 'barbara_bridgewater@compassionwaco.com'; 'barbara.tate@hotrmhmr.org'; 'bcleere@cis-hot.org'; 'shepherds.heart@yahoo.com'; 'Brenda@wacohabitat.org'; 'brittany.chasteen@starry.org'; 'bbrown@missionwaco.org'; 'bedwards@caritas-waco.org'; 'callie@pregnancycare.org'; 'chodde@nw-waco.org'; 'candice.lovell@eoacwaco.org'; 'cwillis@missionwaco.org'; 'office@cpcwaco.org'; 'chelsea.solomon@starryonline.org'; 'Cheryl_Pooler@baylor.edu'; 'cchance@lonestarlegal.org'; 'cortega@wacoisd.org'; 'cis@cisnet.org'; 'dmantey@dalefortexas.com'; 'dnisley@hotgoodwill.org'; 'deborah@carenetofcentraltexas.org'; 'dgordonmghcm13@gmail.com'; 'dsmith@nw-waco.org'; 'dwhitsel@hotgoodwill.org'; 'dhamilton@familyendeavors.org'; 'devorah.ross@hotrmhmr.org'; 'dusti.freeby@hotrmhmr.org'; 'dusty_kirk@yahoo.com'; 'emily_moeller@baylor.edu'; 'eric.hobbs@hot.cog.tx.us'; 'ejeter@cenikor.org'; Essy Day; 'ejohnson@familyendeavors.org'; 'felicia@cooperfdn.org'; 'pastor@fbcgholson.org'; Galen Price; 'jclark@missionwaco.org'; 'jennifer_hughes@compassionwaco.com'; 'jennifer.mikeska@familyabusecenter.org'; 'jeremymharris@yahoo.com'; 'jessica.mckinney@mail.house.gov'; 'jill_mccall@compassionwaco.com'; 'jillian_landers@baylor.edu'; 'jon_singletary@baylor.edu'; 'jorge.delgado@uss.salvationarmy.org'; 'judyp@wacopha.org'; 'ksaucedo@nw-waco.org'; 'karisa.garner@hotrmhmr.org'; 'kathryn.lee@familyabusecenter.org'; 'Kathy.lyons@hot.cog.tx.us'; 'kathy.reid@familyabusecenter.org'; 'Katie.matula@familyabusecenter.org'; 'Katherine_Strasburger@baylor.edu'; 'kellya@thecovewaco.org'; 'ckellyjenkins@hotmail.com'; 'kendra.campos@familyabusecenter.org'; 'ksims@lonestarlegal.org'; 'kevin_taylor@uss.salvationarmy.org'; 'kim.ellis@wacoisd.org'; 'kim@epiphanysoul.org'; 'lsdcofc@sbcglobal.net'; 'lana.jacobs@hotrmhmr.org'; 'ldavis@caritas-waco.org'; 'lberry@hotgoodwill.org'; 'lorylatimertx@aol.com'; 'stpaul_rev@windstream.net'; 'marjorie.smith@uss.salvationarmy.org'; 'info@meadowbrookbc.org'; Melett Harrison; 'melinda.bonds@hotrmhmr.org'; 'melissa.ishio@familyabusecenter.org'; 'brokewings@msn.com'; 'michael.ormsby@va.gov'; 'mike@grassrootswaco.org'; 'mileth@wacopha.org'; 'nbradshaw@familyendeavors.org'; Nicole Wiscombe; 'phil@adkinsdc.com'; 'heart4gd@aol.com'; 'mail@redeemerwaco.org'; 'robertstevenson254@yahoo.com'; 'rscruggs@caritas-waco.org'; 'roynash@nw-waco.org'; 'sabrina.gray@eoacwaco.org'; Matthew Payne; 'seth.miller@va.gov'; 'shaun.lee@hotrmhmr.org'; 'sswanton@lonestarlegal.org'; 'Shondra.Davis2@va.gov'; 'stlouischurch@hot.rr.com'; 'stacey.steger@hotrmhmr.org'; 'steven.scheifley@hotrmhmr.org'; 'susan.gleason@bswhealth.org'; 'sylvia.flores@eoacwaco.org'; 'tstevens@caritas-waco.org'; 'thjohnson@tarleton.edu'; 'tdalco@familyendeavors.org'; 'teresa.watson@hotworkforce.com'; 'tfry@hotgoodwill.org'; 'tiffany.love@va.gov'; 'twasion@missionwaco.org'; 'tonya_tenberg@baylor.edu'; 'pastor.stjohnucc@sbcglobal.net'; Vicki Halfmann; 'vikkisapp@yahoo.com'; 'wacohighapts@gmail.com'; 'director@wacoregionalbaptistassociation.org'; 'wesleyfound@grandecom.net'; 'ykenya.robertson@uss.salvationarmy.org'; 'ygongora@lonestarlegal.org'

Subject: HOTHC FY 2018 NOFA NOTICE

Attachments: HOTHC FY 2018 NOFA NOTICE.docx

Dear Heart of Texas Homeless Coalition,

Attached you will find the official notice and timeline for the FY 2018 Continuum of Care Program Competition. If you are interested in applying for the grant, and have not had the opportunity to discuss this with me, please email me ASAP so that we can set up a meeting time to discuss the grant competition in further detail.

Thank you,

Nicole Wiscombe
Continuum of Care Administrator
City of Waco
PO Box 2570, Waco, TX 76702
300 Austin Ave, Waco, TX 76701
Office 254-750-5777, Fax 254-750-5604

Heart of Texas Continuum of Care (TX-604)

June 20, 2018

NOTIFICATION OF INTERNAL COMPETITION FOR HUD CONTINUUM OF CARE FUNDS

The Heart of Texas Continuum of Care announces the internal competition for HUD Continuum of Care Funding.

This competition is to award funding made available through the HUD Continuum of Care Notification of Funding Availability (NOFA) issued on June 20, 2018. HUD has made available extensive resources to support applicants. These can be found here:

- Complete information on the HUD NOFA can be found at this location: https://www.hudexchange.info/resources/documents/FY-2018-CoC-Program-Competition-NOFA.pdf
- Potential applicants for funding are strongly encouraged to take advantage of the extensive resources for the application process found on this HUD website. Instructions and resources for the application process are found here: https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#application-supporting-documents
- Information specific to submitting a renewal or new project application in HUD's E-snaps system is found here: https://www.hudexchange.info/programs/e-snaps/

APPLICATION DEADLINE

All organizations interested in obtaining funding through the HUD NOFA – **including both new and renewal** project applicants – must submit their application in the ESNAPS grant management system no later than **July 30, 2018 at 8 am Central Daylight Time**.

Application submission through ESNAPS

Applications must be submitted via the ESNAPS grants management system by the specified deadline. Applications not developed or submitted through ESNAPS will not be reviewed and will not be funded.

New and Renewal projects **may only request ONE YEAR of funding.** Any requests for multi-year funding will be reduced to a single year.
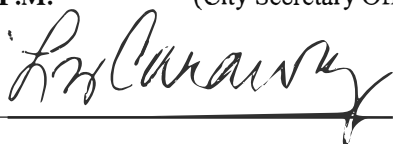
All requirements for submission can be found at http://www.heartoftexashomeless.org/fy-2018-nofa/.

Email Inquiries:

Applicants should review the information available in this Internal Competition Notification and from HUD. Please review those materials prior to starting the application or submitting an inquiry to the Heart of Texas CoC. Email inquiries are to be submitted to: Nicole Wiscombe at nicolew@wacotx.gov. Telephone inquiries will not be accepted.

This notice is being posted at _City Hall_ **on the** _12th_ **day of** _July_, **2018 at** _4:25pm_
A.M./P.M. (City Secretary Office)

Liz Caraway

Signature by City Secretary Staff

HEART OF TEXAS HOMELESS COALITION

TX-604 Waco/McLennan County Continuum of Care Governance Charter & Policies and Procedures

HISTORY OF CoC GOVERNANCE CHARTER & POLICIES AND PROCEDURES

AMENDMENTS AND APPROVALS BY THE CoC BOARD OF DIRECTORS

SECTION	AMENDMENT	DATE APPROVED
5	Add policy re: monitoring recipients regarding connecting children served in their projects to education services	9/6/18
10	Add update to reallocation policy	9/6/18
14	Add Section 14	9/6/18
15	Add Section 15	9/6/18
16	Add Section 16	9/6/18

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HEART OF TEXAS
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TX-604 WACO/MCLENNAN COUNTY CONTINUUM OF CARE GOVERNANCE CHARTER

CoC GOVERNANCE STRUCTURE

The Charter identifies the CoC's governance structure, including CoC Lead/Collaborative Applicant and HMIS Lead Agency designations and purposes. The Charter also describes the purposes of the CoC Board and other committees. The name of the affiliation is the TX-604 Waco/McLennan County Continuum of Care (CoC) which operates in concert with the Heart of Texas Homeless Coalition (HOTHC), recognized by the IRS as a 501c3 non-profit organization.

The geographic area of the TX-604 CoC includes 6 counties in the state of Texas: Bosque, Falls, Freestone, Hill, Limestone, and McLennan. Within these counties, the Heart of Texas Homeless Coalition (HOTHC) conducts local CoC planning, housing and service development and delivery, and evaluation, as well as CoC-wide activities through the general membership, HOTHC Board, and committees.

The TX-604 CoC consists of:

- CoC General Members
- HOTHC Board of Directors
- CoC Lead
- HMIS Lead
- ESG Lead
- CoC Standing Committees
- CoC Ad Hoc Committees

HEART OF TEXAS HOMELESS COALITION ORGANIZATIONAL CHART

HEART OF TEXAS HOMELESS COALITION (HOTHC) 501c3 COLLABORATIVE APPLICANT for TX-604 CoC

HOTHC Board of Directors

HMIS Lead City of Waco

HMIS Advisory Committee

CoC Lead City of Waco

CoC Advisory Committee

ESG Lead The Salvation Army

CoC Committee

Grant Recipients

Scoring and Ranking Committee

Grievance Committee

Steering Committee

Awards Committee

Project Homeless Connect Planning Committee

Youth Homelessness Committee

Youth Action Board

Veteran Homelessness Committee

Permanent Supportive Housing Task Force Committee

Heart to Home Coordinated Entry Committee

Homelessness Prevention Committee

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.

CoC General Members are those organizations and persons participating in local homeless planning efforts in the TX-604 CoC's geographic area, including; persons participating in the work of the HOTHC Board, and/or committees. Homeless and/or formerly homeless individuals, organizations and other interested individuals make up 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. General Membership includes representatives of relevant organizations, e.g., homeless services providers, victim services providers, medical services, law enforcement, school districts, and agencies serving other homeless subpopulations.

HOTHC BOARD OF DIRECTORS

The CoC HOTHC Board is the primary decision-making body for the TX-604 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 a minimum of nine members to a maximum of fifteen members The CoC will ensure that the CoC HOTHC 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 HOTHC Board 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 and officers are elected by the full CoC membership at the CoC General Meeting held in January of each year.   Board members will serve staggered terms of two years so that every year, half of the positions will stand for election. See the HOTHC By Laws (Appendix A).

CONTINUUM OF CARE (COC) LEAD

The City of Waco has been selected by the TX-604 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, planning activities to improve the housing crisis response system, and submission of the annual collaborative CoC Program grant application. The CoC Lead Agency manages all aspects of the CoC, including ensuring all federal CoC Program requirements are met.

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) LEAD

The TX-604 CoC has designated the City of Waco as lead in data management. ServicePoint by Mediware is the HMIS system utilized for meeting HUD client level data collection and reporting.

EMERGENCY SOLUTIONS GRANT (ESG) LEAD

One agency, The Salvation Army, currently applies for ESG funding. Data from services provided are included in HMIS and this organization also participates in CoC strategic planning and inclusion in the Consolidated Plan. Project funding is approved by the State of Texas, HOTHC, and the City of Waco. Monitoring is provided by the CoC Committee.

COC STANDING COMMITTEES

- The **CoC Committee** is a standing committee which serves as a means for the Board, Corporation, and Membership to concentrate efforts to sustain and improve the CoC Programs. CoC Committee responsibilities include; review of CoC Policies and Procedures annually, review tools and recommend prioritization methodology for the collaborative grant application process, perform quarterly monitoring of program performance and identifies and recommends strategies for meeting community needs or gaps in services. Stakeholders representing sectors of the community comprise this committee including; non-profit homeless providers/business, public housing, school districts, unaccompanied youth, social services providers, universities, affordable housing developers, victim services, government, advocates, mental health agencies, hospitals, law enforcement, substance abuse, veteran service providers, and local foundations.

- The **Scoring and Ranking Committee** is a sub-committee of the CoC Committee which utilizes tools and policies and procedures to score and rank projects for the HUD collaborative application. This committee shall consist of an uneven number of voting members, with a minimum of five members. This committee meets annually. Members of this committee must have no direct or indirect conflict of interest and must abide by the CoC Code of Conduct, Conflict of Interest and Recusal Policies (see Appendix B)

- The **Grievance Committee** receives from the CoC Lead written grievance from applicant organizations of the collaborative grant application which has not been resolved through CoC Lead response.   The Grievance Committee will review the grievance for any violation, improper application, disparity in the application of rules or process which results in the organization being adversely affected by the score and rank assigned. The committee will send a written response to the CoC Lead who will notify the organization of results of the review. Members of this committee must have no direct or indirect conflict of interest and must abide by the CoC Code of Conduct, Conflict of Interest and Recusal Policies.

- The **Steering Committee** receives from the CoC Lead written grievance from applicant organization of the collaborative grant application which has not been resolved through CoC Lead response or review and response by the Grievance Committee. The Steering Committee will review the grievance and any other additional information submitted by the applicant organization for any violation, improper application, disparity in the application of rules or process which results in the organization being adversely affected by the score and rank assigned. The committee will send a written response to the CoC Lead who will notify the organization of results of the review which are final.   If not satisfied, the applicant organization may at that point submit application directly to HUD.   Members of this committee must have no direct or indirect conflict of interest and must abide by the CoC Code of Conduct, Conflict of Interest and Recusal Policies.

- The **CoC Advisory Committee** provides guidance to the HOTHC Board, CoC Lead, and Membership on aspects of planning, implementing, and evaluating provision of an effective crisis housing response system.

- The **HMIS Advisory Committee** provides guidance to the HOTHC Board, HMIS Lead, and Membership on data management as a tool for planning, program compliance and evaluation of community needs and gaps in services.

- **Project Homeless Connect Planning Committee** plans and implements the biannual Project Homeless Connect event, as service fair with a purpose of assisting local individuals who are homeless or at risk of homelessness.

- The **Heart to Home Coordinated Entry Committee** is responsible for planning and carrying out the Coordinated Entry System for the Heart of Texas Homeless Coalition.

- The **Homeless Prevention Committee** is a sub-committee of the Heart to Home Coordinated Entry Committee. This committee is composed of community organizations that provide homeless prevention, with the goal of collaborating on existing resources and how to allocate those resources through Coordinated Entry.

- **Permanent Supportive Housing Task Force Committee** is a committee designed to carry out CoC goals of creating greater housing opportunities for individuals and families experiencing homelessness. This committee meets monthly and is a sub-committee of the Heart to Home Coordinated Entry Committee.

- The **Veteran Homelessness Committee** plans and implements strategies for ending Veteran homelessness.

- The **Youth Homelessness Committee** plans and implements strategies for ending youth homelessness.

- The **Youth Action Board** is a group of youth, age 24 and younger (of at least 3 members), at least two-thirds of whom are homeless or formerly homeless, that has full membership in the CoC and are included in policymaking decisions of the CoC, particularly on policies that relate to preventing and ending youth homelessness.

- **CoC Ad Hoc Committees** are formed by the CoC HOTHC Board as 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 HOTHC Board, General members, and/or other stakeholders.

While decisions for the Continuum will be made by the CoC General Membership and/or HOTHC Board, the work of the Continuum will generally be carried out by committees and, as appointed by committees, subcommittees. Committees may make recommendations regarding policies and procedures for voting approval by the CoC HOTHC Board. The HOTHC Board will establish standing committees as necessary to ensure all CoC responsibilities are fulfilled according to HUD regulations.

HEART OF TEXAS

HOMELESS COALITION

Advocacy, Assistance & Acknowledgment

TX-604 WACO/MCLENNAN COUNTY CONTINUUM OF CARE
POLICIES AND PROCEDURES

SECTION 1: CONTINUUM OF CARE MEMBERSHIP AND RESPONSIBILITIES (24 CFR PART 578.5 AND 578.7)

POLICY:

The TX-604 Waco/McLennan Continuum of Care (CoC) will be established by representatives from relevant organizations within the geographic area of the CoC. Relevant organizations include nonprofit homeless assistance providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, and organizations that serve veterans, domestic violence victims, youth and homeless and formerly homeless individuals.

The CoC geographical area covers six counties as designated by the U.S. Department of Housing and Urban Development (HUD): McLennan, Falls, Bosque, Hill, Limestone, and Freestone.

The TX-604 Waco/McLennan County CoC will establish and follow protocols for full CoC Assembly meetings, including:

1. Provide a public means of extending the invitation within the CoC's geographic area at least annually.
2. Establish committees, subcommittees, or workgroups/taskforces to fulfill the CoC's responsibilities
3. Document and adhere to a process of appointing members to committees, subcommittees, or workgroups/taskforces

PROCEDURE:

The Heart of Texas Homeless Coalition (HOTHC) Board and their designees will contact representatives of relevant organizations to solicit their membership in the CoC.

1. Each member of the CoC is responsible for helping to recruit new members.
2. All members will contact representatives of relevant organizations to solicit their membership in the CoC.
3. All CoC members who provide homeless services will identify and contact consumers who are or were homeless to invite their participation in the CoC.
4. Open invitation to join the CoC will remain posted on the HOTHC website.
5. An invitation for membership will be sent from the HOTHC listserv annually.
6. At least annually, the HOTHC social media sites will include an invitation to join the CoC.

Membership may be on an individual or agency basis. No more than two representatives from one agency will be eligible to vote at a general membership meeting.

Individual membership dues are $15 per year; $25 per year for nonprofit organizations; and $50 per year for profit entities. State agencies are exempt from paying dues. Individual employees are encouraged to register as individual; however, this will not affect voting privileges.

Current agency membership dues are not a requirement in order to be eligible to vote at general membership meetings. In order to be a voting representative, an individual or agency must attend a minimum of seven meetings during a twelve month period. Members must be present to vote and proxy voting is not allowed at General Membership meetings.

Control of this corporation shall rest with the membership. Any action of the board of directors shall be subject to review by the membership on request of any member at the regular meeting. An action of the board of directors may be altered or rescinded by two-thirds vote of the membership present at a regular meeting.

Regular meetings of the membership shall be held each month unless the board of directors shall determine otherwise. In no event shall fewer than eight (8) such meetings be held in any one fiscal year. All meetings are open meetings regardless of status of dues. CoC Assembly agendas will be posted on the Heart of Texas Homeless Coalition (HOTHC) website at www.heartoftexashomeless.org one week prior to the meetings.

The membership meeting in January shall be designated as the Annual Meeting for the election of officers and members of the board of directors.

Special meetings of the members may be called by the Chairperson, the board of directors or upon written request to the Chairperson signed by five (5) or more members.

SECTION TWO: CONTINUUM OF CARE BOARD REQUIREMENTS
(24 CFR PART 578.5 AND 578.7)

POLICY:

The TX-604 Waco/McLennan County Continuum of Care (CoC) will follow written processes to select the Heart of Texas Homeless Coalition (HOTHC) Board of Directors and the CoC Committee of the Board of HOTHC to act on behalf of the CoC (see Appendix A: HOTHC Bylaws). The CoC will review, update, and approve the selection process at least once every five years.

The HOTHC Board of Directors will be representative of the relevant organizations and of projects serving homeless populations and include at least one homeless or formerly homeless individual.

The CoC will ensure that members of the HOTHC Board, CoC Committee, sub-committees and any persons acting on behalf of the CoC Committee comply with the Code of Conduct, Conflict of Interest and Recusal Policies. HOTHC Board members as well as officers, agents, staff, and any committee members with governing board delegated powers will sign a Code of Conduct, Conflict of Interest, and Recusal Policies Form annually.

The CoC Committee of the Board is a standing committee of the HOTHC Board of Directors and shall serve as a means for the Board, Corporation, and Membership to concentrate efforts to sustain and improve the CoC Programs. The CoC Committee of the Board shall consist of an uneven number of voting members, with a minimum of seven, of whom no more than five shall be members of the HOTHC Board of Directors. It shall also include at least three non-voting members.

PROCEDURES:

Membership requirements to serve on the HOTHC Board of Directors are detailed in the HOTHC Bylaws. At least once every five years, the CoC membership will schedule a review of the board selection process for the CoC's annual meeting.

To serve on the CoC Committee of the Board members must meet the following minimum requirements:

1. Members must reside or work within the CoC's geographical area.
2. The Chair and voting members of the CoC Committee shall be appointed by the HOTHC Board of Directors in collaboration with the CoC Collaborative Applicant and HMIS Lead.
3. The Chair of the CoC Committee, the Continuum of Care Lead, and the HMIS Lead shall be included among the non-voting members of the CoC Committee.
4. Each HUD CoC grant recipient may nominate 1 voting member and one alternate voting representative to this committee.
5. Must attend a minimum of 75% of the regular coalition meetings in a calendar year.
6. Must be current with membership fees each year.

7. The voting members shall be individuals who have no potential conflict of interest related to policy and financing decisions related to the CoC.
8. Must disclose potential conflicts of interest and sign a conflict of interest statement annually AND must recuse from voting on any matter that is a conflict of interest.

The CoC Committee shall execute the following duties:
1. The Committee is responsible for the review, providing guidance as needed, and approval of the following areas of recommendations for action:
   a. The prioritization of funding needs and strategies to finance housing and services for people experiencing homelessness.
   b. The emphasis or direction of service delivery approaches for the CoC.
   c. The identification and prioritization of service needs or gaps in service.
   d. Responsibilities and duties of convening the HUD Continuum of Care.
   e. Monitoring CoC recipient and sub-recipient performance, evaluation of program outcomes, and recommendation of corrective action, as needed.
2. Develop policies and procedures conforming to the U.S. Department of Housing and Urban Development (HUD) requirements detailed in24 CFR part 578.1 to:
   a. Review and approve for execution the Memorandum of Understanding (MOU) for The City of Waco as the CoC Lead Agency to serve as the Collaborative Applicant to operate the Continuum of Care if The City of Waco is designated by the CoC Committee;
   b. Review and approve for execution the Memorandum of Understanding (MOU) for The City of Waco as the CoC Administrator of the Homeless Management Information System if The City of Waco is designated by the CoC Committee; and
   c. Conduct year-round Continuum of Care planning of homelessness and homeless prevention housing and services.
3. Planning oversight includes:
   a. program development
   b. implementation design
   c. financing strategies
4. Review the responsibilities of the standing committees, or other committees, subcommittees, and workgroups/taskforces annually.
5. The Scoring/Ranking Committee, a standing sub-committee, reports to the CoC Committee of the Board with duties that include, but are not limited to, the following:
   a. Reviews each renewing grants program and/or new project proposals, hears presentations by grant applicants and may conduct site visits with each agency.
   b. Recommends the methodology of prioritizing the grant programs for the CoC Program NOFA Application to the CoC Committee of the Board for approval.
   c. Determines the CoC Program NOFA Application priority rankings based on the approved prioritization methodology.
6. Continuously review CoC program performance through HMIS reporting.
7. Receive quarterly reports from all standing committees, workgroups/taskforces and HMIS program.
8. Maintain and update the CoC Policies and Procedures Manual needed to comply with requirements associated with establishing and operating a CoC and HMIS requirements prescribed by HUD.

SECTION THREE: CONTINUUM OF CARE STRUCTURE AND DELEGATION
(24 CFR PART 578.5 AND 578.7)

The TX-604 Waco/McLennan County CoC will establish and follow protocols for full CoC Assembly meetings, including:

1. Meet at least six times annually
2. Publish the agenda prior to the meeting
3. Establish minimum standards for inviting new members to join
4. At least annually, invite new members to join
5. Provide a public means of extending the invitation within the CoC's geographic area
6. Establish committees, subcommittees, or workgroups/taskforces to fulfill the CoC's responsibilities
7. Document and adhere to a process of appointing members to committees, subcommittees, or workgroups/taskforces

Minimum Membership Standards:

1. Membership in the CoC is open to agencies, organizations and individuals that provide or facilitate homeless services or advocate for services for those experiencing homelessness. Each agency or organization that is a recipient of HUD Continuum of Care funding will have only one voting representative and one alternate voting representative at any given time. These individuals will also serve as the official contact persons for the agency or organization that she/he represents.
2. Member agencies or organizations will notify HOTHC, in writing, of the voting representative and alternate. Their telephone numbers and email addresses must be provided for communications. Additional agency or organization personnel email addresses can be provided to receive communications.
3. Prospective members may attend any CoC meeting as a non-voting member before joining.
4. Membership fees shall be paid each January. New members will pay the full amount of annual dues.

Agenda Publication:

1. CoC Committee agendas will be emailed to the HOTHC listserv one week prior to the meetings.
2. CoC Assembly agendas will be posted on the Heart of Texas Homeless Coalition (HOTHC) website at www.heartoftexashomeless.org one week prior to the meetings.
3. Each member of the CoC is responsible for helping to recruit new members.
4. All members will contact representatives of relevant organizations to solicit their membership in the CoC.

5. All CoC members who provide homeless services will identify and contact consumers who are or were homeless to invite their participation in the CoC.
6. An invitation for membership will be sent from the HOTHC listserv annually.
7. At least annually, the HOTHC social media sites will include an invitation to join the CoC.

Establishing Committees, Sub-committees and Workgroups/Taskforces:

1. All standing committees, sub-committees and workgroup/taskforce chairs are appointed by the CoC Committee Chair.
2. Committees, sub-committees and workgroups/taskforces will be established as needed to fulfill the CoC Strategic Plan.

SECTION FOUR: CONTINUUM OF CARE GOVERNANCE CHARTER
(24 CFR PART 578.7)

POLICY:

In accordance with the 2009 HEARTH Act the TX-604 Waco/McLennan County CoC has established a governance structure to act on its behalf. Governance is provided by the Heart of Texas Homeless Coalition (HOTHC) as the current Collaborative Applicant.

The TX-604 Waco/McLennan County CoC's Governance Charter will:

1. Be reviewed annually and updated as needed by the CoC Committee of the Board in consultation with the HMIS Administrator and Collaborative Applicant; changes must be approved by the HOTHC Board of Directors and ratified by the CoC Committee.
2. Define the CoC's governance structure, including designating the HMIS lead and Collaborative Applicant and the responsibilities for each;
3. Define the responsibilities of committees, subcommittees, or workgroups/taskforces;
4. Specify policies and procedures needed to comply with requirements associated with establishing and operating a CoC and HMIS requirements prescribed by the U.S. Department of Housing and Urban Development (HUD);
5. Define the code of conduct and recusal process for committee, its chair(s), and any person acting on behalf of the CoC Committee of the Board.

PROCEDURES:

Heart of Texas Homeless Coalition (HOTHC) Bylaws and the CoC Policies and Procedures will be reviewed annually. The HOTHC Board will facilitate a committee of four (4) persons appointed by the HOTHC Board of Directors Chair to review the Bylaws and CoC Policies and Procedures. At least two members must be appointed from the CoC Committee.

The CoC Assembly shall select a lead agency to provide staff to the various committees and work groups that constitute the CoC. The lead agency will perform a variety of necessary functions such as performance monitoring, engagement and education of stakeholders and submission of the annual collaborative CoC grant application. The CoC Committee will maintain an MOU agreement with the lead agency that is reviewed annually and updated periodically. The lead agency will be eligible to apply for CoC planning funds through the CoC grant process when available. These funds may be used to provide dedicated staff and resources to the support of the CoC as specified by HUD guidelines.

At this time, the City of Waco has been designated as the lead agency.

The CoC Committee will select an administrator for the Homeless Management Information System (HMIS) for the CoC. The CoC Committee will maintain an HMIS Governance Agreement with the HMIS Administrator. This

agreement is reviewed annually and updated periodically. The administrator is eligible to apply for HMIS funds through the CoC grant process and other sources and will use these funds to dedicate staff and resources to the functions of the HMIS as specified by HUD guidelines.

At this time, the City of Waco has been designated as the HMIS administrator for the CoC.

The HOTHC Bylaws and CoC Policy Procedures committee will make recommendations to the HOTHC Board at a regular meeting. Revisions and/or additions can be made by a simple majority (at least 51%) of affirmative votes. Proposed amendments must be in written form and distributed to the members of the HOTHC Board of Directors prior to the presentation and vote.

The responsibilities of the CoC Committee are as follows:

1. Develop policies and procedures conforming to the U.S. Department of Housing and Urban Development (HUD) requirements detailed in24 CFR part 578.1 to:
   a. Review and approve the execution of the Memorandum of Understanding (MOU) if the City of Waco is designated the CoC Administrator of the Homeless Management Information System; and
   b. Conduct year-round Continuum of Care planning of homeless and homeless prevention housing and services.
2. Development and approval of annual actions plans for the CoC Strategic Plan. Planning oversight includes:
   a. Program development
   b. Implementation design
   c. Financing strategies
3. Review the CoC Strategic Plan annually and adjust as needed
4. Continuous review of CoC program performance through HMIS reporting
5. Receive bi-monthly reports from all standing committees, workgroups/taskforces and HMIS program.
6. Submit and present quarterly reports to the HOTHC Board of Directors.

The responsibilities of the Scoring and Ranking Committee, a sub-committee of the CoC Committee are as follows:

1. Scoring/Ranking Committee
   a. Reviews each renewing grants program and/or new project proposals, hears presentations by applicants and conducts site visits with each agency.
   b. Recommends the methodology of prioritizing the grant programs for the CoC Program NOFA Application to the CoC Committee of the Board for approval.
   c. Recommends the CoC Program NOFA Application priority rankings based on the determined prioritization methodology for approval of the CoC Committee of the Board.

SECTION FIVE: CONTINUUM OF CARE PERFORMANCE AND MONITORING (24 CFR PART 578.7)

POLICY:

The TX-604 Waco/McLennan County CoC will:

2. Establish performance targets for each population and program type
3. Consult with CoC member agencies to establish:
    a. Means of monitoring performance of CoC recipients and sub-recipients
    b. Means of evaluating outcomes of both CoC and ESG recipients
    c. Means of taking action against poor performers in an on-going fashion

PROCEDURES:

Performance targets will include priorities of the U.S. Department of Housing and Urban Development (HUD) and community priorities and needs determined by CoC Standing Committees and the CoC Assembly and will include, but not be limited to, the following:

1. Increase the number of permanent housing beds dedicated for the chronically homeless.
2. Increase the percentage of homeless persons staying in permanent housing upon program exit to more than six (6) months.
3. Increase the percentage of homeless persons moving from transitional housing to permanent housing.
4. Increase percentage of homeless persons in employed at exit.
5. Increase percentage of homeless persons receiving other income sources.
6. Increase the percentage of participants in all CoC-funded projects that obtained mainstream benefits at program exit.
7. Decrease the number of homeless households with children.
8. Provide ongoing case management with 70% of client service goals accomplished for each client.
9. Ensure timely, accurate, and complete data entry into HMIS by the provider to produce Annual Progress Report (APR) and contribute data to the Annual Homeless Assessment Report (AHAR) and annual Point In Time (PIT) reports if the agency is not prevented, by law, from entering data (i.e. Violence Against Women's Act).

Performance will be monitored by the HMIS administrator, Collaborative Applicant, and the Independent Evaluation Committee.

Monitoring will include, but will not be limited to, the following:

1. HMIS Administrator will generate Report Cards monthly that include measurement of HMIS usage and CoC program performance criteria. Report cards will be sent to Agency Administrator and CoC Lead.

2. Grantees with failing HMIS grades must attend refresher training.
3. Grantees with failing or consistently low performance grades must meet with the HMIS Administrator and Collaborative Applicant to discuss ways to improve performance.
4. Grantees with consistently failing grades will be required to document an improvement plan.
5. Grantees unable to improve HMIS usage and performance may have funds reallocated based upon a recommendation from the Independent Evaluation Committee and approval by the CoC Committee.

Per 24 CFR 578.23, the CoC will monitor to ensure that grant recipients (1) "take the educational needs of children into account when families are placed in housing and will, to the maximum extent practicable, place families with children as close as possible to their school of origin so as not to disrupt such children's education, and (2) they "designate a staff person to be responsible for ensuring that children being served in the program are enrolled in school and connected to appropriate services in the community."

Section Six: Continuum of Care Coordinated Entry
(24 CFR part 578.7(a))

Please refer to the Heart to Home Coordinated Entry System Policies and Procedures (see Appendix C).

POLICY:

In consultation with recipients of Emergency Solutions Grants (ESG) program funds within the geographic area, the Continuum of Care (CoC) will establish and operate a coordinated entry system that will provide initial, comprehensive assessment of needs and can be easily accessed.

The CoC's specific coordinated entry system will document the plan for addressing the needs of individual or families who are fleeing domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers.

The system will document a plan to coordinate the implementation of a housing and service system within the CoC's geographic area to meet the needs of homeless individuals (including unaccompanied youth) and families.

The system will encompass outreach, engagement and assessment; encompass shelter, housing and supportive services, and prevention strategies.

PROCEDURES:

Core system concepts include, but are not limited to, the following mechanisms and procedures:

1. A uniform needs assessment tool.
2. Inclusion of an objective instrument to assess risk/prioritization of referrals.
3. A policy that will guide all grantees towards prioritization of referrals to ensure program entry is based on need and other prioritization factors.
4. Establishment of well-advertised entry points in which households experiencing a housing crisis may obtain services.
5. The customization of the HMIS data base to include effective assessment tools, eligibility information, and collection of needs, referrals, and services provided by Coordinated Access system.
6. Orientation and training for grantees and other staff in using the new tools.
7. Increased resources in responding to all help seekers with assessments.
8. The "Piloting" of any new technology and practice prior to full roll out.
9. Training for assessment staff.

SECTION SEVEN: WRITTEN STANDARDS AROUND CoC ASSISTANCE AND ORDER OF PRIORITY
(24 CFR PART 578.7)

In consultation with recipients of Emergency Solutions Grants (ESG) program funds within the geographic area, the Continuum of Care (CoC) has established and consistently follows written standards for providing CoC assistance. At a minimum, these written standards must include:

1. Policies and procedures for evaluating overall eligibility for CoC assistance and eligibility
2. Policies and procedures for evaluating eligibility for Transitional Housing assistance and for prioritizing which eligible individuals or families will receive TH
3. Policies and procedures for evaluating eligibility for Rapid Re-Housing (RRH) assistance and for prioritizing which eligible individuals or families will receive RRH
4. Policies and procedures for determining and prioritizing which eligible individuals or families will receive Permanent Supportive Housing assistance
5. Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid re-housing assistance

PROCEDURES:

The CoC's written standards will:

1. Be specific and detailed.
2. Address any unique eligibility requirements for assistance (e.g., disability or subpopulation).
3. Reflect the homeless population and subpopulations within the CoC.
4. Reflect the housing and service resources available within the CoC.
5. Reflect local and national targeting priorities.

To adapt written standards, the CoC Committee will review written standards on an annual basis, considering:

1. Provider feedback on the current written standards.
2. Program participant feedback on the intake process.
3. The effectiveness and appropriateness of housing and services for current program participants.
4. The CoC's success at meeting the performance standards in Section 427 of the McKinney-Vento Act.
5. Changes in the characteristics of the homeless population within the CoC.
6. Changes in the housing and service resources available within the CoC.

Overall Eligibility:

Case managers will use the Coordinated Access assessment tool and the Homeless Management Information System (HMIS) to conduct an initial evaluation to determine each individual or family's eligibility for assistance and the amount and types of assistance the individual or family may need to regain stability in permanent housing.

Determining Housing Eligibility:

1. For homeless families with children, a coordinated assessment tool will be used that will seek to mediate and/or prevent homelessness whenever possible, reduce the homeless episode for families through rapid re-housing (RRH) and shelter and/or transitional housing focused on moving families from homelessness to permanent housing as soon as possible, and permanently house the most vulnerable families, as resources are available. The uniform assessment tool will gather information to determine the appropriate intervention and assist in prioritizing families for more intensive services.
2. For individuals unaccompanied by children, a coordinated assessment tool will be used that will seek to mediate and/or prevent homelessness whenever possible, reduce the homeless episodes for the individual through rapid re-housing (RRH) and shelter/transitional housing focused on moving individuals from homelessness to permanent housing as soon as possible as resources are available. The uniform assessment tool will gather information to determine the appropriate intervention and assist in prioritizing individuals for more intensive services. If individuals are assessed and found not to be vulnerable and chronically homeless, they will be targeted for: transitional housing, permanent supportive housing, rapid re-housing, or income-based housing. Non-chronically homeless individuals who identify a substance abuse and/or mental health disorder and interest in receiving services for these concerns will be referred to the appropriate residential treatment programs.
3. For unaccompanied children, a coordinated assessment tool will be used that will seek to mediate and/or prevent homelessness whenever possible, reduce the homeless episodes through shelter and/or transitional housing focused on their needs. The uniform assessment tool will gather information to determine the appropriate intervention and assist in prioritizing the child for more intensive services.
4. For persons fleeing domestic violence, a coordinated assessment tool will be used to identify resources and provide referrals to appropriate services providers in order to prevent or limit lengths of homelessness. Victims of domestic violence that are in immediate danger or are seeking emergency shelter will be provided with the contact information and be encouraged to contact the Family Abuse Center hotline.

Permanent Supportive Housing (PSH) Prioritization:

The prioritization for PSH is consistent with HUD's *Notice CPD 16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing*. Persons eligible for PSH will be prioritized for available units based on the following criteria (applying the definition of chronically homeless set by HUD in its December 2015 Final Rule):

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

- 2nd Priority: Chronically homeless individuals and families with the longest history of homelessness but without severe service needs.
- 3rd Priority: Chronically homeless individuals and families with the most severe service needs.
- 4th Priority: All other chronically homeless individuals and families not already included in priorities 1 through 3.
- 5th Priority: Homeless individuals and families who are not chronically homeless but do have a disability and severe service needs.
- 6th Priority: Homeless individuals and families who are not chronically homeless but do have a disability and a long period of continuous or episodic homelessness.
- 7th Priority: Homeless individuals and families who are not chronically homeless but do have a disability and are coming from places not meant for human habitation, Safe Havens, or emergency shelters.
- 8th Priority: Homeless individuals and families who are not chronically homeless but have a disability and are coming from transitional housing.
- Tie Breaker: When two households in the same priority are scored equally on the Prioritized List, the following tiebreakers will be used in this order:
  - Veteran household
  - Longest length of homelessness
  - Lowest household income

Transitional Housing (TH) Prioritization:

The CoC will prioritize the following persons for TH:

1. Veteran households
2. Households consisting of unaccompanied youth
3. Households fleeing or experiencing domestic violence
4. Households with heavy service needs to stabilize in housing

Rapid Re-Housing (RRH) Prioritization:

The prioritization for persons who are determined to be eligible for RRH will be consistent with HOTHC's scoring range for need and vulnerability associated with RRH projects. Additionally, the CoC has opted to prioritize the following persons for RRH:

1. Veteran Households
2. Households consisting of unaccompanied youth
3. Households fleeing or experiencing domestic violence
4. Households with higher barriers to housing, and higher service needs who are waiting to obtain another permanent housing subsidy (e.g., PSH)
5. Households with a single parent and 3 or more dependent children under the age of 6
6. Households with a previous episode of homelessness within the most recent 12 months

Standards for Determining Portion of Rent Paid by Participants:

1. Participants in rapid re-housing programs may be asked to pay up to 30% of their monthly adjusted income towards their rent.
2. Rental assistance cannot be provided for a unit unless the rent for that unit is comparable to unassisted units in the same market, as established by HUD's rent reasonableness requirements.
3. The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units in the private unassisted market and must not be in excess of rents currently being charged by the owner for comparable unassisted units.
4. The rental unit must meet minimum habitability standards.
5. There must be a rental assistance agreement and lease between the property manager and tenant as well as the owner of property and ESG sub-recipient.
6. No rental assistance may be made to an individual or family that is receiving rental assistance from another public source for the same time period.

SECTION EIGHT: DESIGNATE AND OPERATE HMIS
(24 CFR PART 578.7(B))

Please refer to the Heart of Texas HMIS Policies and Standard Operating Procedures regarding privacy, security and data quality plans for HMIS (see Appendix D).

POLICY:

The TX-604 Waco/McLennan County CoC will:

1. Designate a single HMIS for the geographic area;
2. Designate a single eligible applicant as HMIS lead;
3. Review, revise, and approve privacy, security and data quality plans for HMIS;
4. Ensure HMIS administration is in compliance with U.S. Department of Housing and Urban Development (HUD) requirements;
5. Ensure consistent participation of program providers.

PROCEDURES:

At this time, The City of Waco has been designated as the HMIS administrator for the CoC.

The CoC Committee will select an administrator for the Homeless Management Information System (HMIS) for the CoC. The CoC Committee will maintain an HMIS Governance Agreement with the HMIS Administrator. This agreement is reviewed annually and updated periodically. The administrator is eligible to apply for HMIS funds through the CoC grant process and other sources and will use these funds to dedicate staff and resources to the functions of the HMIS as specified by HUD guidelines.

The HMIS Advisory Committee a standing committee of the Heart of Texas Homeless Coalition advises and supports the Heart of Texas HMIS's operations in the following programmatic areas: quality assurance & accountability, resource development and consumer involvement. The committee meets quarterly.

1. Responsibilities of the HMIS Advisory Committee include but are not limited to:
   a. Brainstorming the best uses for HMIS
   b. Identifying and prioritizing system enhancements
   c. Development and revision of HMIS policies and procedures
   d. Establishing mechanisms for monitoring and/or enforcing compliance with policies and procedures
   e. User group chair/co-chairs may assist in the process of imposing sanctions on users/agencies for misuse of system
2. The Committee is fundamentally an advisory committee to the project.

The HMIS Administrator is responsible for the following:

1. Execute HMIS participation agreements
2. Monitor compliance with applicable HMIS standards on a regular basis including annual on-site monitoring with HMIS users.
3. Maintain and update as needed the files for HMIS software to include software agreements, HUD Technical Submissions, HUD executed agreements and Annual Progress Reports
4. Develop and maintain HMIS agency files to include signed participation agreements, user license agreements and all other signed agreements pertaining to HMIS
5. In conjunction with the HMIS Advisory Committee, review and update HMIS Policy and Standard Operating Procedures Manual (PSOP) annually. The PSOP manual should include: HMIS data quality plan, privacy policy, and security plan.
6. Provide new user training and quarterly refresher trainings.
7. Provide on-site technical support to agencies using HMIS for trouble-shooting and data input
8. Monthly review of HMIS data and bed lists to ensure that participating agency programs are using HMIS accurately
9. Provide assistance to agencies upon request for additional on-site training and support
10. Lead planning efforts for the annual Point In Time Count
11. Complete ,in conjunction with CoC Lead and CoC Committee, Annual Homelessness Assessment (AHAR), Point In Time (PIT), Housing Inventory (HIC), and Annual Performance Report (APR)

SECTION NINE: CONTINUUM OF CARE PLAN
(24 CFR PART 578.7 (C))

The TX-604 Waco/McLennan County CoC will develop and maintain a plan that includes:

1. Coordinating the implementation of a housing and services system, to include:
    a. Outreach, engagement, and assessment
    b. Shelter, housing, and supportive services
    c. Prevention strategies
2. An annual Housing Inventory Chart (HIC) and a point-in-time (PIT) count for homeless persons who are unsheltered and sheltered, including emergency shelters, transitional housing, permanent supportive housing and rapid re-housing.
3. An annual gaps analysis.
4. Collaborating with agencies responsible for developing Consolidated Plans.
5. Consulting with Emergency Solutions Grant (ESG) recipients about the allocation of ESG funding, evaluation of ESG grants and reporting on the performance of ESG recipients, sub-recipients and sub-sub recipients.

PROCEDURES:

The CoC provides continuous planning and coordination of services through the CoC Committee and the CoC Standing Committees whose core functions include ensuring that individuals and families experiencing homelessness have appropriate choices in the following area:

1. Unsheltered outreach
2. Emergency shelter
3. Transitional housing
4. Rapid re-housing
5. Permanent Supportive Housing
6. Safe Havens
7. Addressing the needs of subpopulations including, but not limited to, unaccompanied youth, persons with disabilities, and those fleeing domestic violence

The CoC Strategic Plan incorporates the strategies in the *Mayor's 10 Year Plan to End Chronic Homelessness* developed in 2005. Each year the CoC and HMIS Lead agency sends the Point-in-Time, Housing Inventory County, gaps analysis and unmet need data to assist with the development of the Consolidated Plan.

The CoC's Strategic Plan will be reviewed and updated as appropriate by the CoC Committee on an annual basis.

The CoC Lead will facilitate meetings with ESG recipients to recommend housing and service priorities, identified by the CoC, for funding allocation. The CoC Lead reviews ESG recipients' performance reports from the ESG sub-recipients to assess compliance with the CoC's priorities and progress toward the projects' stated goals.

SECTION TEN: CONTINUUM OF CARE ANNUAL APPLICATION
(24 CFR PART 578.9)

Please refer to the CoC Competition Policies and Procedures (see Appendix E).

The TX-604 Waco/McLennan County CoC will document processes for the following:

1. Setting funding priorities
2. Facilitating a collaborative process for the development of applications
3. Approving the annual submission of applications

The CoC will use an independent evaluation committee (Scoring/Ranking Committee), a CoC Standing Committee, and the CoC Lead Agency (City of Waco) staff to execute the annual CoC Program application:

1. The CoC Scoring/Ranking Committee consisting of up to 7 volunteer members, who have no direct relationship with the renewing grantees or any new proposed projects, will perform an annual review of each renewing or newly proposed program grant, hear presentations by potential grant applicants regarding programs and/or conduct site visits at each agency.
   a. Program performance is based on assessment completed by the Scoring/Ranking committee and Collaborative Applicant staff. Scoring criteria are based on program performance measurements required by HUD and local community priorities.
   b. Financial performance is based on a review of audited financials for the nonprofits and bond ratings of the governmental entities.
   c. The Scoring/Ranking committee develops the methodology for use in prioritizing the grant programs and notifies the CoC Committee.
   d. The Scoring/Ranking committee develops the grant priority ranking for the annual CoC Program grant and notifies the CoC Committee.
   e. Scoring/Ranking and Reallocation Tools and Policies are reviewed and approved by the Scoring Ranking Committee annually.
   f. The committee operates year round.

2. The Collaborative Applicant handles the process for developing newly proposed project applications as well as the process for renewing grants.

   a. For a new project application the process is as follows:
      i. Communicate verbally to CoC Committee an interest in applying for funding.
      ii. Complete the Request for Application (RFA) and submit by the due date.
      iii. Meets/presents to the CoC Committee.

     iv. If project is selected by the Scoring/Ranking Committee, participation in all mandatory meetings related to application process is required.

     v. All deadlines determined by CoC Lead for submission of the Project Application in e-snaps must be met.

     vi. Agree to full participation in the HMIS system for all clients and timely payment of HMIS fees related to HMIS use, if applicable.

b. Renewal Project Application Submission

     i. Participation in all mandatory meetings related to the NOFA application process is required.

     ii. Submit all requested organizational documents.

     iii. Provides presentation to and may host site visits for the CoC Committee as requested by the reviewers.

     iv. All deadlines determined by CoC Lead for submission of the Project Application must be met.

c. CoC funding priorities in priority order are:

     i. HMIS grant

     ii. Permanent Supportive Housing (PSH) grants

     iii. Rapid Re-Housing (RRH) grants

     iv. Reallocations to permanent housing (e.g., PSH or RRH) grants

     v. Transitional Housing grants

d. Project Ranking and Reallocation Policy

On an annual basis, the Heart of Texas Continuum of Care is required to rank all new and renewal projects submitted to HUD for funding in an order that reflects the CoC's needs and priorities. Additionally, HUD requires CoCs to review the performance of all funded projects and seek to reallocate funding away from low performing projects or those providing services that are of a lower priority in preventing and ending homelessness.

The Heart of Texas CoC is seeking to accomplish the following in the ranking and reallocation of projects:

- Incentivize all providers to focus on outcomes and to seek to achieve the performance targets specified by the CoC.
- Encourage providers to adopt evidence based practices including Housing First to more effectively employ CoC resources.
- Replace projects that are not high performing or following evidence based practices with new projects that follow CoC and HUD priorities.

All new and renewal projects will be ranked by the CoC. The primary factor controlling the ranking of projects will be the scores assigned to renewal and new projects. Scoring is based on project performance, grant

management, community outcomes, and adherence to policy priorities. Except as specified below, projects will be ranked in the NOFA competition by the scores assigned to renewal or new projects.

There are two categories of projects that will not be ranked according to performance scores:

- Projects that are essential to the operation of the CoC. This includes funding for HMIS and Coordinated Entry. These are unique projects focused on CoC operations and that cannot be readily evaluated or compared to other CoC funded projects. Failure to renew this funding would have negative consequences for the CoC and jeopardize future funding opportunities.

- First time renewal of newly funded grants. HUD requires newly funded one-year project grants to be renewed in the competition. In most instances, these projects will have not yet started operations. In other instances, the projects have just started but are far from being able to report on a full year of operations in the APR.

    The two project types identified above will not be assigned scores. These projects will be ranked by the CoC to assure – to the maximum extent possible – that they will be funded in the competition. Subject to review based on the actual NOFA, these projects will be ranked at the bottom of Tier 1, with all of their funding above the Tier 1/Tier 2 demarcation.

All other CoC projects will be ranked according to scores:

- Renewal projects will be ranked according to adjusted renewal project score. Renewal scores will be adjusted as follows: if the highest scoring renewal project scores less than 200 points, then all renewal scores will be adjusted upward by the difference between the highest scoring renewal project and 200. Renewal projects that qualify for renewal based on the renewal performance evaluation will be ranked above new projects.
- New projects will be ranked according to scores.

Current CoC grantees may elect to reallocate some or all of the funding associated with their project. These reallocated projects will be scored as new projects and ranked according to score the same as all new and renewal projects. CoC grantees in good standing (no outstanding HUD or CoC monitoring findings and no open audit findings) may voluntarily reallocate their funding and will not have to compete with other organizations for that funding.

The minimum score for automatic renewal of CoC funded projects is 65% of the highest scoring project.

If the highest scoring project receives a score of 200, then all projects scoring below 130 will be reallocated unless a Project Improvement Plan has been submitted and approved by the CoC board. Should the highest scoring project receive a score of 190, then the minimum acceptable score would be 123.5.

The Project Improvement Plan must specify how the project will improve performance and meet standards in the upcoming year. If the CoC board accepts the Project Improvement Plan, the grantee will be allowed to apply for renewal funding.

Any legal applicant for CoC funds can apply for new projects from the bonus pool or the uncommitted reallocation pool. The CoC will only rank new projects for which there is sufficient funding in the new or reallocation pool to fully fund the project.

Policy on Expenditure of Grant Funds:

Funds unexpended at the completion of the grant term are recaptured by HUD. In some instances these funds are then allocated to other CoCs or in other cases are returned to the federal treasury. The Heart of Texas CoC seeks to minimize this recapture of funding and to the maximum extent possible ensure that homeless assistance funding allocated to the City of Waco is used to support homeless people in the city.

Under Expenditure Policy:

It is the policy of the Heart of Texas CoC that CoC funds granted to an applicant agency will either be fully expended to assist eligible homeless people or the CoC will recapture the unspent funding and add it to the pool of resources available for reallocation.

Heart of Texas CoC grantees that expended less than 90% of their funding in the most recent grant year will face recapture of unexpended funding that exceeds 10% of the grant funds. If, for example, the CoC grant was for $100,000 and $85,000 was expended, the grantee would see $5,000 in funding recaptured. Recapture of unexpended funding that exceeds 10% of the total grant will be automatic. The Scoring/Ranking Committee may consider extenuating circumstances regarding projected expended funds. For example, an agency had staff vacancies at the beginning of the grant cycle and all vacancies have been filled later in the grant cycle altering the capability of the program to serve greater number of clientele which would increase projected expenditures. The applicant must put any considerations based on circumstance in writing to the Scoring/Ranking Committee. If the project was reallocated from in a previous competition, further reallocation will not occur until after they have operated one full year at the newly reallocated amount and have demonstrated an inability to expend at least 90% of the funds.

Grantees may also prevent this automatic recapture by submitting an appeal to the Board of the CoC. The appeal will need to: explain the reason for the under-expenditure and provide a plan for fully expended the grant in the current cycle. The Board may approve the request at its discretion. However, if the funds are restored and under-expended in the subsequent grant cycle funding will be recaptured as indicated above. All CoC board decisions can be appealed but a second appeal would require extraordinary circumstances to be approved.

CoC Lead is responsible for the review of the recommendations from the CoC Scoring/Ranking Committee related to the annual submission of the CoC Program Application and the Grant Priority Ranking. This review is to ensure CoC policies and HUD requirements are met.

SECTION ELEVEN: CONTINUUM OF CARE PLANNING
(24 CFR PART 578.39 AND 578.7)

POLICY:

The TX-604 Waco/McLennan County CoC will document the following planning procedures:

1. Determining the geographic area of the CoC
2. Development and facilitation of a community-wide CoC planning process
3. Developing a CoC housing and service system
4. Evaluation of outcomes for CoC programs and ESG programs
5. Monitoring grant recipients and sub-recipients
6. Providing training and technical assistance
7. Preparing and submitting an application to the U.S. Department of Housing and Urban Development (HUD)
8. Conducting a sheltered and unsheltered Point-in-Time (PIT) Count
9. Collecting of housing data to prepare the Housing Inventory Count (HIC) report

PROCEDURES:

Establish Continuum of Care Geographic Area:

TX-604 Waco/McLennan County Continuum of Care (CoC) shall serve the geographic area of McLennan County, Falls County, Bosque County, Hill County, Limestone County, and Freestone County, Texas as recognized by the U.S. Department of Housing and Urban Development (HUD).

Community-wide CoC Planning Process & Continuum of Care System:

TX-604 Waco/McLennan County CoC promotes comprehensive and coordinated approaches to housing and community resources for individuals and families who are homeless or at risk of homelessness through, but not limited to, the following:

• Prevention
• Outreach services
• Emergency shelters and supportive services
• Transitional housing and supportive services
• Permanent supportive housing
• Rapid Re-housing
• Enrollment in mainstream resources
• Skills training
• Employment counseling
• Discharge planning

The CoC is comprised of several volunteer committees, sub-committees, and workgroups/taskforces which have various CoC planning roles and responsibilities. These include, but are not limited to, the following:

1. CoC Committee
    a. Steering Committee
    b. Grievance Committee
    c. Scoring and Ranking Committee
2. Heart of Home Coordinated Entry Committee
    a. Homelessness Prevention Committee
    b. Permanent Supportive Housing Task Force Committee
3. Veteran Homelessness Committee
4. Youth Homelessness Committee
    a. Youth Action Board
5. Project Homeless Connect Planning Committee
6. Awards Committee
7. CoC Advisory Committee
8. HMIS Advisory Committee

Section Twelve: Emergency Solutions Grant (ESG) Administration (24 CFR part 578.7)

The TX-604 Waco/McLennan County CoC will maintain written policies and procedures that document:

1. Budgeting the costs to the Collaborative Applicant of administering ESG funds from TDHCA
2. Allocating ESG funds, including ESG funds for administrative costs and for HMIS
3. Selecting ESG sub-sub recipients (TDHCA is the ESG recipient, the Collaborative Applicants are the sub recipients, and entities under the Collaborative Applicant are sub-sub recipients)
4. Training and monitoring sub-sub recipients
5. Collecting performance and expenditure data from sub-sub recipients and aggregating it to reflect all State ESG programs within the CoC
6. Reporting performance and expenditure data to TDHCA
7. Receiving reimbursements from TDHCA and disbursing reimbursements to sub-sub recipients

Procedures:

Collaborative Applicant Costs:

The CoC's Collaborative Applicant will administer the Emergency Solutions Grant (ESG) funds that the CoC receives from the Texas Department of Housing and Community Affairs (TDHCA). In consultation with the CoC Committee, the Collaborative Applicant will develop a budget that itemizes and details grant administration costs. The Board of Directors of the Collaborative Applicant will approve the final budget.

Allocation of Emergency Solutions Grant (ESG) Funds:

Priority is given to programs that:

1. Benefit chronically homeless persons, meet the needs of local communities, are cost-effective, have participation by the public and private sector, are part of the Continuum of Care process and address problems of health, safety, and welfare.
2. Move persons experiencing homelessness from shelters and off the streets into decent, safe, and affordable housing and provide supportive services to promote housing retention and improve or maintain quality of life.

Funding allocation will include costs associated with HMIS implementation.

Selection of ESG Sub-Sub Recipients:

1. Applicants must actively participate in communitywide planning efforts to ensure the strategic use of resources by all providers of homeless services.
2. Prior to submitting an application, applicants must discuss their proposed ESG projects with their CoC and must submit with their application completed "Certificate of HMIS Usage", "Certificate of Participation", and "Certification of CoC Coordination" documents.

3. Applicants shall ensure the following housing services for individuals/families are available:
   a. For those homeless individuals and families in need of housing, appropriate housing that meets the needs of the homeless individual or family (e.g., rapid re-housing, permanent housing, permanent supportive housing, or single-room occupancy), combined with supportive services, shall be provided to maintain residential and personal stability (e.g., subsidized rent, case management services, nursing care, mental health care management, substance abuse treatment).
   b. For those homeless individuals or families placed in rapid re-housing, permanent housing or permanent supportive housing, ESG recipients/sub-recipients shall assist the client in locating suitable, affordable housing, assist with housing applications and lease negotiation, application fees, first and last month's rent, short-term rental subsidies, furniture stipends, utility deposits, back payments, emergency payments, start-up household supplies and furnishings, start-up food and grocery supplies, transportation assistance, and clothing, when necessary or applicable.
   c. For homeless individuals or families placed in emergency shelters, rapid re-housing, permanent housing, permanent supportive housing, single-room occupancy, or affordable housing, ESG recipients/sub-recipients will ensure housing is safe and decent, meeting housing quality standards established by the Federal regulations.

4. Recipients/sub-recipients shall provide quality supportive services that meet accepted standards of care. At minimum, recipients/sub-recipients must provide or have access to the following supportive services:
   a. Participate in a coordinated outreach and intake system that serves homeless individuals and families designated by the CoC;
   b. Perform a comprehensive, coordinated assessment of current psycho-social, health (including mental health and substance use/abuse), and employment/education conditions;
   c. Perform an individualized service/treatment plan developed for all clients describing a client's needs for supportive services and, if necessary, establishing a service/referral plan;

5. Provide minimum supportive services that will include, but not be limited to:
   a. Comprehensive assessment upon enrolling into the ESG Program
   b. Case management of individuals and family members enrolled in an ESG program that includes home visits to ensure housing stability and address the needs of their clients and provide the level of service expected of ESG funded case management,
   c. Assistance for enrolling in benefit programs,

    d. Medical and mental health treatment,

    e. Substance abuse treatment,

    f. Education/vocational training,

    g. Job counseling/ training/job placement,

    h. Child care, and

    i. Transportation necessary to maintain permanent housing;

6. All sub-recipients are expected to provide appropriate level of supportive services to clients for the full time necessary to stabilize that client and provide for the likelihood of positive housing outcomes after assistance. A client is eligible to receive assistance up to the full 24 months in a three (3) year period as determined by the certification process required for all ESG clients.

Program Training and Monitoring:

The proposed outcomes below are developed from HMIS data elements and will be used as the basis for monthly performance reporting. At minimum, applicants will be evaluated based on their performance against these outcomes.

Collecting performance and expenditure data from sub-sub recipients and aggregating it to reflect all State ESG programs within the CoC will include, but not be limited to:

1. Street Outreach
   a. Number of persons placed in shelter or Safe Havens
   b. Number of persons with more non-cash benefits at program exit
   c. Number of persons receiving case management
2. Emergency Shelter
   a. Number of persons exiting to temporary/transitional housing destinations
   b. Number of persons exiting to permanent housing destinations
   c. Number of persons receiving case management
3. Homeless Prevention
   a. Number of persons who maintained their permanent housing for three months
   b. Number of persons exiting to permanent housing destinations
   c. Number of with higher income at program exit
   d. Number of persons with more non-cash benefits at program exit
   e. Number of persons receiving case management
4. Rapid Re-housing
   a. Number of persons who maintained their permanent housing for three months
   b. Number of persons exiting to permanent housing destinations
   c. Number of persons with higher income at program exit
   d. Number of persons with more non-cash benefits at program exit
   e. Number of persons receiving case management

Monitoring will include the following which are federal requirements:

- Formal and advance notification of on-site visits
- Pre-visit preparation based on review of existing information
- Records related to monitoring reviews
- Review of sub-recipient Policy and Procedure Manual and requirements
- Assurance that ESG funds are being utilized as originally planned and are for the eligible activities
- Determination whether costs are properly classified and if spending limits on certain activities have been properly adhered to
- Review and check that financial regulations and management requirements are appropriately being followed e.g. financial records, reports or audits
- Assurance that program disbursements or drawdown funds are in compliance with all requirements
- Review of client record file
- Notation of any changes in the use of ESG fund or any other issues

Reporting performance and expenditure data to TDHCA:

TDHCA requires monthly performance and expenditure reports to be submitted in the TDHCA Community Affairs Contract System before the 15th of each month which will be submitted timely by the HMIS Administrator.

Receiving reimbursements from TDHCA and disbursing reimbursements to sub-sub recipients:

Upon approval of funding and implementation of the programs funded under ESG, HOTHC requires that partner agencies submit invoices for funding reimbursements no later than the 10th of each month. Each request for reimbursement is reviewed for eligibility of expenditures, accuracy, and documentation of eligible homeless status per the McKinney-Vento homeless definition.

Each request for reimbursement is reviewed by the following:

Chair of HOTHC Board of Directors
Treasurer of HOTHC Board of Directors

Reimbursement comes via direct deposit to HOTHC from TDHCA following approval of the expenditures reported in the Community Affairs Contract System.

HOTHC will issue timely payments for reimbursement after receipt of funds from TDHCA.

Section Thirteen: Access and Security

Procedure:

1. To obtain eLOCCS access staff are required to submit:
    a. Form HUD-27054, LOCCS Voice Response System Access Authorization Form
       https://portal.hud.gov/hudportal/documents/huddoc?id=27054.pdf
    b. Rules of Behavior Form (See Appendix F)
2. Forms are to be submitted to the President of the Heart of Texas Homeless Coalition.

SECTION FOURTEEN: ANTI-DISCRIMINATION POLICY-ENSURING LGBT EQUAL ACCESS

A. **Regulatory Citations**
   - Equal Access in Accordance With an Individual's Gender Identity in Community Planning and Development Programs (2016)
   - Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity

B. **Background**
   Years of research and countless studies have repeatedly shown that discrimination threatens not only access to housing but the stability of communities. Members of the LGBT community are more likely to become homeless, and once homeless, more likely to endure discrimination and harassment that extends their homelessness. Although homelessness is hard as it is for all people who experience it, it can be twice as hard for individuals further marginalized by racism, sexism, homophobia or transphobia. It is indispensable for all service providers to ensure they are not further contributing to discrimination and marginalization and ensure individuals receive fair treatment when accessing programs. The following policies provide an overview of requirements by the U.S. Department of Housing and Urban Development (HUD) and our adopted CoC wide anti-discrimination policy.

C. **Definitions**
   Assigned/Designated Sex at Birth: Frequently a binary designation of "male" or "female," based on the person's internal or external anatomy at birth, assigned at birth, typically by a medical professional (e.g. sex listed on birth certificate). It may or may not correspond to one's gender identity.

   Cis-Gender: refers to a non-transgender person. The prefix "cis" means "matches," So, cis-gender means that one's sex assigned at birth "matches" one's gender identity.

   Gender Expression: external expression of gender identity (note that many times people do not feel they can safely express their gender identity). It is exhibited through: behavior, clothing, hairstyle, body language, and voice, does not always correspond to a person's gender identity and may change over time or even day-to-day.

   Gender Identity: the gender with which a person identifies, regardless of the sex assigned to that person at birth and regardless of the person's perceived gender identity. Perceived gender identity means the gender with which a person is perceived to identify based on that person's appearance, behavior, expression, other gender related characteristics, or sex assigned to the individual at birth or identified in documents.

   Gender-Neutral: language used to describe "all gender" or unisex spaces, (i.e. gender-neutral or all gender bathrooms), language about relationships (spouse or partner, instead of wife/husband or boyfriend/ girlfriend), etc.

   Gender Non-Conforming refers to someone who does not conform to traditional gender roles or stereotypes. Traditional roles and stereotypes vary based on different cultural and societal ideals. Individuals may be perceived as having a different gender than their outward appearances (behavior, clothing, hairstyle, body language, voice).

Transitioning (Gender Transition): Process that some (but not all) transgender people go through to begin living as the gender with which they identify, rather than the sex assigned to them at birth. Transitioning does not require medical treatment.

Transgender: Umbrella term for people whose gender identity is different from their assigned sex. Occasionally, an individual may determine they no longer identify as transgender after they transition.

Trans Woman: Someone who lives or identifies as a woman, even though they were assigned male at birth may or may not have undergone medical treatments. Sometimes referred to as "Male-to-Female" or "MTF," but these terms may not be preferred as they can over-emphasize that the person was born male rather than her current identity.

Trans Man: Someone who lives or identifies as a man, but was assigned female at birth. May or may not have undergone medical treatments. Sometimes referred to as "Female-to-Male" or "FTM," but these terms may not be preferred as they can over-emphasize that the person was born female rather than his current identity.

Sexual orientation means one's emotional or physical attraction to the same and/or opposite sex (e.g., homosexuality, heterosexuality, or bisexuality). Distinct from one's gender expression or identity.

D. **Requirements for CoC Funded Programs**
§5.5.105 Equal Access to HUD-assisted or insured housing
Eligibility for HUD assisted or insured housing. A determination of eligibility for housing that is assisted by HUD or subject to a mortgage insured by the Federal Housing Administration shall be made in accordance with the eligibility requirements provided for such program by HUD, and such housing shall be made available without regard to actual or perceived sexual orientation, gender identity, or marital status.

§5.5.106 Equal Access in accordance with the individual's gender identity in community planning and development programs
   a) Applicability. This section applies to assistance provided under Community Planning and Development (CPD) programs, including assistance under the following CPD programs: HOME Investment Partnerships program (24 CFR part 92), Housing Trust Fund program (24 CFR part 93), Community Development Block Grant program (24 CFR part 570), Housing Opportunities for Persons With AIDS program (24 CFR part 574), Emergency Solutions Grants program (24 CFR part 576), Continuum of Care program (24 CFR part 578), or Rural Housing Stability Assistance Program (24 CFR part 579). The requirements of this section apply to recipients and subrecipients, as well as to owners, operators, and managers of shelters and other buildings and facilities and providers of services funded in whole or in part by any CPD program.
   b) Equal access in accordance with gender identity. The admissions, occupancy, and operating policies and procedures of recipients, subrecipients, owners, operators, managers, and providers identified in paragraph (a) of this section, including policies and procedures to protect privacy, health, safety, and security, shall be established or amended, as necessary, and administered in a nondiscriminatory manner to ensure that:
      1) Equal access to CPD programs, shelters, other buildings and facilities, benefits, services, and accommodations is provided to an individual *in accordance with the individual's gender identity*, and in a manner that affords equal access to the individual's family;
      2) An individual is placed, served, and accommodated in accordance with the gender identity of the individual;
      3) An individual is not subjected to intrusive questioning or asked to provide anatomical information or documentary, physical, or medical evidence of the individual's gender identity; and

4) Eligibility determinations are made and assisted housing is made available in CPD programs as required by §5.105(a)(2).

c) Placement and accommodation in temporary, emergency shelters and other buildings and facilities with shared sleeping quarters or shared bathing facilities.

1) Placement and accommodation. Placement and accommodation of an individual in temporary, emergency shelters and other buildings and facilities with physical limitations or configurations that require or are permitted to have shared sleeping quarters or shared bathing facilities shall be made in accordance with the individual's gender identity.

2) Post-admission accommodations. A recipient, subrecipient, owner, operator, manager, or provider must take nondiscriminatory steps that may be necessary and appropriate to address privacy concerns raised by residents or occupants and, as needed, update its admissions, occupancy, and operating policies and procedures in accordance with paragraph (b) of this section.

E. **Strategies to implement the Equal Access to Housing Rule**

CoC and ESG funded programs must develop in writing, implement and document procedures to ensure implementation of the Equal Access Rule. Specific strategies or procedures may include but are not limited:

• Inclusive Policy Standards

Anti-discrimination policies and procedures that:

- Ensure placement and accommodation are made in accordance with an individual's gender identity.
- Ensure agency uses appropriate, inclusive language in communications, publications, trainings, personnel handbooks and other policy documents that affirms the agency's commitment to serving all eligible clients in adherence with the Equal Access Rule.
- Have an anti-harassment policy that includes transgender and non-gender conforming in the list of groups vulnerable to harassment and/or list of protected groups.
- Have a formal grievance process that is prompt, transparent and consistent in managing and resolving violations.
- Include confidentiality practices that keep's a client transgender status confidential, unless the client gives permission to share this information.
- Allows for clients to request a private space for intake and data collection.
- Outlines safety practices including respecting the client's evaluation of their own safety practice with regard to proposed housing options and accommodating reasonable clients request regarding safety.

• Communicating and Training on Policy:

Agencies must make the Equal Access Rule policies and procedures publicly available on the agencies' website and through other commonly used public notification processes. Agencies must ensure staff, volunteers and contractors are provided a copy of the Agency's policies and practices regarding Equal Access requirements and are regularly trained to comply with all anti-discrimination policies and procedures.

Section Fifteen: Fair Housing & Equal Opportunity-

Affirmative Marketing and Outreach

A. **Regulatory Citations**
- 24 § 578.93 (c)
- 24 § 578.103 (a) (14)
- 24 § 576.407 (b)
- 24 § 576.500 (S) (1)
- 24 CFR 5.105 (a)(2)
- CPD Notice-1701
- Executive Order 13166

B. **Background**
The CoC Program interim rule at 24 CFR 578.93(c) requires recipients of CoC Program funds to affirmatively further fair housing and market their housing and supportive services to eligible persons regardless of race, national origin, color, religion, sex, age, familial status, or disability who are least likely to apply in the absence of special outreach, and maintain records of those marketing activities according to 24 § 578.103 (a) (14). Housing assisted by HUD and made available through the CoC must also be made available to individuals and families without regard to actual or perceived sexual orientation, gender identity, or marital status in accordance with 24 CFR 5.105 (a)(2). Affirmative outreach requirements for the ESG program are located at 24 CFR § 576.407(b) and its record keeping requirements at 24 § 576.500 (S)(1).

C. **Definitions**
Affirmatively Furthering Fair Housing
"means taking meaningful actions, in addition to combating discrimination, that overcome patterns of segregation and foster inclusive communities free from barriers that restrict access to opportunity based on protected characteristics. Specifically, affirmatively furthering fair housing means taking meaningful actions that, taken together, address significant disparities in housing needs and in access to opportunity, replacing segregated living patterns with truly integrated and balanced living patterns, transforming racially and ethnically concentrated areas of poverty into areas of opportunity, and fostering and maintaining compliance with civil rights and fair housing laws. The duty to affirmatively further fair housing extends to all of a program participant's activities and programs relating to housing and urban development."

Meaningful Actions
"means significant actions that are designed and can be reasonably expected to achieve a material positive change that affirmatively furthers fair housing by, for example, increasing fair housing choice or decreasing disparities in access to opportunity."

D. **Specific Requirements for CoC Funded Programs**
- 24 § 578.93 (c) *Affirmatively furthering fair housing*. A recipient must implement its programs in a manner that affirmatively furthers fair housing, which means that the recipient must:

1) *Affirmatively market* their housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or disability who are least likely to apply in the absence of special outreach, and *maintain records* of those marketing activities;
2) Where a recipient encounters a condition or action that impedes fair housing choice for current or prospective program participants, provide such information to the jurisdiction that provided the certification of consistency with the Consolidated Plan; and
3) Provide program participants with information on rights and remedies available under applicable federal, State and local fair housing and civil rights laws.

- 24 § 578.103 (a) (14) *Recordkeeping requirements.* Recipients and subrecipients must maintain copies of their marketing, outreach, and other materials used to inform eligible persons of the program to document compliance with the requirements in § 578.93(c).

E. **Requirements for ESG Funded Programs**
- 24 § 576.407 (b) Affirmative outreach. The recipient or subrecipient must
  - Make known that use of the facilities, assistance, and services are available to all on a nondiscriminatory basis.
  - If it is unlikely that the procedures that the recipient or subrecipient intends to use to make known the availability of the facilities, assistance, and services will to reach persons of any particular race, color, religion, sex, age, national origin, familial status, or disability who may qualify for those facilities and services, the recipient or subrecipient must establish additional procedures that ensure that those persons are made aware of the facilities, assistance, and services.
  - Take appropriate steps to ensure effective communication with persons with disabilities including, but not limited to, adopting procedures that will make available to interested persons information concerning the location of assistance, services, and facilities that are accessible to persons with disabilities.
  - Consistent with Title VI and Executive Order 13166, recipients and subrecipients are also required to take reasonable steps to ensure meaningful access to programs and activities for limited English proficiency (LEP) persons.
- 24 § 576.500 (S)(1) Other Federal requirements. The recipient and its subrecipients must document their compliance with the Federal requirements in § 576.407, as applicable, including: (1) Records demonstrating compliance with the nondiscrimination and equal opportunity requirements under § 576.407(a), including data concerning race, ethnicity, disability status, sex, and family characteristics of persons and households who are applicants for, or program participants in, any program or activity funded in whole or in part with ESG funds and the affirmative outreach requirements in § 576.407(b).

F. **Requirements for *both* CoC and ESG Funded Programs**
24 CFR 5.105 (a)(2) - Equal access to HUD-assisted or insured housing. (i) Eligibility for HUD- assisted or insured housing. A determination of eligibility for housing that is assisted by HUD or subject to a mortgage insured by the Federal Housing Administration shall be made in accordance with the eligibility requirements provided for such program by HUD, and such housing shall be made available without regard to actual or perceived sexual orientation, gender identity, or marital status.

G. **Affirmative Outreach and Marketing strategies**
CoC and ESG funded programs must develop in writing, implement and document procedures used to market services to eligible persons regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, age, familial status, or disability who are least likely to apply in the absence of special outreach. Specific strategies or procedures may include but are not limited:

- **Partnerships** - creating partnerships or referral relationships with diverse community based agencies or non-profits to ensure all persons including persons regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, age, familial status, or disability status or limited English proficiency receive information about the offered services.
- **Access to persons with limited English proficiency.** To ensure meaningful access to persons with limited English proficiency programs should 1) translate documents advertising assistance, services, and contact information into other languages common in our community, including notices about participant's rights, grievance forms and other documents vital for program access and, 2) work with language services or pool of interpreters to assist persons who speak an alternate primary language other than English and need assistance communicating.
- **Inclusive Outreach** - ensuring that current methods of outreach, including street outreach are conducted on a regularly basis, and reach all potentially eligible households in our entire county geography, especially those least likely to apply for assistance and ensure efforts do not intentionally or unintentionally exclude protected groups & classes.
- **Using Data and Self-Assessment** – programs should 1) perform a self-assessment or survey a program's target population to determine its awareness of the program's services and assistance, 2) consistently evaluate a program's service data to ensure the program knows whether certain groups are under-represented, and 3) if data analysis reveals that certain groups are under-represented, determine the reasons causing the under-representation and take actions to address them.
- **Accessible documents** - making documents accessible by online tools used by persons with visual and hearing impairments, such as screen readers.
- **Client's Rights:** programs should provide program participants with information on rights and remedies available under applicable federal, State and local fair housing and civil rights laws.
- **Documentation:** all programs must 1) maintain records of actions taken to affirmatively market the program including copies of all marketing & outreach materials and written strategies and 2) maintain records to assess the results of those actions.

SECTION SIXTEEN: EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

Emergency Transfers

HOT CoC and CoC/ESG Providers are concerned about the safety of its Program Participants who receive rental assistance, and such concern extends to the Program Participants who have experienced domestic violence, dating violence, sexual assault, or stalking. In accordance with the Violence Against Women Act (VAWA),[1] CoC/ESG Providers allow Program Participants who have experienced domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the Program Participant's current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation.[2] The ability of the CoC/ESG Provider to honor such request for Program Participants currently receiving assistance, however, may depend upon a preliminary determination that the Program Participant is or has experienced domestic violence, dating violence, sexual assault, or stalking, and on whether the CoC/ESG Provider has another dwelling unit that is available and is safe to offer the Program Participant for temporary or more permanent occupancy.

This plan identifies Program Participants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to Program Participants on safety and security. This plan is based on a model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD), the Federal agency that oversees that Emergency Solutions Grants is in compliance with VAWA.

Eligibility for Emergency Transfers

A Program Participant who has experienced domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L is eligible for an emergency transfer, if: after review of pertinent information, determination is made that the Program Participant is subject to threat of imminent harm from further violence if the Program Participant remains within the same unit. If the Program Participant has experienced sexual assault, the Program Participant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.

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[1] Despite the name of this law, VAWA protection is available to all victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

[2] Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

A Program Participant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.

Program Participants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

Emergency Transfer Request Documentation

To request an emergency transfer, the Program Participant shall notify HP's management office and submit a written request for a transfer to the CoC/ESG Provider. CoC/ESG Provider will provide reasonable accommodations to this policy for individuals with disabilities. The Program Participant's written request for an emergency transfer should include either:

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

CoC/ESG Provider must keep records of all requests and outcomes of such requests.

Confidentiality

The CoC/ESG Provider will keep confidential any information that the Program Participant submits in requesting an emergency transfer, and information about the emergency transfer, unless the Program Participant gives CoC/ESG Provider written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the Program Participant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the Program Participant. See the Notice of Occupancy Rights under the Violence Against Women Act for all Program Participants for more information about HP's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

Emergency Transfer Timing and Availability

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

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

If CoC/ESG Provider assists through project-based rental assistance and if a Program Participant qualifies for an emergency transfer, but a safe unit is not immediately available for an internal emergency transfer, that Program Participant shall have priority over all other applicants for tenant-based rental assistance, utility assistance, and units for which project-based rental assistance is provided.

Safety and Security of Program Participants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the Program Participant is urged to take all reasonable precautions to be safe.

Program Participants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).

Program Participants who have been victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at https://ohl.rainn.org/online/.

Program Participants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at https://www.victimsofcrime.org/our-programs/stalking-resource-center.

Local Resource: Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking include Family Abuse Center, 800-283-8401.

For questions regarding VAWA, and/or if you need to move due to domestic violence, dating violence, sexual assault, or stalking please contact the Texas Department of Housing and Community Affairs at 512-475-3800 or 800-475-3800 (Relay Texas 800-735-2989) for assistance in locating other available housing (note, this is not a domestic violence hotline. Depending on your location, the Department may also have a listing of local service providers and advocates who can help you move to a safe and available unit. For more information regarding housing and other laws that may protect or provide additional options for survivors, call the Texas Council on Family Violence Policy Team at: 1-800-525-1978.

Domestic Violence, Sexual Assault and Stalking Resources

To speak with an advocate and receive confidential support, information and referrals regarding domestic violence 24 hours a day, every day, contact the National Domestic Violence Hotline at 1-800-799-7233 or, for persons with hearing impairments, 1-800-787-3224 (TTY). You may also visit the Texas Council on Family

Violence website for a listing or local domestic violence services providers: http://tcfv.org/service-directory/?wpbdp_view=all_listings.

For confidential support services and referral to a local sexual assault crisis center 24 hours a day, every day, contact RAINN: Rape, Abuse, & Incest National Network: Hotline: 1-800-656-HOPE. You may also visit the Texas Association Against Sexual Assault to find local crisis centers: http://taasa.org/crisis-center-locator/.

For information regarding stalking visit the National Center for Victims of Crime's Stalking Resource Center at https://www.victimsofcrime.org/our-programs/stalking-resource-center.

Victims of a variety of crimes my find referrals by contacting t the Victim Connect Resource Center, a project of the NCVC, through calling Victim Connect Helpline: 855-4-VICTIM (855-484-2846) or searching for local providers at http://victimconnect.org/get-help/connect-directory/.

Legal Resources

www.texaslawhelp.org

TexasLawHelp.org is a website that provides free, reliable legal information on a variety of topics such as; family law, consumer protection and debt relief, health and benefits, employment law, housing, wills and life planning, and immigration. The website offers interactive and downloadable legal forms, self-help tools and videos on legal issues, and can assist in locating local free legal services.

Texas Advocacy Project, A VOICE **1.888. 343.4414**

Advocates for Victims of Crime (A VOICE), a project of Texas Legal Services Center, provides free direct legal representation and referrals to victims of violent crime, and providing education about crime victim's rights and assistance with Crime Victims Compensation applications. Note: callers will most likely leave a message and their call will be returned by an attorney.

Legal Aid for Survivors of Sexual Assault (LASSA) **1-844-303-SAFE (7233)**

The LASSA Hotline is answered by attorneys seven days a week. The Hotline attorneys provide sexual assault survivors with legal information and advice about legal issues that may arise following a sexual assault including crime victim's rights, housing, and safety planning.

Family Violence Legal Line **800-374-HOPE**

Texas Advocacy Project. Offers the HOPE Line, Monday -Friday 9am-5pm, staffed by attorneys can help you with a variety of legal concerns related to domestic violence, sexual assault, and stalking.

HEART OF TEXAS HOMELESS COALITION

TX-604 Waco/McLennan County Continuum of Care Appendix

HEART OF TEXAS
HOMELESS COALITION
Advocacy, Assistance & Acknowledgment

TX-604 WACO/MCLENNAN COUNTY CONTINUUM OF CARE

APPENDIX A: HEART OF TEXAS HOMELESS COALITION BYLAWS

TX-604: WACO/MCLENNAN COUNTY CONTINUUM OF CARE
HEART OF TEXAS HOMELESS COALITION BYLAWS

The name of the Corporation shall be HEART OF TEXAS HOMELESS COALITION (herein referred to as the Coalition.) The principal office of the Coalition in the State of Texas shall be located in the City of Waco, County of McLennan. When incorporated the Coalition shall have and continuously maintain in the State of Texas a registered office and a registered agent whose office is identical with such registered office as required by the Texas Non-Profit Corporation Act. The registered office may be, but need not be; identical with the principal office of the Coalition in the State of Texas, and the address of the registered may be changed from time to time by the Board of Directors.

This corporation is formed for charitable and educational purposes relating to the promotion, support, development, and furtherance of rehabilitation services, resources and treatment programs for persons who are homeless in the Heart of Texas Region of the State of Texas, which includes McLennan, Falls, Bosque, Hill, Limestone, and Freestone counties. The services and programs of interest shall include, but not be limited to, housing, crisis intervention, psychosocial rehabilitation, case management, client advocacy, and family education and support. The vision of the corporation is there will be no gaps in available services to homeless individuals. The corporation is committed to developing a seamless continuum of care model that will provide all homeless individuals an opportunity to access needed services.

MISSION STATEMENT
To eliminate homelessness by fostering community awareness of the issues of homelessness and supporting a coordinated network of services for all homeless individuals in Bosque, Falls, Freestone, Hill, Limestone, and McLennan Counties.

VISION STATEMENT
A day when there are no gaps in available services to homeless individuals. The corporation is committed to developing a seamless continuum of care model that will provide all homeless individuals an opportunity to access needed services.

COALITION GOAL STATEMENT
Our goals include the following:
- Improve outreach to homeless persons.
- Increase community awareness of the problems of homelessness
- Work to eliminate duplication and improve collaboration between agencies serving the homeless
- Promote community support programs, include appropriate living arrangements linked with supportive social, vocational rehabilitation and employment programs.
- Identify gaps in services that prevent homeless persons from achieving self-sufficiency
- Develop a strategic plan to fill those gaps
- Press for quality institutional and non-institutional care and individualized treatment for the mentally ill homeless.

ARTICLE I – MEMBERSHIP

A. Membership shall include but not be limited to: homeless assistance providers, victim service providers, veteran service providers, faith based organizations, social service providers, state agencies, federal agencies, city agencies, non-profit agencies, businesses, public housing agencies, school districts, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, homeless individuals, and advocates of persons who are homeless.

B. Membership may be on an individual or agency basis. No more than two representatives from one agency will be eligible to vote at a general membership meeting.

C. Individual membership dues are $15 per year; $25 per year for nonprofit organizations and for profit entities. State agencies are exempt from paying dues. Individual employees are encouraged to register as individual; however, this will not affect voting privileges.

D. Membership dues must be current in order to be eligible to vote. Members in good standing shall be eligible to hold office and to vote, (but only in person) on all questions at general membership meetings. In order to be a voting representative an individual or agency must attend a minimum of seven meetings during a twelve month period.

E. Control of this corporation shall rest with the membership. Any action of the board of directors shall be subject to review by the membership on request of any member at the regular meeting. An action of the board of directors may be altered or rescinded by two-thirds vote of the membership present at a regular meeting.

F. Regular meetings of the membership shall be held each month unless the board of directors shall determine otherwise. In no event shall fewer than eight (8) such meetings be held in any one fiscal year. All meetings are open meetings regardless of status of dues.

G. The last membership meeting of the calendar year shall be designated as the Annual Meeting for the election of officers and members of the board of directors.

H. Special meetings of the members may be called by the Chairperson, the board of directors or upon written request to the Chairperson signed by five (5) or more members.

A. The fiscal year shall run from January 1, through December 31.

ARTICLE II – FINANCE

B. The board of directors shall by resolution authorize the execution of contracts and the delivery of any instrument in the name of and on behalf of the Coalition.

C. Checks, drafts, or orders for the payment of money, notes, or other evidences of indebtedness, issued in the name of the Coalition in excess of $500 shall be signed by any two (2) persons within the category of Chairperson, Vice Chairperson, Secretary or Treasurer.

D. All funds of the Coalition shall be deposited to the credit of the Coalition in such banks, trust companies, or other depositories as the board of directors may select.

E. The board of directors may accept, on behalf of the Coalition, any contribution, gift, bequest, or device for the general purpose of the Coalition. Similarly, the board of directors may make, on behalf of the Coalition, any contribution, gift, grant, or investment authorized by law or these Bylaws, provided such gift does not cause the Coalition to lose its tax exempt status.

ARTICLE III – MEMBERSHIP MEETINGS

A. Regular membership meetings will be held each month unless the board of directors shall determine otherwise. In no event shall there be fewer than eight (8) such meetings be held in any one fiscal year. All meetings are open meetings regardless of status of dues.

B. The membership meeting in January shall be designated as the Annual Meeting for the election of officers and members of the board of directors.

C. Special meetings of the membership may be called by the Chairperson, the board of directors or upon written request to the Chairperson signed by five (5) or more members.

ARTICLE IV – BOARD OF DIRECTORS

A. The affairs of the Corporation shall be governed by the board of directors composed of at minimum four elected members, the four officers of the Corporation, who are Chairperson, Vice Chair, Secretary and Treasurer, and the immediate past Chairperson of the Corporation. The total number of board members shall be at minimum 9 and at maximum 15.

B. The board of directors shall be composed of individuals representing a broad spectrum of the membership. Key subpopulations such as emergency shelter, transitional housing, veterans, permanent housing, victims of domestic violence, and "street homeless" should be represented. Every effort will be made to include at least one individual with the experience of homelessness on the board of directors.

C. The board of directors shall have the power and duty to establish policy, adopt budgets and other powers and duties necessary or appropriate for the administrative affairs of the Corporation. The directors may do all such acts as are not by law, Articles of Incorporation, or by-laws directed to be done by the entire membership.

ARTICLE V - DUTIES OF OFFICERS

A. The Chairperson shall preside at all meetings of the corporation and of the board of directors. The Chairperson shall appoint the chairpersons and members of all committees, with the approval of the board, and supervise directly or indirectly their work, except the nominating committee. The Chairperson shall act as the executive officer of the corporation and in general, perform the duties usually associated with the office of the Chairperson.

B. The Vice Chairperson shall succeed to the Chairperson in case of a vacancy in that office and shall perform the duties of the Chairperson in his/her absence or disability. The Vice Chairperson shall undertake such other responsibilities, as the Chairperson shall assign.

C. The Secretary shall handle the correspondence of the corporation and maintain records of the proceedings of all meetings of the membership and the board of directors. The Secretary shall be custodian of all records of the corporation.

D. The Treasurer shall handle all financial matters of the corporation. All financial records of the Coalition may be inspected by any member of the Board of Director or his/her agent or attorney for any proper purpose at any reasonable time.

Article VI – Elections

A. There shall be a nominating committee composed of three members, of which one shall be a past Chairperson, appointed by the president in November.

B. The nominating committee shall prepare a slate of candidates for election as officers and shall secure the consent of its nominees to serve if elected.

C. At the last membership meeting of the year, unless otherwise arranged, nominations shall be permitted from the floor. All nominees, whether nominated by the committee or from the floor, shall be members in good standing (dues current and attendance requirement met) who have given consent to the nomination.

D. The board of directors shall be elected by the membership and shall serve for two years. The Chairperson, and two members of the board of directors shall be elected to serve term(s) beginning in even numbered years; and the Vice Chairperson, Secretary/Treasurer and two members of the board of directors shall be elected to serve term(s) beginning in odd numbered years.

E. Any vacancy, for whatever reason, of a board member shall be replaced by an appointment made by the Chairperson within thirty (30) days from the date of vacancy.

F. A majority of the board present shall constitute a quorum.

G. The board of directors shall meet at least twice a year at a time the board selects. Special meetings may be called by the Chairperson or by at least three board members after proper notification of all members.

H. The affirmative vote of a majority of the board of directors present and voting except where otherwise required by law, Articles of Incorporation, or by-laws; shall decide any issues brought before such meeting.

ARTICLE VII – TERMS OF OFFICE

A. The regular term of the office of the officers of the corporation shall be for two years continuing until the election of their successors.

B. The immediate past Chairperson shall serve as an ex-officio member of the board of directors.

C. The board of directors may replace any director or officer who has failed to attend three (3) successive meetings of the board if such absence is declared by the board to create a vacancy upon reasonable notice to the director or officer prior to such declaration.

ARTICLE VIII – CONFLICT OF INTEREST

I. Purpose

The purpose of the conflict of interest policy is to establish guidelines when contemplating entering into a transaction or arrangement. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

II. Procedures

An officer, member, or member of a committee with governing board delegated powers must disclose the existence of possible direct or indirect financial or material gain to the governing board or committee with governing board delegated powers.

After disclosure, he/she may choose to voluntarily relinquish voting rights or abstain from serving on a committee relevant to the transaction or arrangement. If further determination is warranted, he/she shall leave the governing board or committee meeting while determination of a possible conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.

If a conflict of interest exists, the individual with the association will be required to abstain from voting or serving on a committee with governing board delegated powers.

After exercising due diligence, the governing board or committee shall determine whether the organization can obtain, with reasonable efforts, a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.

If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by majority vote of the disinterested directors whether the transaction or arrangement is in the organization's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination, it shall make its decision as to whether to enter into the transaction or arrangement.

If the governing board or committee has reasonable cause to believe an officer or committee member has failed to disclose actual or possible conflicts of interest, it shall inform the individual of the basis for

such belief and afford the individual an opportunity to explain the alleged failure to disclose. If, after hearing the individual's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action which could include ensuring the individual with the association abstains from voting or serving on a committee with governing board delegated powers up to dismissal of the individual from board membership.

ARTICLE IX – DISSOLUTION POLICY

Upon the dissolution of the Coalition, assets shall be distributed for one or more exempt purposes within the meaning of section 501(c)(3) of the Internal Revenue Code, or the corresponding section of any future federal tax code, or shall be distributed to the federal government, or to a state or local government, for a public purpose. Any such assets not so disposed of shall be disposed of by a Court of Competent Jurisdiction of the county in which the principal office of the corporation is then located, exclusively for such purposes or to such organization or organizations, as said Court shall determine, which are organized and operated exclusively for such purposes.

HEART OF TEXAS
HOMELESS COALITION
Advocacy, Assistance & Acknowledgment

TX-604 WACO/MCLENNAN COUNTY CONTINUUM OF CARE
APPENDIX B: CODE OF CONDUCT, CONFLICT OF INTEREST, AND RECUSAL POLICIES AND FORM

TX-604 WACO/MCLENNAN COUNTY CONTINUUM OF CARE
CODE OF CONDUCT, CONFLICT OF INTEREST, AND RECUSAL POLICIES

SECTION 1 – PURPOSE

The purpose of the Code of Conduct, Conflict of Interest, and Recusal Policies is to maintain high ethical standards and establish procedures which guide the recusal process and administrative or disciplinary actions for violations. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

SECTION II – PROCEDURES

CONFLICT OF INTEREST

An officer, member, member of a committee, agent or hired staff, including staff hired through MOU or Pass Through Agreement, with governing board delegated powers must disclose the existence of possible direct or indirect financial, or material gain to the governing board or committee with governing board delegated powers. This includes real or apparent conflicts of interest that may arise among officers, employees or agents, or any member of his or her immediate family, his or her partner or an organization that employs any of the indicated parties. This includes organizational conflicts of interest.

After disclosure, he/she may choose to voluntarily relinquish voting rights or abstain from serving on a committee relevant to the award of grants, provision of financial benefits, transaction or arrangement. If further determination is warranted, he/she shall leave the governing board or committee meeting while determination of a possible conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists. If a conflict of interest exists, the individual with the association will be required to abstain from voting or serving on a committee with governing board delegated powers.

If the governing board or committee has reasonable cause to believe an officer or committee member has failed to disclose actual or possible conflicts of interest, it shall inform the individual of the basis for such belief and afford the individual an opportunity to explain the alleged failure to disclose. If, after hearing the individual's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action which could include ensuring the individual with the association abstains from voting or serving on a committee with governing board delegated powers up to dismissal of the individual from board or committee membership.

ACCEPTANCE OF GIFTS OR FAVORS

An officer, member, member of a committee, agent or employee, including staff hired through MOU or Pass Through Agreement, may neither solicit nor accept gifts or gratuities, favors or anything in excess of minimum value from potential grant awardees, contractors, or parties to sub agreements where the receipt would either compromise impartial performance or give the appearance of compromising impartial performance.

If the governing board or committee has reasonable cause to believe an officer, committee member, agent or employee has violated this policy, it shall inform the individual of the basis for such belief and afford the individual an opportunity to explain the alleged violation. If, after hearing the individual's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has violated policy, it shall take appropriate disciplinary and corrective action which could include dismissal of the individual from board or committee membership.

FRAUD INTOLERANCE

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. 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.

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 TX-604 HOTHC Board. 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) misuse of Continuum of Care funds; or (e) represent a conflict of interest. Reported incidences will be investigated as expeditiously as possible by the Governance Committee and/or Governance Committee Co-Chair members as appropriate. When an investigation confirms that fraud or an illegal act(s) has occurred, appropriate corrective action will be taken.

The Code of Conduct, Conflict of Interest and Recusal Policies form will be signed annually by HOTHC Board members, and committee and sub-committee members with board delegated decision-making responsibilities.

I attest the Code of Conduct, Conflict of Interest and Recusal Policies were revised and adopted on 6/7/18 by the TX-604 HOTHC Board.

Melinda Bonds

Melinda Bonds, Chairman
Heart of Texas Homeless Coalition
Melinda.Bonds@hotrmhmr.org
P. O. Box 23025, Waco, TX 7670
254-752-3451

TX-604 WACO/MCLENNAN COUNTY CONTINUUM OF CARE
CODE OF CONDUCT, CONFLICT OF INTEREST, AND RECUSAL POLICIES FORM

PURPOSE

The purpose of the Code of Conduct, Conflict of Interest, and Recusal Policies is to maintain high ethical standards and establish procedures which guide the recusal process and administrative or disciplinary actions for violations. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

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Reported incidences will be investigated as expeditiously as possible by the Governance Committee and/or Governance Committee Co-Chair members as appropriate. When an investigation confirms that fraud or an illegal act(s) has occurred, appropriate corrective action will be taken.

I accept the terms of this Code of Conduct, Conflict of Interest and Recusal Policies and understand that failure to comply with it may result in dismissal from the Board and appropriate legal action.

_____   _____

Signature   Date

HEART OF TEXAS HOMELESS MANAGEMENT INFORMATION SYSTEM

Policies and Standard Operating Procedures

CONTENTS

SUMMARY OF POLICIES AND PROCEDURES FOR USERS

Policy	Procedure	Section Reference for Description
User Licenses: All users must sign a User Confidentiality Agreement before accessing the HoT HMIS.	The Agency Administrator must give each user a copy of the HoT HMIS Policies & Standard Operating Procedures and ensure that the user has been properly trained in both the Policies & Standard Operating Procedures and the HoT HMIS software before a user is granted access to the system. A signed copy of the user agreement is to be kept on file at the office of the HoT HMIS Administrator. The Agency Administrator is required to revoke the user license and access of any user upon termination of employment and immediately notify HoT HMIS Administrator.	User access Levels Section A.4 Ethical Use of Data User Agreements Section A.9 User Licenses Section B.2
Communication: Users are responsible for communicating any and all problems or concerns about the HoT HMIS to his/her Agency Administrator.	It is required that each agency designate a staff person to act as the Agency Administrator. The Agency Administrator, who receives special training, should receive questions from his/her users. When a question cannot be answered by the Agency Administrator or if the Agency Administrator is unavailable, he/she may call upon the HMIS Administrator.	Communication Sections A.5 and A.6
Data Sharing: HoT HMIS is operated under an open data sharing system.	HoT HMIS operates as an open system; electronic data sharing between agencies is permitted and encouraged. Therefore, a Release of Information (ROI) is required for each client entered into the system. Users that are found to be inappropriately accessing and/or sharing client records will have their	Data Sharing Section A.8 Profile Information Section C.4

	access to the HoT HMIS immediately terminated.	
Client Rights, Consent, and Ethical Use of Data: Each agency and user must abide by the terms of the agency privacy policy and the HoT HMIS Policy & Standard Operating Procedures.	Personal information collected about the persons served within programs should be protected at all times. Misuse of this data can result in the termination of access to the HoT HMIS and/or personnel action by the agency or client. Each agency must have a privacy posting at the point of intake for review by clients. The HoT HMIS also requires the client to read and sign the ROI. Client refusal to provide information or otherwise participate in HMIS shall not be reason to deny eligibility or services.	Ethical Use of Data Client Rights and Consent Sections A.9 and A.11 Client Consent Section D.2 (Attachment C)
Data Removal, Review and Grievances: A client may request to see their HMIS data or may request that personally identifying information be removed from the HMIS.	Clients may follow the Agency's Grievance policy on issues related to HMIS. Grievances related to HMIS that cannot be addressed at the agency level may be escalated in writing to the HoT HMIS Committee or HoT Homeless Coalition. In response to a legitimate request from a client to remove his/her personally identifying information from the HMIS, the agency should remove such data from the client record within 72 hours. A record of these transactions must be kept by the Agency Administrator. In response to requests to view his/her data in the HMIS, the agency administrator or case manager must provide a copy of the requested data within a reasonable time frame to the client. Requests for changes to client information are considered on a case by case basis.	Client Grievances Section A.13 Data Retrieval, Client Section D.11

Security and User Access: Each user is provided with a unique user name and password.	Sharing of user names and passwords is prohibited in the HoT HMIS. Sharing of user name and/or passwords is considered a serious breach of the user agreement and could result in sanctions and/or appropriate personnel action.	Security Section B.1 (Attachment B)
Security and Data Retrieval: Agencies must protect identified data that is downloaded or retrieved from the HMIS onto local computers and/or networks.	Once identified data has been retrieved from the HMIS and saved to a PC, network or disk, the data must be kept secure through encryption and/or password protection. Storing identified data on floppy disks, CDs, flash drives or unprotected laptops is not recommended unless proper security precautions have been taken. Unencrypted or unprotected data from the HMIS may not be sent via email.	Extracted Data Section B.5
Security Requirements for Agencies: Because the HoT HMIS is accessed over the internet and contains personal data that must be protected, each agency is required to follow a minimum set of guidelines to ensure security of the entire system.	Each agency must have appropriate protections in place on the network and/or stand-alone PC that accesses the HoT HMIS.	Data Access Computer Requirements Section B.6
Training: User training on a variety of HMIS topics is offered on a quarterly basis.	Although initial user training is to be conducted by the HMIS Administrator, a schedule of user training sessions on a quarterly basis in a classroom style setting is offered. Contact the HoT HMIS Administrator for the schedule of trainings available.	Training: Section C.5

Data Collection and Data Quality: Each program is required to collect a series of data elements depending on the type of program it operates. The HoT data elements are based on HUD's Data and Technical Standards. Data entry must meet the data quality thresholds to be considered complete.	Each program must have all the required data elements in the HoT HMIS weekly. Data entry for the previous week must be completed on the following Monday. Data quality and integrity is expected of all HMIS users. The HMIS Administrator may perform data quality reviews and require corrective action if data quality does not meet required standards. HUD-funded programs are required to submit an HMIS- generated APR every quarter.	Required Data Collection: Section D.1. (Attachment E) https://www.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf
Program-specific HMIS Manuals		PATH Program HMIS Manual: https://www.hudexchange.info/resources/documents/PATH-Program-HMIS-Manual.pdf CoC Program HMIS Manual: https://www.hudexchange.info/resources/documents/CoC-Program-HMIS-Manual.pdf ESG Program HMIS Manual: https://www.hudexchange.info/resources/documents/ESG-Program-HMIS-Manual.pdf RHY Program HMIS Manual: https://www.hudexchange.info/resources/documents/RHY-Program-HMIS-Manual.pdf HOPWA Program HMIS Manual: https://www.hudexchange.info/resources/documents/HOPWA-Program-HMIS-Manual.pdf VA Programs HMIS Manual: https://www.hudexchange.info/resources/documents/VA-Programs-HMIS-Manual.pdf

Policies and Standard Operating Procedures Introduction

This document details the policies, procedures, guidelines, and standards that govern the operations of the Heart of Texas Homeless Management Information System (HoT HMIS). It outlines the roles and responsibilities of all agencies and persons with access to HoT HMIS data, and it contains important and useful information about the ways in which HoT HMIS data is secured and protected. All Providers using the HoT HMIS should read this document in full and train every end user within its agency and programs to understand its contents as necessary. Attachment B is a user license agreement, which includes a statement that the user has read and understands these operating procedures.

INTRODUCTION

The Heart of Texas Homeless Coalition (HoTHC) is a non-profit organization whose vision is stated as: "There will be no gaps in available services to homeless or otherwise qualifying individuals." The Coalition is committed to developing a seamless Continuum of Care model that will provide all homeless individuals an opportunity to access needed services. The City of Waco is the entity that provides HMIS support to the Heart of Texas Homeless Coalition and homeless provider agencies. The HoTHC and the City of Waco have established a Memorandum of Understanding (MOU) to provide and manage the HMIS for the HoT. The HoTHC and the HMIS Administrator in conjunction with the local Continuum of Care (CoC) strive to meet or exceed HUD standards in data accuracy.

HUD requires unduplicated statistical demographic reports on the numbers and characteristics of clients served as well as on program outcomes. In order to address the reporting requirements mandated by HUD, the HoT has implemented an electronic management information system that will provide the necessary demographic information and reports. This system is called the Heart of Texas Homeless Management Information System (HoT HMIS). Mediware Information Systems, Inc. is the vendor of the web-based software known as *ServicePoint,* which was selected in 2001 as part of a competitive process. The HMIS Administrator provides training and technical assistance to users of the HoT HMIS. All Providers funded by the City of Waco's Community Development Block Grant (CDBG) or that receive certain HUD grants are required to participate in the HoT HMIS. The only exception being domestic violence shelters which are prohibited by law from HMIS participation.

Providers participating in the HoT HMIS are required to collect and record certain data elements for all new and continuing clients in the HMIS weekly. Data entry should be completed weekly. All records should be up to date every Monday for clients served during the prior week. All Providers using the HoT HMIS are also required to comply with HUD's *HMIS Data and Technical Standards* (see Attachment E for an UDE overview and access to a full copy of HUD's Standards).

Maintaining confidential client records in a secure environment to ensure that the information is not misused or accessed by unauthorized people is of the utmost importance. The following Policies and Standard Operating Procedures have been developed to establish standards for the collection, storage and dissemination of confidential information by the users of the HoT HMIS. The HoT HMIS is an open system which does allow for sharing of electronic data between agencies. Programs can share information entered into the HoT HMIS. The HMIS Administrator is the only entity able to access all the client-level information,

including personal identifiers, contained in the HoT HMIS. Acceptable uses and disclosures of the data are outlined in this manual. For example, City of Waco may disclose data that is required under a court order issued by a judge, to protect the health and safety of those being served in its programs, and could use de-identified data for research and analysis purposes. Neither the City of Waco nor HUD requires client-level information from the HoT HMIS for the programs it funds. Thus only de-identified and/or aggregate-level data is shared with HUD.

HoT HMIS GOALS

The goals of the HoT HMIS are to support and improve the delivery of homeless services in the Heart of Texas. Inclusive in these goals is the improvement of the knowledge base about homelessness that contributes to an enlightened and effective public response to homelessness. The HoT HMIS is a tool that facilitates the following:

- Improvements in service delivery for clients as case managers assess the client's needs, inform the client about available services on site or through referral, help the client find and keep permanent housing, and improve service coordination when information is shared between programs and among agencies that are serving the same client
- A confidential and secure environment that protects the collection and use of all client data including personal identifiers
- The automatic generation of standard reports required by HUD, including participation in the national Annual Homelessness Assessment Report (AHAR)
- Generation of system-level data and analysis of resources, service delivery needs and program outcomes for the HoT homeless population
- A data collection and management tool for Partners to administer and supervise their programs

All users are required to recognize the need to maintain each client's confidentiality, and will treat the personal data contained within the HoT HMIS with respect and care. As the guardians entrusted with this personal data, each user has both an ethical and a legal obligation to ensure that data is collected, accessed and used appropriately. Of primary concern are issues of security and the policies governing the release of this information to the public, government, and funders. Meeting the needs of homeless persons served by HoT HMIS and its Providers is the underlying and most basic reason for having the HoT HMIS, and employing it for continued improvements in program quality.

DEFINITIONS

Many of the terms used in this Policies and Standard Operating Procedures Handbook may be new to many users. Definitions of some of these terms are as follows:

Agency Administrator
The person responsible for system administration at the agency level and for notifying the HMIS Administrator of needed changes.

Authentication
The process of identifying a user in order to grant access to a system or resource; usually based on a username and password.

City of Waco (lead agency)
The entity that provides Homeless Management Information Systems (HMIS) support to the Heart of Texas Homeless Coalition and homeless provider agencies.

Client
Any recipient of services offered by a Provider or Partner.

Client-level Data
Data collected or maintained about a specific person, this type of data can be de-identified for purposes of data analysis, which means that personally identifying information is removed from the record.

Continuum of Care (CoC)
Governing entity to oversee the implementation of HMIS.

Database
An electronic system for organizing data, usually organized by fields and records, so it can easily be searched and retrieved.

De-identified Data
Data that has been stripped of personally identifying information.

Encryption
Translation of data from plain text to a coded format, only those with the "key" have the ability to correctly read the data; encryption is used to protect data as it moves over the internet and at the database level through the use of special software.

Firewall
A method of controlling access to a private network to provide security of data; firewalls can use software, hardware, or a combination of both to control access.

Heart of Texas Homeless Coalition (HOTHC)
Heart of Texas Homeless Coalition is the Collaborative Applicant for the TX-604 Waco/McLennan County Continuum of Care.

Heart of Texas Homeless Management Information System (HoT HMIS)
The specific HMIS utilized in the Heart of Texas, currently the HoT HMIS uses software produced by Mediware Information Systems, Inc. called *ServicePoint.*

Homeless Management Information System (HMIS)
Homeless Management Information System; this is a generic term for any system used to manage data about homelessness and housing.

HoT HMIS Administrator
The job title of the person who provides technical support and training to HMIS users, this person has the

highest level of user access in *ServicePoint* and has full access to all user and administrative functions.

HUD HMIS Data and Technical Standards
The HUD HMIS Data and Technical Standards were updated and made effective on October 1, 2017. These standards can be viewed at https://www.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf.

Identifying Information
Information that is unique to an individual and that may be used to identify a specific person; examples of identifying information are name and social security number.

Mediware Information Systems, Inc.
Aka Mediware, the company that wrote the software used for the HoT HMIS; Mediware Information Systems, Inc. also houses and maintains the server that holds our HMIS database.

Module
The ServicePoint software has several sections that focus on different types of functions related to HMIS, these sections, known as "modules," include ClientPoint (for entering client data & services), ResourcePoint (for looking up homeless services), and ShelterPoint (for checking clients in and out of beds).

Partner
Any agency, organization or group who has an HMIS Agency Agreement and/or contract with HoT HMIS and that is allowed access to the HoT HMIS database, these Agencies connect independently to the database via the Internet.

Provider
Any organization under contract with HoT HMIS to provide outreach, shelter, housing, employment and/or social services to homeless people.

Release of Information (ROI)
A Release of Information indicates that a *ServicePoint* client has given their permission for your provider/organization/program to share their information with other providers outside of your agency.

Server
A computer on a network that manages resources for use by other computers in the network; for example, a file server stores files that other computers (with appropriate permissions) can access, one file server can "serve" many files to many client computers, a database server stores a data file and performs database queries for client computers.

ServicePoint
A web-based software package developed by Mediware Information Systems, Inc. which tracks data about people in housing crisis in order to determine individual needs and provide aggregate data for reporting and planning.

User
An individual who uses a particular software package; in the case of the HoT HMIS, the *ServicePoint* software

User License
An agreement with a software company that allows an individual to use the product, in the case of ServicePoint, user licenses are agreements between the City of Waco and Mediware Information Systems, Inc. that govern individual connections to the HoT HMIS, user licenses cannot be shared.

A. Organization and Management of the HoT HMIS

A.1. PROJECT MANAGEMENT

Policy

The City of Waco is responsible for project management and coordination of the HoT HMIS. The City of Waco employs the HoT HMIS Administrator who is responsible for all system-wide policies, procedures, communication, performance measurement reporting and coordination. The HMIS Administrator is the primary contact with Mediware Information Systems, Inc. and works with Mediware to implement any necessary or desired system-wide changes and updates. In this role as HMIS Administrator, the City of Waco endeavors to provide a uniform HoT HMIS that yields the most consistent data for client management, agency reporting and service planning.

Procedure

All concerns relating to the policies and procedures of the HMIS should be addressed with the HMIS Administrator, the CoC and/or the HoTHC.

A.2. SYSTEM ADMINISTRATION

Policy

The City of Waco employs the HMIS Administrator whose primary responsibility is the coordination and administration of the HoT HMIS.

Procedure

The HoT HMIS Administrator manages day-to-day operations of the HoT HMIS and is governed by a confidentially agreement that allows access to client level data. All system-wide questions and issues should be directed to the HoT HMIS Administrator.

These operations include:

- Release of Information (ROI) for HMIS client data sharing
- Memorandum of Understanding (MOU) between City of Waco and Participating Agencies
- Data Quality Assurance Plan for Participating Agencies in HMIS
- License and support fees charged to Participating Agencies
- Reviews Technical Data Standards as published by HUD
- Organizing training and technical assistance to participating agencies on all HMIS policies and procedures related to authorizing access to the system, including agency setup, questions from users, network questions and system functionality questions;
- Overseeing system administration with concentration on internal and external security protocols;
- Monitoring access to the web based application through automated queries and software application protocols;
- Provide periodic reports from Mediware on data security and test results;
- Coordinating assistance with data analysis, findings, and report writing;
- Coordinating implementation of software enhancements; and

- Conducting training and supervising system administration functions in a way that respects the dignity of the people whose data is being collected.

HUD reports that are reviewed by the body would include:

- Point-In-Time (PIT)
- Housing Inventory Chart (HIC)
- Annual Homeless Assessment Report (AHAR)
- System Performance Report (Sys PM)

A.3. PARTICIPATING AGENCY

Policy

Each Partner must designate a staff member to be the HMIS Agency Administrator who is responsible on a day-to-day basis for enforcing the data and office security requirements under these Policies and Standard Operating Procedures.

Procedure

The Executive Director of the Partner Agency must identify an appropriate Agency Administrator and provide that person's name and contact information to the HoT HMIS Administrator. Changes to that information over time should be reported immediately to the HoT HMIS Administrator. The HoT HMIS Administrator is responsible for maintaining a current list of Agency Administrators.

Agency Administrators are responsible for the following:

- Attends required Agency Administrator training. Must have an email address and be a licensed user
- Are responsible for the removal of licensed users from the HMIS immediately upon their employee's termination from agency, placement on disciplinary probation, or upon any change in duties not necessitating access to HMIS information, or inform the HoT HMIS Administrator immediately of the change in status.
- Is responsible for all activity associated with agency staff access and use of the HMIS data system
- Provides agency HMIS Users support and clarification on system functionality. Ensures that all authorized persons complete all required steps before obtaining access to the system and adhere to the responsibilities of an HMIS User as outlined in the Policies and Procedures Manual.
- Has access to all client data, user data and agency administration information for the Partner; thus is responsible for the quality and accuracy of this data.
- Ensures the stability of the agency connection to the Internet and *ServicePoint*, either directly or in communication with other technical professionals.
- Provides support for the generation of agency reports.
- Monitors and enforces compliance with standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level.
- Reports system problems and data-related inconsistencies to HMIS System Administrator.

The Agency also oversees the implementation of data security policies and standards and will:
- Assume responsibility for integrity and protection of client-level data entered into the HMIS system;

- Ensure organizational adherence to the HMIS Policies and Procedures;
- Communicate control and protection requirements to agency custodians and users;
- Authorize data access to agency staff and assign responsibility for custody of the data;
- Ensure that data is collected in a way that respects the dignity of the participants;
- Ensure that all data collected must be relevant to the purpose for which it is used, that the data is entered accurately and on time; and
- Provide prompt and timely communications of data, changes in license assignments, and user accounts and software to the HMIS Administrator.

A.4. AGENCY ADMINISTRATOR

Policy

Every Participating Agency must designate one person to be the Agency Administrator /who holds responsibility for the coordination of the system software at the agency.

Procedure

The Agency Administrator/Data Security Officer will be responsible for duties including:

- Editing and updating agency information;
- Ensuring that access to the HMIS is requested for authorized staff members only after they have: received training; for all user levels; satisfactorily demonstrated proficiency in use of the software; and demonstrated an understanding of the HMIS Policies and Procedures and agency policies;
- Granting technical access to the software system for persons authorized by the Agency's leadership by requesting the system administrator to create passwords needed to enter the system;
- Designating each individual's level of access;
- Ensuring new staff persons are trained on the uses of the HMIS software system, including review of the Policies and Procedures in this document and any agency policies which impact the security and integrity of client information;
- Notifying all users in their agency of interruptions in service;
- Serving as point-person in communicating with the HMIS Administrator;
- Facilitating timely reporting from the Agency;
- Working cooperatively with HMIS technical staff and consultants.

The Agency Administrator/Data Security Officer is also responsible for implementation of data security policy and standards, including:
- Administering agency-specified business and data protection controls;
- Administering and monitoring access control;
- Providing assistance in and/or coordinating the recovery of data, when necessary; and
- Detecting and responding to violations of the Policies and Procedures or agency procedures.
- Maintaining records of background checks for all persons who have been given access to the HMIS in accordance with Texas Administrative Code. (see appendix)

HMIS staff will coordinate training and technical assistance for Agency Administrator.

A.5. USER ACCESS LEVELS

Policy

All HoT HMIS Users will have a level of access to HMIS data that is appropriate to the duties of their position so that information is recorded and accessed on a "need to know" basis. All users should have the level of access that allows efficient job performance without compromising the security of the HoT HMIS or the integrity of client information.

Procedure

Each Agency Administrator (and/or its Executive Director) will identify the level of access each licensed user will have to the HMIS database.

Responsibilities:

- The HMIS Administrator agrees to authorize use of the HMIS only to users who have received appropriate training, and who need access to the system for technical administration of the system, report writing, data analysis and report generation, back-up administration or other essential activity associated with carrying out HMIS responsibilities.
- The Participating Agency agrees to authorize use of the HMIS only to users who need access to the system for data entry, editing of client records, viewing of client records, report writing, administration or other essential activity associated with carrying out participating agency responsibilities.

Users are any persons who use the HMIS software for data processing services. They must be aware of the data's sensitivity and take appropriate measures to prevent unauthorized disclosure. Users are responsible for protecting institutional information to which they have access and for reporting security violations. Users must comply with the data security policy and standards as described and stated by the Agency. Users are accountable for their actions and for any actions undertaken with their usernames and passwords. Users must advise the Agency Administrator (or HMIS Administrator) if their passwords are compromised.

Contractors, volunteers, interns and others who function as staff, whether paid or not, are bound by the same User responsibilities and rules set forth in this manual.

User Levels: There are several levels of access to *ServicePoint*. These levels should be reflective of the access a user has to client level paper records and should be determined by a staff person's position in the organization, their direct interaction with clients and their data entry responsibilities.

ServicePoint access levels are described in the following table:

SERVICEPOINT ACCESS LEVELS											
	Resource Specialist 1	Resource Specialist 2	Resource Specialist 3	Volunteer	Agency Staff	Case Managers 1 & 2	Agency Admins	Executive Directors	System Operators	System Admins 1	System Admins 2
ClientPoint											
Profiles				X	X	X	X	X		X	X
Assessments						X	X	X		X	X
Case Notes						X	X	X		X	X
Case Plans						X	X	X		X	X
Service Records				X	X	X	X	X		X	X
ServicePoint											
Referrals				X	X	X	X	X		X	X
Services Provided					X	X	X	X		X	X
ResourcePoint	X	X	X	X	X	X	X	X	X	X	X
ShelterPoint				X	X	X	X	X		X	X
Reports											
Audit Reports											
Client/Service Information							X	X		X	X
User Information			X				X	X		X	X
Client/Service Access Information											
Provider Reports											
Client Served Report						X	X	X		X	&
Daily Bed Report			X			x	X	X		X	X
Entry/Exit Report						X	X	X		X	&
Exhibit 1 Report											&
HUD 40118 APR						X	X	X		X	&
PATH Report						X	X	X		X	&
Outstanding Referral Report			X			X	X	X		X	X
Service Transaction Report						X	X	X		X	X
Needs Report						X	X	X		X	&
ReportWriter						X	X	X		X	X
Administration											
Add/Edit Users							X	X	X	X	X
Reset Passwords							X	X	X	X	X

	Resource Specialist 1	Resource Specialist 2	Resource Specialist 3	Volunteer	Agency Staff	Case Managers 1 & 2	Agency Admins	Executive Directors	System Operators	System Admins 1	System Admins 2
Add Provider			X						X	X	X
Agency News		X	X		X	X	X	X	X	X	X
System News			X						X	X	X
Provider Groups											
Picklist Data									X	X	X
Licenses									X	X	X
Assessment Admin									X	X	X
Shadow Mode											X
System Preferences											X

X - Users have access to this section of ServicePoint
O - Users can neither delete the Provider they belong to, nor any of their Parent Providers.
- Users cannot edit their Parent Provider, they may edit their own Provider or their Child Providers only.
+ - Users can run the report for Provider Groups.

A.6. TRAINING SCHEDULE

HMIS staff will coordinate ongoing training schedules for Systems Administrators, Agency Administrators and End Users. Training will occur on a regular basis. The schedule of trainings will be published by HOTHC/HMIS Staff.

Training schedule

Ethics and Compliance Training:
- Mandatory
- Review of Ethics
- Review of Compliance around Privacy and HIPAA laws and regulations

New User Training - Introduction to the HMIS System (End User Training):
- Introduction to the HMIS Project
- Review of applicable policies and procedures each year
- Logging on to the HMIS System
- Entering client information including Universal Data Elements, Program specific elements, demographics, Entry/Exits, and service transactions

Job Function Training:
- Intake Worker
- Resource Specialist
- Activity Specialist
- Case Manager
- Program Manager
- Executive Director

Agency Administrator Training:
- Six hours mandatory
- Review of agency roles and responsibilities
- Review of security policies and procedures
- Overview of system administrative functions
- Entering and updating information pertaining to the participating agency
- Review of HMIS technical infrastructure
- Reporting

Annual recertification of training required based on job/administration function.

A.7. COMMUNICATION WITH PARTNERS

Policy

The HoT HMIS Administrator is responsible for relevant and timely communication with each agency regarding the HoT HMIS. The HoT HMIS Administrator will communicate system-wide changes and other relevant information to Agencies as needed. He/she will also maintain a high level of availability to Partners. Good

communication is essential to the proper functionality of any system, electronic or otherwise. Providing a single point of communication simplifies and speeds communications within the HoT HMIS. The HoT HMIS Administrator will also develop and maintain a listserv to facilitate communication with agency administrators.

Procedure

General communications from the HoT HMIS Administrator will be directed towards the Agency Administrator. Specific communications will be addressed to the person or people involved. The HoT HMIS Administrator will be available via email, phone, and mail. The message board (NewsFlash) function in ServicePoint will also be used to distribute HMIS information. While specific problem resolution may take longer, the HoT HMIS Administrator will strive to respond to Partner questions and issues within three business days of receipt. In the event of planned unavailability, the HoT HMIS Administrator will notify Partners in advance and designate a backup contact.

Information affecting all users will be directed to the Agency Administrators. Agency Administrators are responsible for distributing that information to any additional people at their agency who may need to receive it, including, but not limited to, Executive Directors, client intake workers, and data entry staff. Agency Administrators are responsible for communication with all of their agency's users. If an Agency is needing help there the agency will need to submit a HMIS Help Desk Ticket that will be address by HMIS administrator within 72 hours. If received on a weekend or Holiday the 72 hours will begin on the next regular business work day.

A.8. COMMUNICATION WITH HoT HMIS ADMINISTRATOR

Policy

Partner Agencies are responsible for communicating needs and questions regarding the HoT HMIS directly to the HoT HMIS Administrator. In order to foster clarity both for HoT HMIS users and for Mediware Information Systems, Inc. ALL communications with Mediware regarding the HoT HMIS must go through the HoT HMIS Administrator. The City of Waco holds the contract with Mediware, and is therefore responsible for acting as the primary contact for the HoT HMIS. Designated points of communication within Partners and within the City of Waco to simplify and speed communications about the HoT HMIS.

Procedure

Users at Partner Agencies will communicate needs, issues and questions to the Agency Administrator. If the Agency Administrator is unable to resolve the issue, the Agency Administrator will contact the HoT HMIS Administrator via email, phone or mail. The HoT HMIS Administrator will attempt to respond to Partner needs within three business days of the first contact. If the HoT HMIS Administrator cannot resolve the issue, he/she may contact Mediware Information Systems, Inc. for technical assistance.

A.9. SYSTEM AVAILABILITY

Policy

The City of Waco and Mediware Information Systems, Inc. will provide a highly available database server and will inform users in advance of any planned interruption in service. A highly available database affords agencies the opportunity to plan data entry, management, and reporting according to their own internal schedules. Availability is the key element in maintaining an HMIS that is a useful tool for Partners to use in managing programs and services.

Procedure

No computer system achieves 100% uptime. Downtime may be experienced for routine maintenance, in the event of a disaster or due to systems failures beyond the control of Mediware Information Systems, Inc. or the City of Waco. In the event of disaster or routine planned server downtime, Mediware Information Systems, Inc. will contact the HoT HMIS Administrator. The HoT HMIS Administrator will contact Agency Administrators and inform them of the cause and duration of the interruption in service. The HoT HMIS Administrator will log all downtime for purposes of system evaluation. In the event that it is needed, Mediware Information Systems, Inc. is required to have redundant systems in place so that connection to the server can be restored as quickly as possible.

A.10. INTER-AGENCY DATA SHARING

Policy

The HoT HMIS is an open data sharing system. This means that clients' data will be shared among Partners within the HoT HMIS. A Release of Information (ROI) is required to be signed by each client before the information is entered into the HMIS. The ROI must be established in *ServicePoint* on the same day (or a previous date) the demographic data is entered into the system. Fields such as medical, mental health and legal stay closed at all times. Other fields, such as case management, can be closed upon request.

Procedure

When new clients and new service records are entered into ServicePoint, the initiating user must maintain the default setting of each record as "open" to users from other Partners.

A.11. ETHICAL DATA USE

Policy

Data contained in the HoT HMIS will only be used to support or report on the delivery of homeless and housing services in the Heart of Texas. Each HMIS User will affirm the principles of ethical data use and client confidentiality contained in the HoT HMIS Policies and Standard Operating Procedures Manual and the HoT HMIS User Agreement. The data collected in the HoT HMIS is the personal information of people in the Heart of Texas community who are experiencing a housing or financial crisis. It is the user's responsibility as the guardian of that data to ensure that it is only used to the ends to which it was collected and in and the manner to which the individual client has given consent.

Procedure

All HoT HMIS users will sign a HoT HMIS User Agreement before being given access to the HoT HMIS. Any individual or Partner misusing, or attempting to misuse HMIS data will be denied access to the database, and his/her/its relationship HoT HMIS may be terminated.

A.12. ACCESS TO HoT HMIS DATABASE

Policy

No one but Mediware Information Systems, Inc. will have direct access to the HoT HMIS database through any means other than the *ServicePoint* software.

Procedure

Under its contract with the City of Waco, Mediware Information Systems, Inc. will monitor both our web application server and our database server and employ updated security methods to prevent unauthorized database access. Any party who has access to the HoT HMIS database must sign a User Agreement prior to system access.

A.13. CLIENT RIGHTS AND CONFIDENTIALITY OF RECORDS

Policy

The HoT HMIS operates under a protocol based on the Release of Information (ROI) to include client data in the HMIS. Each Partner is required to post a HoT HMIS Discloser in a place where clients may easily view it such as the point of intake, on a clipboard for outreach providers, in a case management office, etc. The HoT HMIS Disclosure includes a statement about the uses and disclosures of client data as outlined in this document (See Attachment D). An ROI is required in order for a client's information to be shared with other participating agencies within the HoT HMIS. Clients may opt out of HMIS or be unable to provide basic personal information. Clients have the right of refusal to provide personally identifiable information to the HMIS, except in cases where such information is required to determine program eligibility or is required by the program's funders. Such refusal or inability to produce the information shall not be a reason to deny eligibility or services to a client. When a client exercises his/her right of refusal, de-identified demographic information will be entered into the HMIS. Each Partner shall take appropriate steps to ensure that authorized users only gain access to confidential information on a "need-to-know" basis. The data in the HoT HMIS is personal data, collected from people in a vulnerable situation. The City of Waco and Partners are ethically and legally responsible to protect the confidentiality of this information. The HoT HMIS will be a confidential and secure environment protecting the collection and use of client data.

Procedure

Access to client data will be controlled using security technology and restrictive access policies. Each Partner must make available a privacy policy related to client data captured in HMIS. The HoT HMIS Disclosure must be placed in an area easily viewed by clients. Only individuals authorized to view or edit individual client data in accordance with the stated privacy policies and these Standard Operating Procedures will have access to that data. The HoT HMIS will employ a variety of technical and procedural methods to ensure that only authorized individuals have access to individual client data.

A.14. PARTNER GRIEVANCES

Policy

Partners will contact the HoT HMIS Administrator to resolve HMIS problems including but not limited to operation or policy issues. If an issue needs to be escalated, Partners may also contact the HMIS Program Planner or Director of Housing and Economic Development at the City of Waco.

Procedure

Partners will bring HMIS problems or concerns to the attention of the HoT HMIS Administrator, who may ask for these issues to be stated in writing. If problems, concerns or grievances cannot be resolved by the HoT HMIS Administrator, or if it is not appropriate to raise the issue with the HoT HMIS Administrator, the issue

can be directed to the Director of Housing and Economic Development. If the grievance requires further attention, the HoTHC and CoC may be notified.

A.15. Client Grievances

Policy

Clients must contact the Partner with which they have a grievance for resolution of HoT HMIS problems. Partners will report all HMIS-related client grievances to the HoT HMIS Administrator. If the Partner's grievance process has been followed without resolution, the Partner may escalate the grievance to HoT HMIS Administrator as outlined in Section A.12. At any time, clients may request that their personally- identifying information be removed from the HoT HMIS.

Procedure

Each Partner is responsible for answering questions, complaints and issues from their own clients regarding the HoT HMIS. Partners will provide a copy of their privacy policy and/or of the HoT HMIS Policies and Standard Operating Procedures Manual upon client request. Client complaints should be handled in accordance with the Partner's internal grievance procedure, and then escalated to HoT HMIS Administrator in writing if no resolution is reached. HoT HMIS Administrator is responsible for the overall use of the HoT HMIS, and will respond if users or Partners fail to follow the terms of the HoT HMIS Agency Agreement, breach client confidentiality or misuse client data. Partners are obligated to report all HMIS-related client problems and complaints to HoT HMIS Administrator, which will determine the need for further action. The HoT HMIS Administrator will record all grievances and will report these complaints to the CoC. Resulting actions might include further investigation of incidents, clarification or review of policies or sanctioning of users and Agencies if users or Agencies are found to have violated standards set forth in HoT HMIS Agency Agreements or the Policies and Standard Operating Procedures Manual. Upon the client's request for data removal from the HoT HMIS, the Agency Administrator will delete all personal identifiers of client data within 72 hours. A record of these transactions will be kept by the Agency Administrator.

A.16. Hardware, Connectivity and Computer Security Requirements

Policy

Partners will provide their own computer and method of connecting to the Internet, and thus to the HoT HMIS. The City of Waco understands the cost and difficulty of acquiring and maintaining computers and Internet access.

Procedure

Contact the HoT HMIS Administrator for the current status of assistance. Hardware/Software Requirements: ServicePoint is web-enabled software; all that is required to use the database is a computer, a valid username and password, and the ability to connect to the Internet. There is no unusual hardware or additional ServicePoint-related software or other software installation required. Mediware guidelines state the following workstation specifications.

Workstation Specifications

The minimum desktop specifications for ServicePoint 5 are:
- Computer – PC only (Mediware does NOT officially support Macintosh).

- Mobile Devices – The only mobile device that is officially supported by Mediware is the Apple iPad running the latest version of iOS. At the time of this writing, testing has been completed with version 8.1.2. However, many mobile devices may be able to run ServicePoint, but if the device does not support Java, or does not run Java version 7 release 76, then it will not run ART. ServicePoint will not display correctly on a screen smaller 1024 pixels wide, and may be too small to on screens less than 7 inches.
- OS/Memory
    - Windows Vista
        - As of April 11, 2017 Microsoft has ended all support for Windows Vista. As a result of the discontinued support, Microsoft is no longer providing updates to this operating system. This can result in security vulnerabilities that could render the installation unstable or even insecure. Because Microsoft is no longer supporting Windows Vista, Mediware cannot recommend using Windows Vista with ServicePoint.
    - Windows 7 – 8 GB recommended (4 GB minimum)
        - Currently, Windows 7 is the most stable operating system for both ServicePoint and ART. Both architectures, 32bit and 64bit, run ServicePoint very well. However, if running the 64bit version of Windows 7 with Chrome, be sure to use the 32bit version of Java (see Java in Browsers Section). Chrome will not run 64bit Java.
    - Windows 8 – 8 GB recommended (4 GB minimum)
        - There should be no issue with running Windows 8 as long as the most current version of Java that is installed is version Java 7 release 76. Be aware that within windows 8, there are 2 different versions of Internet Explorer. There is the "Modern" version of the browser as well as the classic "Desktop" version. The "Modern" version, that runs from the Live Tile interface, is not compatible with ART, however the classic desktop version is, as long as the proper version of Java is installed. Internet Explorer "Modern" version can cause the pop-ups to appear in difficult to read locations while in split screen mode as well as causing the browser to close unexpectedly. This is not a complete incompatibility issue, but it is a bug that can cause frustration. If the window unexpectedly closes before data can be saved, the data will have to be re-entered into the system upon re-load.
    - Windows 8 RT -- 8 GB recommended (4 GB minimum)
        - Windows 8 RT, which is a version of Windows 8 for tablet devices, is not compatible with ART. This is because there is no other browser on the operating system except for the incompatible "Modern" version of Internet Explorer. Windows 8 RT only allows apps to be installed that are available in the Windows App store. Currently, no other browser is allowed in the Microsoft App store, making the incompatible version of Internet Explorer the only browser allowed to run on Windows 8 RT. Microsoft has begun to phase out Windows RT and it is being replaced with Windows 8.1.
    - Windows 10 – 8 GB recommended (4 GB minimum)
        - Windows 10 is supported.
- Java
    - Java is a required component for the Advanced Reporting Tool (ART). However, not all versions of Java are compatible with ART. Currently, Java version 7 release 76 (32 bit) is the only version of Java that is recommended by Mediware in order to run ART. If you need to download the

correct version of Java, open a ticket with NH HMIS. Earlier versions of Java are not recommended due to other issues with Java itself that make it unstable, but versions back to version 6 release 45 can be used, although they are not recommended. If newer versions of Java are installed on your system, we recommend that they be uninstalled, and Java version 7 release 76 (32 bit) be installed. We also recommend disabling the "automatic update" feature to prevent unwanted updates to an incompatible version.

- Monitor
  - Screen Display - 1024 x 768 (XGA)
- Processor
  - A Dual-Core processor is recommended. Avoid machines with single core processors, which are usually much older computers.
- Internet Connection
  - Broadband
- Browser
  - ServicePoint is designed to be compatible with the newest versions of Google Chrome, Mozilla Firefox, and Apple Safari
  - Browser Performance: In the context of ServicePoint 5, there are three factors that outweigh all others: data transfer efficiency, memory management, and machine speed.
    - Data Transfer - We have observed that transfer efficiency may quickly become an issue if the user's machine's internet connection or their browser has abnormalities. A very bad internet connection will have different effects in different browsers.
      - How to find out if you have data transfer problems:
        - If things are fast, you don't have data transfer problems. If pages seem to load slowly or not at all, you may have data transfer problems; or you may have browser problems. At this point, a transfer problem is not certain, but may be possible.
    - Memory Management - Some browsers handle memory differently than others. The best practice for determining the best browser is to see if you experience any of the following issues.
      - Effects of poor memory management:
        - Your overall system performance may degrade.
        - Your browser may suddenly seem to completely stop working. Blank pages may appear or certain page components won't work.
        - Your browser may run more and more slowly.
      - What to do:
        - If you suspect that you may have poor browser memory management, try updating your browser to a more recent version before switching to a different brand of browser. More than likely, any major issue will have been fixed with a more current release. If you still have issues, try switching to one of the other 3 major browsers. If you need help updating your browser, contact your IT Department.
    - Machine Speed - Avoid machines with single core processors, which are usually much older computers. If your computer is a single-core machine operating at less than 2 GHZ, and you are not content with its performance:

- Switch to one of the fastest browsers. Chrome is recommended, Firefox is a good alternate; Internet Explorer versions 8, 9 and 10 are acceptable (see below for information regarding Internet Explorer version 11).
- Run no unnecessary programs while using ServicePoint.
- Monitor your CPU usage in Task Manager. If it is frequently at 100%, you need a more capable machine.
- Think about getting more RAM. But before you buy enough RAM to max out your computer, consider replacing your old computer with a new or used dual-core machine. Even an old dual core tends to outperform a fully-upgraded, single-core in ServicePoint 5. Buying a used computer may actually cost less than buying a gigabyte or two of obsolete RAM for an older machine.

Note: Mediware is working on a new version 6; it is expected to be a replacement reporting too that will not require JAVA. Release date TBD.

- ART Users
  - The Advanced Reporting Tool (ART) only supports Java 7 release 7 (32 bit). Any higher versions of Java are not currently supported. We do not recommend the 64-bit version of Java because Chrome is a 32 bit only browser and the 64-bit version of Java does not function in Chrome.

Internet Connectivity

Participating Program must have Internet connectivity for each workstation accessing the HMIS. To optimize performance, all agencies are encouraged to secure a high speed Internet connection with a cable modem, DSL, FiOS, or T1 line.

Security Hardware/Software

All workstations accessing the HMIS need to be protected by a Firewall. If the workstations are part of an Agency computer network, the Firewall may be installed at a point between the network and the Internet or other systems rather than at each workstation. Each workstation also needs to have anti-virus and anti-spyware programs in use and properly maintained with automatic installation of all critical software updates. Good examples of anti-virus software include McAfee and Symantec (Norton) Security systems, among others.

Agency Workstation Access Control

Access to the HMIS will be allowed only from computers specifically identified by the Participating Agency's Executive Director or authorized designee and HMIS Agency Administrator. Laptop computers will require an additional security statement indicating that they will not be used for unauthorized purposes from unauthorized locations. Access to these workstations will be controlled through both physical security measures and a password. Each Agency's HMIS Agency Administrator will determine the physical access controls appropriate for their organizational setting based on HMIS security policies, standards and guidelines. Each workstation, including laptops used off-site, should have appropriate and current firewall, and virus protection as specified above, see *Security Hardware/Software section.* Devices must only access secured, password- protected Wi-Fi with non-public access.

A.17. TECHNICAL SUPPORT/ASSISTANCE

Policy

The City of Waco will provide technical assistance including ongoing software support for users of the HoT HMIS. Internal hardware and internet connectivity issues should be addressed by the Partner's internal IT staff. Even though the equipment and internet connection used to connect to the HoT HMIS is owned by the Partner, the City of Waco will provide technical assistance when possible and as resources allow.

Procedure

Hardware and connectivity issues not related to the HMIS software should be addressed by the Partner's internal IT staff. Partners may contact the HoT HMIS Administrator for technical support of the components necessary to connect to the HoT HMIS.

Technical Assistance Request from Participating Agency

End user contacts Agency Administrator with question or concern.

Agency Administrator Staff attempts to resolve issue. If unable to resolve, agency staff will contact the HMIS Administrator via electronic Technical Assistance Request (available on THE HOTHC website). If the issue is of an urgent nature HMIS staff can be contacted directly in order to request expedited service. Receipt of all requests will be sent within one business day and resolved as quickly as possible.

HMIS Administrator determines resources needed for service and if necessary, contacts software vendor for support.

Chain of communication

(Problems should be resolved at the lowest possible level to assure minimum time to resolution).

- End User
- Agency Administrator
- HMIS Administrator

A.18. TRAINING MANUAL

Policy

A HoT HMIS Training Manual will be given to each new user upon initial training along with The Heart of Texas HMIS Policy and Standard Operating Procedures Manual. Technical assistance is offered throughout the duration of a user's employment with a Partner. The HoT HMIS Training Manual will provide specific technical instruction to HoT HMIS Users about how to use ServicePoint. The manual will be revised and redistributed as significant updates are performed on *ServicePoint.*

Procedure

The HoT HMIS Administrator will create, distribute and update the HoT HMIS Training Manual. This will include procedures that are held in common for all Partners, as well as forms for customizing the Training Manual for each Partner.

A.19. MONITORING AND EVALUATION

Policy

HoT HMIS Administrator will regularly monitor and evaluate the effectiveness of the HoT HMIS and, based on the information received, will continue to make enhancements to the HoT HMIS and the Policies and Standard

Operating Procedures as necessary. This may include compliance with the HMIS Standard Operating Procedures and with HUD's Data and Technical Standards. Monitoring and evaluation helps ensure security and proper usage of the HoT HMIS.

Procedure

The HoT HMIS Administrator will conduct internal system monitoring and may contact Agency Administrators to schedule monitoring and evaluation visits. HoT HMIS Administrator's back up personnel of the City of Waco may also contact Agency Administrators or other Partner staff in relation to the HMIS portion of standard monitoring visits conducted by HoT HMIS Administrator over the course of each year.

Each quarter, the HMIS Administrator will generate Report Cards that include measurements of HMIS usage and CoC program performance criteria

1. Partner Agencies with failing HMIS grades will be required to attend refresher training.
2. CoC Agencies with consistent low performance or failing HMIS grades will be required to meet with the HMIS Administrator and Collaborative Applicant to discuss ways to improve data collection.
3. CoC Agencies with consistent failing grades will be required to document an improvement plan.
4. CoC Agencies unable to improve HMIS usage and performance may have funds reallocated based upon a recommendation from the Independent Evaluation Committee and approval by the CoC Committee.

B. Security and Access

B.1. USER ACCESS

Policy

The HoT HMIS Administrator will provide unique user names and initial passwords to each Partner user. User names will be unique for each user and will not be exchanged or shared with other users. The HoT HMIS Administrator will have access to the list of user names for the HoT HMIS and will track user name distribution and use. Only the City of Waco will be authorized to purchase or grant additional user licenses to an Agency that has utilized all current licenses. Unique user names and passwords are the most basic building block of data security. Not only is each user name assigned a specific access level, but in order to provide to clients or program management an accurate record of who has altered a client record, when it was altered, and what the changes were it is necessary to log a user name with every change. Exchanging or sharing user names seriously compromises the security of the HoT HMIS, and will be considered a breach of the user agreement and will trigger appropriate repercussions and/or sanctions for the user and agency.

Procedure

The HoT HMIS Administrator will provide unique user names and initial passwords to each user upon completion of training, signing of a confidentiality agreement and receipt of the Policies and Standard Operating Procedures Manual. The sharing of user names will be considered a breach of the user agreement. The HoT HMIS Administrator is responsible for distributing user names and initial passwords to agency users and can also provide current users with a new password if he/she requires one.

B.2. USER CHANGES

Policy

The HoT HMIS Administrator will make any necessary changes to the Partner user accounts. This includes issuance of new passwords and managing access levels, etc. The Agency Administrator is required to contact the HoT HMIS Administrator immediately upon a change in status of any user within their Partner Agency. Upon receipt of this change in status the HoT HMIS Administrator will take action to produce the needed changes in access for the specified user if the Agency Administrator has not already done so. The HoT HMIS Administrator has the ability to change user names and redistribute user licenses to accommodate the Partner organization.

Procedure

The HoT HMIS Administrator will make any necessary changes to the list of Partner users. Changes in Agency Administrators must be reported to the HoT HMIS Administrator. The Agency Administrator is required to notify the HoT HMIS Administrator of a terminated employee immediately upon termination of employment. For employees with user access otherwise leaving the agency, the user license should be revoked at the end of business on the person's last day of employment.

B.3. PASSWORDS

Policy

Users will have access to the HoT HMIS via a user name and password. Passwords must be changed a minimum of once every 45 days. Users will keep their passwords confidential. Under no circumstances shall a

licensed user share a password nor shall they post their password in an unsecured location. These methods of access are unique to each user and are confidential. Users are responsible for keeping their passwords confidential. For security reasons, passwords will automatically be reset every 45 days.

Procedure

The HoT HMIS Administrator will issue a user name and temporary password to each new user who has completed training. Upon sign in with the user name and temporary password, the user will be required by the software to select a unique password that will be known only to that specified user. Every 45 days, passwords are reset automatically by the HoT HMIS software.

B.4. Password Recovery

Policy

The HoT HMIS Administrator will reset a user's password in the event the password is lost or forgotten. Agency Administrators also have the capability to reset a user's password. Either Administrator must validate the authenticity of the request if the request is not made in person.

Procedure

In the event of a lost or forgotten password, the user whose password is lost will contact the Agency Administrator or the HoT HMIS Administrator. The Administrator will reset the user password, and issue a temporary password to allow the user to login and choose a new password. The new password will be valid from that time forward, until the next 45-day forced change. Administrators must validate the authenticity of the request if the request is not made in person. In other words, neither Agency Administrators nor the HoT HMIS Administrator shall issue a new password without ensuring that the person requesting it is, in fact, the person with the authorization to use it. For example, if a request is made by phone or email, the Agency Administrator or System Administrator should call the user back at his/her desk (using the contact number on file) before issuing a new password.

B.5. Extracted Data

Policy

HoT HMIS users will maintain the security of any client data extracted from the database and stored locally, including all data used in custom reporting. HoT HMIS users will not electronically transmit any unencrypted client data across a public network. The custom report-writer function of ServicePoint allows client data to be downloaded to an encrypted file on the local computer. Once that file is unencrypted by the user, confidential client data is left vulnerable on the local computer, unless additional measures are taken. Such measures include restricting access to the file by adding password protection. For security reasons, unencrypted data may not be sent over a network that is open to the public. Unencrypted data may not be sent via email. HMIS users should apply the same standards of security to local files containing client data as to the HMIS database itself.

Procedure

Data extracted from the database and stored locally will be stored in a secure location (not on floppy disks/CDs or other temporary storage mechanisms like flash drives or on unprotected laptop computers, for example) and will not be transmitted outside of the private local area network unless it is properly protected via encryption or by adding a file-level password. The HoT HMIS Administrator will provide help in determining

the appropriate handling of electronic files. All security questions will be addressed to the HoT HMIS Administrator. Breach of this security policy will be considered a violation of the user agreement, which may result in personnel action and/or agency sanctions.

B.6. Data Access Computer Requirements

Policy

Users will ensure the confidentiality of client data, following all security policies in the HoT HMIS Policies and Standard Operating Procedures Manual and adhering to the standards of ethical data use, regardless of the location of the connecting computer. All Policies and Procedures and security standards will be enforced regardless of the location of the connecting computer. HMIS Administrator may restrict access to the HoT HMIS to specific computers in the future. Because ServicePoint is web-enabled software users could conceivably connect to the database from locations other than the Partner itself, using computers other than agency-owned computers. Connecting from a non-agency location may introduce additional threats to data security, such as the ability for non-*ServicePoint* users to view client data on the computer screen or the introduction of a virus. If such a connection is made, the highest levels of security must be applied, and client confidentiality must still be maintained. This includes only accessing the HoT HMIS via a computer that has virus protection software installed and updated.

Procedure

Each Partner and Agency Administrator is responsible for:

1. Physical Space. Partners must take reasonable steps to ensure client confidentiality when licensed users are accessing the HoT HMIS. Licensed users are required to conduct data entry in a protected physical space to prevent unauthorized access to the computer monitor while confidential client information is accessible.

2. Use of a non-agency computer located in a public space (i.e. Internet café, public library) to connect to HMIS is prohibited.

3. Time-Out Routines. Each Agency Administrator will be required to enable time-out (login/logout) routines on every computer to shut down access to the HoT HMIS when a computer is unattended. Time-out routines will be engaged at a minimum after 10 minutes of inactivity or at other intervals as determined.

4. Each computer that accesses HMIS must have current virus software that updates automatically installed.

5. If the HMIS is accessed over a network, the network must be protected by a hardware or software firewall at the server. A stand-alone machine that accesses HMIS must also have a hardware or software firewall installed and active. This may be the firewall protection included as part of the operating system or the virus protection software installed on the computer.

Questions about security of the HoT HMIS should be referred to the HoT HMIS Administrator.

C. Agency Participation Requirements

C.1. HOT HMIS AGENCY AGREEMENTS

Policy

Only Partners will be granted licenses to access the HoT HMIS system. The City of Waco shall make the sole determination to identify Partners. The Executive Director (or appropriate designee) will be required to sign the "HMIS Partner Agreement" (Attachment A) binding their organization to the HoT HMIS Policies and Standard Operating Procedures and all applicable laws and regulations regarding the handling of client data before access is granted. The City of Waco has final authority over the HoT HMIS. In order to ensure the integrity and security of sensitive data, City of Waco will regulate access to this data. Only Agencies that have agreed to the terms set out in the HMIS Agency Agreement will be allowed access to the HoT HMIS. The agency agreements will include terms of access, an acknowledgement of receipt of the
Policies and Standard Operating Procedures Manual, and an agreement to abide by all provisions contained therein.

Participating Agencies shall sign a Memorandum of Understanding and comply with the stated requirements. Agencies will be granted access to the HMIS software system after:

- The MOU has been signed with the City of Waco, and
- Agencies put into place the stated requirements in the MOU.

Procedure

Partners will be given a copy of the HMIS Agency Agreement, the Policies and Standard Operating Procedures Manual, and any other relevant paperwork in time for adequate review and signature. Once that paperwork has been reviewed and signed by the Executive Director (or appropriate designee), the HoT HMIS Administrator will issue a certain number of licenses for use by the agency and assist with the set-up of an Agency Administrator. Agency users will be trained to use ServicePoint by the HoT HMIS Administrator. Once training has been completed, each user will be issued a user name and password by HOT HMIS Administrator.

Agencies agree to comply with these policies and procedures.

C.2. USER LICENSES

Policy

In order to obtain a license, a user must successfully complete training by the HoT HMIS Administrator and must sign a User License Agreement (Attachment B) upon completing training. Sharing of licenses, User IDs or passwords is strictly prohibited. If necessary, Partners may purchase additional User Licenses from Mediware Information Systems, Inc. through the City of Waco. The cost for User Licenses will be determined by the City of Waco based on Mediware charges and funding availability. The City of Waco purchases a number of user licenses on behalf of the HoT HMIS and determines the number of users appropriate for participating agencies. Partners may need to purchase additional User Licenses. This purchase can be made at any time.

Procedure

Each Agency Administrator (or Executive Director) will identify the staff designated to be the licensed users of the HoT HMIS and submit the names to the HoT HMIS Administrator. The City of Waco determines the number of users appropriate for participating agencies based on the list provided and other factors. Partners wishing to purchase additional User Licenses will notify the HoT HMIS Administrator. The HoT HMIS Administrator will purchase the User Licenses from Mediware Information Systems, Inc. and bill the Partner accordingly. The HoT HMIS Administrator purchases licenses online, through the ServicePoint program. The HoT HMIS Administrator will then notify the Partner when the additional Licenses are available. Mediware invoices The City of Waco for the cost of the licenses. Then, in turn, the City of Waco invoices the responsible Agency accordingly.

C.3. USER ACTIVATION

Policy

Each new user will be issued a user name and password to access the HoT HMIS upon approval by the Agency Administrator or System Administrator, completion of ServicePoint training and signing of the HMIS User Agreement. Every user must receive appropriate ServicePoint training before being issued a user name and password.

Procedure

The HoT HMIS Administrator will distribute user licenses for Partners. Agency Administrators are responsible for notifying the HoT HMIS Administrator of user changes. The HoT HMIS Administrator will be responsible for training all new users. The HoT HMIS Administrator will provide training to Agency Administrators and all users in the Partner Agency and will supplement this training as necessary.

C.4. HMIS USER AGREEMENTS

Policy

Each Partner User will sign the HoT HMIS User Agreement before being granted access to the HoT HMIS. Clients' confidential information is not to be accessed or shared for any reason other than job performance. User names and passwords are not to be shared under any circumstances. Any breach in this contract will result in immediate action. Before being granted access to the HoT HMIS, each user must sign an HMIS User Agreement, stating that he or she has received or is in the process of training, will abide by the HoT HMIS Policies and Standard Operating Procedures Manual, will appropriately maintain the confidentiality of client data, and will only collect, enter and retrieve data in the HoT HMIS relevant to the delivery of services to people in housing crisis in the Heart of Texas.

Procedure

The Agency Administrator or HoT HMIS Administrator will distribute HMIS User Agreements to new HMIS Users for signature. The HoT HMIS Administrator will file signed HMIS User Agreements for all users. Allowing a user access to the HoT HMIS without a signed user agreement is a violation of the HoT HMIS Policy & Standard Operating Procedures and may result in program sanctions.

C.5. TRAINING

Policy

The HMIS Administrator is responsible for defining training needs and organizing training sessions for system users. The HoT HMIS Administrator will provide various training options, to the extent possible, based on the needs of HMIS users. The HoT HMIS Administrator will provide for adequate and timely *ServicePoint* training. The training schedule may be obtained from the HoT HMIS Administrator. In order for the HoT HMIS to be a benefit to clients, a tool for Authorized Agencies and a guide for planners, all users must be adequately trained to collect, enter and extract data.

The agency admin is also responsible for making sure the proper training has occurred for the users in their agency and that HMIS policies are being followed. Agency admins must also notify the HMIS administrator if any changes have occurred to their program.

Procedure

The HMIS Administrator will provide access to training for all HMIS users. Agency Administrators will be given additional training relevant to their position.

Each end user will be required to attend a refresher each year. Each Agency Admin will be required to attend an Agency Admin training and a report training each year.

New User/Referesher Training: (Offered Quarterly)
New User Training is designed for staff members who will need to start using ServicePoint. This training is required of all new ServicePoint users before access to the protected ServicePoint website. This training will cover history, importance of data, ethics, and basic ServicePoint overview.

Agency Admin Training: (Offered Bi-Annual)
Agency admin training is required of all current or new ServicePoint users who are stepping up into the role of Agency Admin. The agency admin at each agency is our point of contact at each agency in regards to ServicePoint and is required to submit certain reports to our HMIS team each month, train new users in agency specific ServicePoint workflow, and attend HMIS Advisory meetings. The Agency Admin must go through a New User training prior to completing the Agency Admin training.

Reporting Tool:
Training dates will be added as necessary when a new Agency Admin comes on board or someone gets a reporting license.

C.6. CONTRACT TERMINATION INITIATED BY PARTNER

Policy

Partners may terminate the HMIS Agency Agreement with or without cause upon 30 days written notice to the City of Waco and according to the terms specified in the HMIS Agency Agreement. The termination of the HMIS Agency Agreement by the Partner may affect contracts issued by HUD. In the event of termination of the HMIS Agency Agreement, all data entered into the HoT HMIS will remain an active part of the HoT HMIS. While Partners may terminate relationships with the HoT HMIS, the data entered prior to that termination

would remain part of the database. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in the Heart of Texas.

Procedure

Certain Provider Agencies are required to participate in the HoT HMIS as a condition of their funding. For all non-HUD Funded Partners terminating the HMIS Agency Agreement, the person signing the HMIS Agency Agreement (or a person in the same position within the agency) will notify HMIS Administrator 30 days or more from the date of termination. In all cases of termination of HMIS Agency Agreements, the HoT HMIS Administrator will inactivate all users from that Partner on the date of termination of agreement.

C.7. CONTRACT TERMINATION INITIATED BY THE CITY OF WACO

Policy

On behalf of the City of Waco the HoT HMIS Administrator may terminate the HMIS Agency Agreement for non-compliance with the terms of the agreement or with the HMIS Policies and Standard Operating Procedures with written notice to the Partner. The HMIS Administrator may also terminate the HMIS Agency Agreement with or without cause with 15 days written notice to the Partner and according to the terms specified in the HMIS Agency Agreement. If a Partner's contract is terminated under the terms of that contract, the agreement for HMIS access for that program will also be terminated. In that case, access will be renegotiated by the HoT HMIS Administrator and the agency in accordance with these standard operating procedures. The termination of the HMIS Agency Agreement may affect contractual relationships with HUD. In the event of termination of the HMIS Agency Agreement, all data entered into the HoT HMIS will remain a part of the HoT HMIS. If termination of the HMIS Agency Agreement occurs, all Partner users will be inactivated on the date the HMIS Agency Agreement or contract is terminated. While the HMIS Administrator may terminate the HMIS Agency Agreement with the Partner, the data entered by that Partner prior to termination of contract would remain part of the database. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in the Heart of Texas.

Procedure

When terminating the HMIS Agency Agreement, the HMIS Administrator of the City of Waco will notify the person from the Partner Agency who signed the HMIS Agency Agreement (or a person in the same or higher position within the agency) 15 days or more prior the date of termination of contract, unless the termination is due to non-compliance with the Standard Operating Procedures. Willful neglect or disregard of the Standard Operating Procedures may result in immediate termination of a Partner Agency from the HoT HMIS. In all cases of termination of HMIS Agency Agreements, the HoT HMIS Administrator will inactivate all users from that Partner Agency on the date of termination of contract.

D.Data Collection, Quality Assurance, and Reporting

D.1. REQUIRED DATA COLLECTION

Policy

Providers funded by HUD through the Supportive Housing Program, Shelter Plus Care, Section 8 Moderate Rehabilitation and the Emergency Shelter Grant are required to participate in HMIS by HUD. All Partners that participate in HMIS are considered "Covered Homeless Organizations" (CHO) and are required to comply with HUD's *HMIS Data and Technical Standards* unless those standards are in conflict with local laws.
This includes the collection of required data elements.

Providers shall attempt to collect basic information on every client served by the Provider upon intake into the Provider's facility or program. If client refuses or is unable to provide basic information, providers shall, at a minimum, enter each client as an Anonymous Entry into the HoT HMIS system. Partners may choose to collect more client information for their own case management and planning purposes.

Assessment Data Collection

Providers of certain programs shall attempt to conduct detailed assessments on each client who has gone through the intake process and has been accepted into the Provider's facility or program. At a minimum, providers shall attempt to collect the assessment information required as part of HUD's Data and Technical Standards.

Timeliness of Data Entry

Providers are required to enter basic client intake data into the HoT HMIS weekly. All data entry must be completed on or before the following Monday for clients served during the prior week. Exceptions to these data collection policies are in place for domestic violence shelters. DV shelters by law are not allowed to participate in the HMIS. In order for the data contained within the HoT HMIS to be useful for data analysis and reporting to funders, certain minimum data must be consistently collected throughout the system.

Client entry and exit dates

It is important for users to accurately capture entry and exit dates for clients in their programs. If data is being entered after the client's actual entry, the user needs to be sure that the date stamp on the Entry/Exit for that client accurately portrays the entry for that program. When making changes to client's profiles, a user should do so through the client's Entry/Exit tab. If a client is staying in a shelter program, updates and changes should be done through the ShelterPoint Entry/Exit for that client. If an incorrect Exit Date is entered, the user must delete the Entry/Exit for that client as well as any services associated with it and enter the data again.

Procedure

Each agency should review Attachment E to determine the type of data that is required to be collected and entered into HMIS.

D.2. CLIENT CONSENT

Policy

Each agency must post a sign at each intake or comparable location explaining the reasons for data collection for those seeking services. Consent for entering of data into HMIS is to be documented by the ROI when the client accepts the services offered. The client has the option to opt out of allowing his or her identifying information to be added to the database. In that case, the client's data should be added to the HoT HMIS without identifiers although the record should be tracked internally by the agency to minimize the number of duplicate records for one client. Electronic client data will be shared among Partners. Privacy Policies should be in effect for each agency to both inform clients about the uses and disclosures of their personal data and to protect the agency by establishing standard practices for the use and disclosure of data. Client consent notices must contain enough detail so that the client may make an informed decision.

Procedure

HMIS has an established privacy policy which will be posted in appropriate areas for client review at each Partner Agency (Attachment D). The HMIS Administrator will review the privacy notices as part of the annual HMIS review and/or through regular monitoring. If a client denies permission to enter confidential data, the Partner will enter the de-identified data into the HoT HMIS and track the record to minimize duplicate records for each client.

D.3. RELEASE OF INFORMATION

Policy

The Heart of Texas HMIS operates as an open data sharing system. This means that the client data collected by Partners is shared information. This is most effectively achieved when the Release of Information (ROI) is established in the system for each client served and by each Provider. The ROI must begin on the day (or a date prior to) the data is entered into the HMIS. The ROI is to remain effective for a time period of three years. During this three year span of time, the client's data is viewable by all Partners in the HoT HMIS. Aggregate data may be released to the public for purposes beyond those specified in HUD HMIS Data Standards Manual. All publicly released data must be anonymous by removal of all identifiers and/or all information that could be used to infer an individual or household identity.

Procedure

Each client served is required to read and sign a ROI. The ROI will then be established on or before the date of data entry in order for the client data to be shared properly with other Partners.

D.4. APPROPRIATE DATA COLLECTION

Policy

HoT HMIS users will only collect client data relevant to the delivery of services to people in housing crises in the Heart of Texas and/or required by funders or by law. The purpose of the HoT HMIS is to support the delivery of homeless and housing services in the Heart of Texas. The database should not be used to collect or track information not related to serving people in housing crises or otherwise required for policy development and planning purposes.

Procedure

Agency Administrators will ask the HoT HMIS Administrator for any necessary clarification of appropriate data collection. The HoT HMIS Administrator, in consultation with the City of Waco, will make decisions about the appropriateness of data being entered into the database. This concern targets data elements that can be consistently tracked and reported, and does not specifically target the contents of case management notes or other fields not to be aggregated.

D.5. DATA OWNERSHIP

Policy

The HoT HMIS, and any and all data stored in the HoT HMIS, is the property of the City of Waco. The City of Waco has authority over the creation, maintenance and security of the HoT HMIS. Violations of the HoT HMIS Agency Agreement, the HoT HMIS Policies and Standard Operating Procedures, privacy policies developed at the agency level, or other applicable laws may subject the Partner to discipline and/or termination of access to the HoT HMIS. In order to ensure the integrity and security of sensitive client information and other data maintained in the database, the City of Waco will be responsible for data ownership.

Procedure

The HMIS Agency Agreement includes terms regarding the maintenance of the confidentiality of client information, provisions regarding the duration of access, an acknowledgement of receipt of the Policies and Standard Operating Procedures Handbook, and an agreement to abide by all policies and procedures related to the HoT HMIS including all security provisions contained therein. Because programs participating in the HoT HMIS are funded through different streams with different requirements, the City of Waco shall maintain ownership of the database in its entirety in order that these funders cannot access data to which they are not legally entitled.

D.6. DATA ENTRY: PROFILE INFORMATION

Policy

Users will designate profile information as open in the client security portion of the profile section of a client record in ClientPoint except in extreme cases. No user will close the profile section of a client record. Some users (depending on the level of access) have the ability to determine whether information in client records is "open" or "closed" to users from other Agencies. Open sections of the record can be seen and changed by users from another agency; closed sections of the record cannot be seen by users from another agency. Because the HoT HMIS is an open system, the default setting on client records has been set to "open."

Procedure

Users will designate all client records as open. Only in extreme circumstances will the record of a client be closed. For example, personal medical or legal history that has been entered into the system; only this section of the client's data is set to closed.

D.7. DATA ENTRY: ASSESSMENT CUSTOMIZATION

Policy

Partners may have fields available for agency-specific assessment customization. ServicePoint may include fields that can be customized on the Partner level to reflect the program-specific data collection needs of its programs. These fields are part of the ServicePoint program and are available at no additional cost. Agency

Administrators will have the ability to customize these fields. Because these fields may be customized at the Partner level, Agency Administrators have the ability to add, delete and change custom fields and do not need the assistance of the HoT HMIS Administrator to perform these customizations.

Procedure

Agency Administrators can be trained to customize the agency-specific fields. However, the HMIS Administrator is available to perform these duties as needed.

D.8. DATA INTEGRITY

Policy

HoT HMIS users will be responsible for the accuracy of their data entry. The Agency Administrator will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also ensure the accuracy of the data entered. The quality of HoT HMIS data is dependent on individual users to take responsibility for the accuracy and quality of their own data entry. Agency Executive Directors and/or Agency Administrators are responsible for monitoring the quality of the data for their own program(s), since that data may be used for reporting and/or monitoring purposes. Data may also be used to measure program efficacy, which impacts funding opportunities during competitive funding processes such as the annual Continuum of Care application to HUD.

Procedure

In order to test the integrity of the data contained in the HoT HMIS, the HoT HMIS Administrator will perform regular data quality checks on the HoT HMIS. The data quality checks will include reporting of "overlaps," periodic verification of data and comparison to hard files, as well as querying for internal data consistency and null values. Any patterns of error will be reported to the Agency Administrator. When patterns of error have been discovered, users will be required to make corrections where possible, correct data entry techniques, improve the accuracy of their data entry, and will be monitored for compliance. Reports will be assessed for data quality and errors will be reported to the Agency Administrator. Other reports for non-HUD funded programs may also be required. The HoT HMIS Administrator reserves the right to add reporting requirements if data quality appears to be decreasing or if reporting requirements change.

D.9. QUALITY CONTROL: DATA INTEGRITY EXPECTATIONS

Policy

Accurate and consistent data entry is essential to ensuring the usefulness of the HoT HMIS. Partners will provide acceptable levels of timeliness and accuracy. Data quality is an important aspect of the HoT HMIS, and must be maintained at the agency level and by users of the system. The HMIS Administrator will monitor data quality as part of the HMIS management functions.

Procedure

The HoT HMIS Administrator will perform regular data integrity checks on the HoT HMIS.

D.10. CLIENT DATA RETRIEVAL

Policy

Any client may request to view, or obtain a printed copy of, his or her own records contained in the HoT HMIS. The client will also have access to a logged audit trail of changes to those records. No client shall have access to

another client's records in the HoT HMIS. The data in the HoT HMIS is the personal information of the individual client. Each client has a right to know what information about him or her exists in the database, and to know who has added, changed or viewed this information, and when these events have occurred. This information should be made available to clients within a reasonable time frame of the request.

Procedure

A client may ask his/her case manager or other agency staff to see his or her own record. The case manager, or any available staff person with HoT HMIS access, will verify the client's identity and print all requested information. The case manager can also request a logged audit trail of the client's record from the Agency Administrator. The Agency Administrator will print this audit trail; give it to the case manager, who will give it to the client. The client may request changes to the record, although the agency can follow applicable law regarding whether to change information based on the client's request. A log of all such requests and their outcomes should be kept on file in the client's record.

D.11. PUBLIC DATA RETRIEVAL/REQUESTS FOR DATA

Policy

The HMIS Administrator will address all requests for data from entities other than Partners or clients. No individual client data will be provided to any group or individual that is neither the Partner that entered the data or the client him or herself without proper authorization or consent. The HMIS Administrator will provide aggregate reports for the larger community. The content of these reports will reflect a commitment to client confidentiality and ethical data use. Any requests for reports or information from an individual or group who has not been explicitly granted access to the HoT HMIS will be directed to the HMIS Administrator. No individual client data will be provided to meet these requests without proper authorization or consent.

Procedure

All requests for data from anyone other than a Partner or a client will be directed to the HMIS Administrator or her designee. As part of the mission to end homelessness in the Heart of Texas, it is the HMIS Administrator's policy to provide aggregate data on homelessness and housing issues in this area. No individually identifiable client data will be reported in any documents.

D.12. DATA RETRIEVAL SUPPORT

Policy

Partners will create and run agency-level reports. The Agency Administrator has the ability to create and execute reports on agency-wide data. This allows Partners to customize reports and use them to support agency-level goals. The HoT HMIS is to be a tool for the Partners in managing programs and services.

Procedure

The Agency Administrator will be trained in the use of reporting tools by the HMIS Administrator. The HoT HMIS Administrator may assist Agency Administrators with the development of reports/queries for their specific use.

E. Other HMIS Information

E.1. HoT HMIS SECURITY INFRASTRUCTURE

The following information about how HoT HMIS data is protected from unauthorized access or use is provided here for the benefit of all Partners, public officials, advocates and consumers who are interested in the architecture of security.

Server Hosting at Mediware's Location
The City of Waco has co-located the HoT HMIS database and web application servers in Shreveport, Louisiana, at the headquarters of Mediware Information Systems, Inc. This is done to take advantage of Mediware's ability to provide 24-hour security and support for HoT HMIS hardware and software. Co-location means that while City of Waco owns the hardware and software, it pays a monthly maintenance fee for Mediware to provide both server hosting and routine server maintenance.

Mediware employs a full time staff of experts dedicated to keeping their clients up and running, secure, and using the latest technology. This technology includes physical security, Cisco firewalls, authentication through Verisign certificates, Windows' secure server technology, and 128-bit encryption of usernames, passwords and all data passing to and from the database. It is the job of the HoT HMIS Administrator and back up personnel to maintain a point of contact between Mediware and City of Waco and keep track of any security issues related to the hosting of the HoT HMIS database.

Physical Attack
The database server and web server are located in a physically secure building where security guards are employed to monitor security from 7:00 a.m. to 7:00 p.m. Monday through Friday, and from 8:00 a.m. to 4:00 p.m. on Saturdays. During off hours, a card key is required to enter the building. Within the building, the Mediware offices are also locked with a separate key structure. The server itself deploys the standard security measures to prevent unauthorized local access.

Network Attack
Mediware uses Cisco firewalls to prevent unauthorized remote access to the database server. A firewall is a software application that blocks all incoming electronic traffic except traffic that is explicitly permitted. Permissions are configured manually by network administrators. This combination of firewalls and virus protection software will detect and prevent most viruses, Trojan horses, worms, malicious mobile codes or email bombs from damaging our database.

Denial of Service
The combination of firewalls and routine monitoring of network traffic by skilled professionals (Mediware network administrators) will detect and prevent an attacker from flooding our server to the point of failure.

Exploitation of Operating System Vulnerabilities

As part of the maintenance contract, network administrators at Mediware are responsible for updating the server with the latest software patches and fixes of known operating system weaknesses. Keeping abreast of software patches and reports of new vulnerabilities is the best way to avoid falling prey to these attacks.

Exploitation of Software Vulnerabilities

Because the City of Waco relies on the same company who created the ServicePoint software to host its server, City of Waco is assured that security holes discovered in the ServicePoint software will be addressed by technicians with access to timely and accurate information about the core program. City of Waco does not need to rely on second- or third-hand software alerts or the installation of patches and upgrades by network administrators unfamiliar with the product. This is a great advantage in combating application-specific security issues.

User Falsification

Using a public-key infrastructure and signed digital certificates, the latest security technology available, Verisign provides a safe and reliable method of authenticating users. These methods, while they do employ traditional user names and passwords at their base, also encrypt data and provide a software-enabled check and counter-check methodology that make stealing identities or masquerading as an authorized user virtually impossible. In addition, these methods produce one-time use session keys that foil a replay attack, as user credentials will never be signed and encrypted in precisely the same way twice.

Data Traps

Verisign provides 128-bit SSL encryption of all data passing from agency to server, or server to agency. Encryption is the translation of data from a readable "clear text" to an encoded hash using complex mathematical algorithms. SSL, short for secure sockets layer, is a data transport protocol that encrypts data using a public-key infrastructure. It is estimated that data encrypted with 128-bit encryption would take at least a trillion years to crack using today's technology. When data is encrypted, even if packets could be captured or recorded as they travel across the Internet, they could not be decoded and read.

Server Falsification

The public-key infrastructure provided by Verisign provides not only authentication of the agency, but also authentication of the web site, and hence, authentication of the hosting server. Authentication is provided through digital certificates verified by Verisign, and is an integral part of the login process. Mutual authentication prevents a rogue web site from masquerading as our secure web site and drawing sensitive data.

Social Engineering

These are attacks in which a social situation (for example, a customer service call from a third-party company) is manipulated so that an unauthorized user gains access to protected information, such as client data, or user names and passwords. The biggest deterrent to social engineering is clear policies and procedures. It is much harder for users to be manipulated into providing confidential information if they have clear and thoughtful rules to follow when providing such information. City of Waco provides clear policies and procedures around issues of ServicePoint data confidentiality and confidentiality of user names and passwords. These policies and

procedures are designed to speed problem resolution and minimize the chance of a user being manipulated into divulging confidential data through confusion or a sincere desire to help someone in need.

Misuse of Privileges

ServicePoint provides several levels of user access to the database. Each level has access to a particular subset of information and particular abilities to manipulate information. City of Waco provides clear "job descriptions" for each level of access, to ensure that each user is assigned an appropriate level of access. The City of Waco provides clear protocol and procedures for handling data needs and requests that fall outside of a particular user's job description. Finally, City of Waco will provide clear procedures for handling changes in access levels and users, as well as for password recovery and other access issues. These procedures will be designed to clarify and streamline the daily work of legitimate users, and minimize the chance of legitimate users misusing privileges even towards legitimate ends.

Local Physical Attack

Agency computers are necessarily more physically vulnerable than our central server. As no ServicePoint data is stored on the local computer the physical vulnerability of these computers does not constitute a significant threat to client confidentiality regarding this data. However, any user access data, such as a password, that is stored on a computer or in a written file, does constitute a risk to client confidentiality. Even if a computer or server are stolen, (one key), the data is still safe and remains unreadable.

The guidelines set forth in this document are subject to change.

HEART OF TEXAS
HOMELESS MANAGEMENT INFORMATION SYSTEM
POLICIES AND STANDARD OPERATING PROCEDURES
ATTACHMENT A

PARTNER PARTICIPATION AGREEMENT

Heart of Texas

Homeless Management Information System

HoT HMIS:

The Heart of Texas Homeless Management Information System (Hot HMIS) is a network of organizations committed to improving service access and the development of services to address the unmet needs of residents living in the Heart of Texas Region. HoT HMIS utilizes a client database that allows for the tracking of clients to determine the services a client has already received and services the client needs that may be lacking in our community. The HoT HMIS provides the ability to track homeless individuals in the community as well as their progress. The goal of the HoT HMIS is to have all organizations that provide services to homeless and low income individuals and their families identified in its database, and to have as many of these service providers as possible utilizing the system.

The HoT HMIS was created to improve the delivery of services to individuals who have unmet needs. The system is designed to allow for referrals, evaluating service needs, case management, client tracking, management of homeless information, creating reports and regional analysis of service delivery. Information in the HoT HMIS should be used ONLY for the above stated purposes. Any other use of this information is prohibited. Agencies should communicate to users the importance of maintaining the confidentiality of client data in the HoT HMIS.

The HoT HMIS uses the ServicePoint software, which is a product of Mediware Information Systems, Inc. The ServicePoint software is an Internet-based application providing real-time access. All that is needed to log into the system is Internet access, a web browser, a user ID and password. Real-time access provides immediate update of information entered into the system.

For an agency to be a HoT HMIS Partner, an administrator of that agency/organization must sign this Partner Participation Agreement form detailing the specific expectations of the partner organizations. All users of the HoT HMIS will be required to complete and sign a User Confidentiality Agreement.

As a HoT HMIS Partner, agencies have certain obligations and requirements that must be followed in order to protect the rights and interests of HoT HMIS clients. Below are performance standards required of each agency and its employees who use the HoT HMIS. It is the agency's responsibility to ensure that each user is familiar with the requirements of the system.

Client Rights:

In order for information to be shared in the HoT HMIS, the client or his/her legal guardian must give consent to release their information to participating HoT HMIS Partners. The client has the right to refuse to release his/her information. If the client refuses to do so, this in no way affects the client's eligibility for services at any agency. Refusal to give consent to release information requires that you enter client information and mark it as RESTRICTED in the system, so that no one, other than your agency and the system administrator(s), can access this information.

Client information may be used only for purposes specified by the client. Client information may not be shared for purposes other than those related to a user's job duties. Such unauthorized use is prohibited and will result in termination of access to the system by a majority vote of the HoT HMIS Advisory Committee.

User Accounts:

Each user of the HoT HMIS will be assigned a user ID and password. The user may _**not**_ share the ID and password with anyone. This will assure that only authorized persons are using the system. The user will be held accountable for all actions performed by the assigned ID. Each user is required to read and sign a User Confidentiality Agreement before he/she is given access to the system.

Training:

It is the responsibility of each Agency Administrator to ensure that each of its users is knowledgeable about the purpose of HoT HMIS, and knows how to correctly use the system.

Each agency is required to assign at least one person from their agency to be an Agency Administrator who will serve as a contact with the System Administrator of the HoT HMIS. This person will be required to attend training and is expected to obtain the knowledge necessary to train other users in that agency. This person will also relay problems and suggestions to the System Administrator of HoT HMIS.

Data Integrity:

The Partner Agency has the responsibility of ensuring the accuracy of the information entered into the system. The agency must be sure that its employees have been properly trained, made aware of the importance of recording accurate data and respect the confidentiality of clients in the system.

Reporting and Analysis:

One of the goals of the HoT HMIS is to track clients and the services they receive. This information can be used to determine what additional services are needed throughout the community. The information in the system will be used to produce reports about programs and services. As a HoT HMIS Partner, it is important that you record each and every potential client in the HoT HMIS so that HoT HMIS Administrators can track unmet needs as well as those that were met. This is crucial in order for us to perform an accurate analysis of community services and programs. The homeless providers that have been identified and trained to use the HoT HMIS should be aware that the system will be used to create reports on the homeless and the services that are provided to them. This aggregate data will be collected and used by the Heart of Texas Homeless Coalition to assist in determining the number of homeless persons in the community, among other statistics.

Fees:

As a member of HoT HMIS, each agency will be required to pay applicable fees. The City of Waco is providing the administration and maintenance of the HoT HMIS, including administration and maintenance of the databases, training, software support, negotiation of technology contracts and will serve as liaison to the HoT HMIS vendor. The annual fee is paid to the City of Waco in exchange for these services.

* Fees based on the following:
   $250 Activation Fee for every new license
   $150 License Fee for every Single Licensed Agency
   $150 License Fee for each license for Multiple Licensed Agency
   $90 ART License Fee annually per license

Termination of Access:

When participating agencies and/or users violate guidelines, HoT HMIS Administrator may terminate access to the system based on a majority vote of the HoT HMIS Advisory Committee.

An agency may choose to withdraw from the HoT HMIS with a written notice of desire to do so. An agency may choose to withdraw a user from the system for any reason deemed appropriate. In this case, it is required that the partner agency inform the HoT HMIS Administrator of the revocation of the particular user's access to the system.

Agreement Effective Date:

This agreement becomes effective on the date it is signed. Actual access to the system becomes effective once this Partner Participation Agreement and System User Confidentiality Agreement are signed, user names and passwords have been assigned and training has been completed. Once access to the system has been granted, it is effective for the term of the project, unless terminated for disciplinary actions or by written notice of a desire to withdraw from the HoT HMIS. Access to the system will be automatically renewed annually with submission of the agreed upon annual fee to HoT HMIS Administration.

This agreement and other HoT HMIS documents may be amended to comply with changes in state and federal legislation as needed.

Agreement:

As the Executive Director (or Designee) of _____ , I have read, fully understand and agree to the terms and guidelines set forth in this Partner Participation Agreement form. I understand my responsibilities as a HOT HMIS Partner and further understand that failure to follow all guidelines set forth by HoT HMIS will result in the termination of my agency's access to HoT HMIS.

_____
Agency Name

_____   _____
Executive Director (or Designee) Signature   Date

_____   _____
HoT HMIS Administrator Signature   Date

HOMELESS MANAGEMENT INFORMATION SYSTEM POLICIES AND STANDARD OPERATING PROCEDURES ATTACHMENT B

Heart of Texas HMIS
USER LICENSE CONFIDENTIALITY AGREEMENT

Client Confidentiality:

The Heart of Texas Homeless Management Information System (HoT HMIS) is a network of organizations committed to improving service access and the development of services to address the unmet needs of residents living in the Heart of Texas Region. As a representative of a HEART OF TEXAS HMIS partner organization, I understand I have access to confidential information, some of which is personal and is, by law, considered confidential. I will at all times treat this information as confidential, and will disclose this information only to explicitly authorized individuals and/or organizations for the purpose of service delivery. **I will not access or share confidential information for any reason other than to perform my job duties.**

Initial: _____

I understand that client confidentiality is of utmost importance; therefore, I agree to take the necessary measures to ensure that all client information is handled in strict confidence.

Initial: _____

HEART OF TEXAS HMIS Access:

I acknowledge that I will be assigned a user ID and password that is to be used **ONLY** by myself to access the HEART OF TEXAS HMIS. I understand that I will be held accountable for all actions and activities produced by my user ID. I will not share my ID and/or password with anyone, and I will not use the ID and/or password assigned to someone else.

Initial: _____

I will not enter any unauthorized data or change/alter existing data in a manner inconsistent with my job duties. Under no circumstances will I enter knowingly false data that may compromise the integrity of the system.

Initial: _____

I agree not to attempt to intentionally cause the system to malfunction or knowingly alter data without authorization in an effort to compromise the computer security system. I further agree to report any suspected misuse or lapse in the security system.

Initial: _____

Statement of Understanding:

By signing this agreement I acknowledge that I understand the purpose and intent of the HEART OF TEXAS HMIS, and understand the relationship of HEART OF TEXAS HMIS and the organization with which I am employed. I understand that maintaining client confidentiality is my first duty and largest responsibility as a user of the HEART OF TEXAS HMIS. I acknowledge that I have read, understand and voluntarily agree to follow the guidelines set forth above. I further understand that failure to follow these guidelines may result in possible termination of HEART OF TEXAS HMIS privileges. By signing below I also acknowledge that I have received and read Hot HMIS PSOP Manual.

_____   _____   _____
System User Name   Email address   System User ID

_____   _____
System User Signature   Date

_____   _____
Heart of Texas HMIS Administrator Signature   Date

HOMELESS MANAGEMENT INFORMATION SYSTEM POLICIES AND STANDARD OPERATING PROCEDURES ATTACHMENT C

HEART OF TEXAS HMIS

RELEASE OF INFORMATION FORM

ROI

Purpose:

The Heart of Texas HMIS is a network of organizations committed to improving service delivery to people in need. By giving your consent to release your client information and information on members of your household to the HEART OF TEXAS HMIS network, you are agreeing to participate in the HEART OF TEXAS HMIS Continuum of Care program and allow the HEART OF TEXAS HMIS organizations to share and manage this information in an effort to coordinate and improve delivery of needed services, and to avoid duplication in providing basic intake information.

Consent:

This release includes all partners of the HEART OF TEXAS HMIS network.

I, _____ , give my permission to allow HEART OF TEXAS HMIS organizations and their staff to release and receive client information about me *or* the client, and members of the household in order to determine eligibility for various programs and to coordinate the delivery of services. I also give permission for HEART OF TEXAS HMIS to obtain information which may determine my *or the* client's and the household's eligibility for available services and programs. I understand that the information I provide during intake, interviews, and all other correspondence with any HEART OF TEXAS HMIS organization may be shared with other HEART OF TEXAS HMIS partners for the purpose of service delivery.

I also understand that the information I provide, as well as information about the services I and my household receive, will be kept confidential by all HEART OF TEXAS HMIS organizations as required by law. I further understand that any information I provide may be used for statistical purposes by the HEART OF TEXAS HMIS network and/or any or all of its partner organizations, and that HEART OF TEXAS HMIS and its partner organizations will maintain the confidentiality of any and all personally identifiable information as required by law.

I understand that this consent is effective for ***three years*** from the date in which it is signed. Furthermore, I understand that this consent can be revoked at any time by completing a release withdrawal form at any HEART OF TEXAS HMIS agency requesting revocation of my consent. This ROI is agency specific. Therefore one will need to be completed for each HoT HMIS participating agency from which I receive services.

I understand that this release is optional, and that I and my household can still apply for and receive services, provided I am *or* the client is, and the household members are eligible, without signing this form. I understand that if I choose not to sign this form, the information will be entered into the HEART OF TEXAS HMIS system in a manner that will allow no other agency to access these client records. I understand that this information will, however, be used for statistical reporting purposes, in a non-identifying manner.

I have read, understand, and voluntarily consent to the release of my *or* the client's, and members of the household information to HEART OF TEXAS HMIS partners:

_____   _____

Client (or legal guardian) Signature   Date

_____   _____

Client Social Security Number   Relationship to client (if applicable)

_____   _____

HEART OF TEXAS HMIS Agency Employee Signature   Date

O Check here if verbal consent received. HEART OF TEXAS HMIS Agency Employee must sign and date above.

HOMELESS MANAGEMENT INFORMATION SYSTEM POLICIES AND STANDARD OPERATING PROCEDURES ATTACHMENT D

HOMELESS MANAGEMENT INFORMATION SYSTEM

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE READ IT CAREFULLY.

Our Duty to Safeguard Your Protected Information

_____ collects information about those who access our services. When we meet with you we will ask you for information about you and your family and enter it into a computer program called the Heart of Texas Homeless Management Information System (HoT HMIS). Although HMIS helps us to keep track of your information, individually identifiable information about you is considered "protected information". We are required to protect the privacy of your identifying information and to give you notice about how, when and why we may use or disclose any information you may give us.

We are also required to follow the privacy practices described in this Notice, although _____ reserves the right to change our privacy practices and the terms of this Notice at any time. You may request a copy of the new notice from any Heart of Texas HMIS Agency.

How We May Use and Disclose Your Information

We use and disclose collective information for a variety of reports. We have a limited right to include some of your information for reports on homelessness and services needed by those who are homeless. Information that could be used to tell who you are will never be used for these reports. We will NOT turn your information over to a national database. For uses beyond reports, we must have your written consent unless the law permits or requires us to make the use or disclosure without your consent. **Please review the Client Release of Information Form for details. You must sign this form before we can use your information, but you do not have to sign the form in order to receive services.**

HOMELESS MANAGEMENT INFORMATION SYSTEM POLICIES AND STANDARD OPERATING PROCEDURES ATTACHMENT E

Universal Data Elements

HMIS Universal Data Elements are elements required to be collected by all projects participating in HMIS, regardless of funding source. The Universal Data Elements establish the baseline data collection requirements for all contributing CoC projects. 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 Universal Data Elements are the foundation on which the Annual Homeless Assessment Report (AHAR) is developed. The AHAR provides Congress the national estimates of the current state of homelessness across the United States and the use of homeless assistance programs. It is used locally to inform state and local communities on how their specific homeless information compares nationally. The AHAR is used by the U.S. Interagency Council on Homelessness to measure progress towards goals specified in Opening Doors and by all of the federal partners to inform homelessness policy. Universal Data Elements also help local communities to better target resources, and position programs to end homelessness.

The Universal Data Elements are:

3.1   Name

3.2   Social Security Number (SS Data Quality question also)

3.3   Date of Birth

3.4   Race (Primary)

3.5   Ethnicity

3.6   Gender

3.7   Veteran Status

3.8   Disabling Condition (Do you have a disability of long duration?

3.917   Living Situation

3.10   Project entry Date

3.11   Project Exit Date

3.12   Destination

3.13   Personal ID

3.14   Household ID

3.15   Relationship to Head of Household

3.16   Client Location

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 its 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. This section is organized to illustrate which Program Specific Data Elements are required by more than one Federal Partner and which are required by only one of the Federal Partners. Local CoCs may elect to require all contributing continuum projects to collect a subset of the data elements contained in this section to obtain consistent information across a range of projects that can be used to plan service delivery, monitor the provision of services, and identify client outcomes. However, these data elements do not constitute a client assessment tool, and projects must develop their own data collection protocols in order to properly assess client service needs.

The following Program Specific Data Elements are required by more than one Federal Partner:

4.1 Housing Status

4.2 Income and Sources

4.3 Non-Cash Benefits

4.4 Health Insurance

4.5 Physical Disability

4.6 Developmental Disability

4.7 Chronic Health Condition

4.8 HIV/AIDS

4.9 Mental Health Problem

4.10 Substance Abuse

4.11 Domestic Violence

4.12 Contact

4.13 Date of Engagement

4.14 Services Provided

4.15 Financial Assistance Provided

4.16 Referrals Provided

4.17 Residential Move-In Date

4.18 Housing Assessment Disposition

4.19 Housing Assessment at Exit

*(UDE are highlighted in **RED** throughout the system and must be answered for ALL clients)*

2018 HDX Competition Report
PIT Count Data for TX-604 - Waco/McLennan County CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count	**267**	**221**	**188**
Emergency Shelter Total	136	93	79
Safe Haven Total	1	2	1
Transitional Housing Total	87	67	50
Total Sheltered Count	**224**	**162**	**130**
Total Unsheltered Count	**43**	**59**	**58**

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	**35**	**26**	**22**
Sheltered Count of Chronically Homeless Persons	14	10	4
Unsheltered Count of Chronically Homeless Persons	21	16	18

2018 HDX Competition Report

PIT Count Data for TX-604 - Waco/McLennan County CoC

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	**43**	**28**	**20**
Sheltered Count of Homeless Households with Children	43	27	20
Unsheltered Count of Homeless Households with Children	0	1	0

Homeless Veteran PIT Counts

	2011	2016	2017	2018
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	**40**	**17**	**19**	**23**
Sheltered Count of Homeless Veterans	23	11	13	13
Unsheltered Count of Homeless Veterans	17	6	6	10

2018 HDX Competition Report

HIC Data for TX-604 - Waco/McLennan County CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2018 HIC	Total Beds in 2018 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	107	26	68	83.95%
Safe Haven (SH) Beds	1	0	0	0.00%
Transitional Housing (TH) Beds	48	35	0	0.00%
Rapid Re-Housing (RRH) Beds	108	13	95	100.00%
Permanent Supportive Housing (PSH) Beds	123	5	118	100.00%
Other Permanent Housing (OPH) Beds	0	0	0	NA
Total Beds	387	79	281	91.23%

2018 HDX Competition Report

HIC Data for TX-604 - Waco/McLennan County CoC

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC	2018 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	44	10	34

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

Households with Children	2016 HIC	2017 HIC	2018 HIC
RRH units available to serve families on the HIC		8	20

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC	2018 HIC
RRH beds available to serve all populations on the HIC		20	108

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

Summary Report for TX-604 - Waco/McLennan County CoC

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.
Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2016	FY 2017	Submitted FY 2016	FY 2017	Difference	Submitted FY 2016	FY 2017	Difference
1.1 Persons in ES and SH	907	855	33	31	-2	10	8	-2
1.2 Persons in ES, SH, and TH	1067	1005	50	46	-4	14	12	-2

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added to the client's entry date, effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

 The construction of this measure changed, per HUD's specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2016	FY 2017	Submitted FY 2016	FY 2017	Difference	Submitted FY 2016	FY 2017	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	874	863	196	229	33	25	31	6
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	1034	1013	191	217	26	41	43	2

2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range.Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

 After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
		FY 2017	% of Returns	FY 2017	% of Returns	FY 2017	% of Returns	FY 2017	% of Returns
Exit was from SO	25	3	12%	1	4%	2	8%	6	24%
Exit was from ES	26	4	15%	0	0%	0	0%	4	15%
Exit was from TH	98	1	1%	3	3%	3	3%	7	7%
Exit was from SH	0	0		0		0		0	
Exit was from PH	10	3	30%	0	0%	1	10%	4	40%
TOTAL Returns to Homelessness	159	11	7%	4	3%	6	4%	21	13%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	January 2016 PIT Count	January 2017 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	267	221	-46
Emergency Shelter Total	136	93	-43
Safe Haven Total	1	2	1
Transitional Housing Total	87	67	-20
Total Sheltered Count	224	162	-62
Unsheltered Count	43	59	16

Metric 3.2 – Change in Annual Counts

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

	Submitted FY 2016	FY 2017	Difference
Universe: Unduplicated Total sheltered homeless persons	1092	1013	-79
Emergency Shelter Total	900	863	-37
Safe Haven Total	28	0	-28
Transitional Housing Total	197	154	-43

FY2017 - Performance Measurement Module (Sys PM)

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	25	40	15
Number of adults with increased earned income	2	2	0
Percentage of adults who increased earned income	8%	5%	-3%

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

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	25	40	15
Number of adults with increased non-employment cash income	3	10	7
Percentage of adults who increased non-employment cash income	12%	25%	13%

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

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	25	40	15
Number of adults with increased total income	5	12	7
Percentage of adults who increased total income	20%	30%	10%

FY2017 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	87	64	-23
Number of adults who exited with increased earned income	32	15	-17
Percentage of adults who increased earned income	37%	23%	-14%

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

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	87	64	-23
Number of adults who exited with increased non-employment cash income	9	5	-4
Percentage of adults who increased non-employment cash income	10%	8%	-2%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	87	64	-23
Number of adults who exited with increased total income	38	20	-18
Percentage of adults who increased total income	44%	31%	-13%

2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2016	FY 2017	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	1011	935	-76
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.	285	229	-56
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)	726	706	-20

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

	Submitted FY 2016	FY 2017	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	1037	994	-43
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.	291	247	-44
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.)	746	747	1

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in FY2017 (Oct 1, 2016 - Sept 30, 2017) reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

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

	Submitted FY 2016	FY 2017	Difference
Universe: Persons who exit Street Outreach	93	8	-85
Of persons above, those who exited to temporary & some institutional destinations	23	1	-22
Of the persons above, those who exited to permanent housing destinations	30	3	-27
% Successful exits	57%	50%	-7%

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

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

	Submitted FY 2016	FY 2017	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	950	916	-34
Of the persons above, those who exited to permanent housing destinations	129	130	1
% Successful exits	14%	14%	0%

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

	Submitted FY 2016	FY 2017	Difference
Universe: Persons in all PH projects except PH-RRH	82	81	-1
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	75	73	-2
% Successful exits/retention	91%	90%	-1%

2018 HDX Competition Report
FY2017 - SysPM Data Quality

TX-604 - Waco/McLennan County CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports into order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

2018 HDX Competition Report
FY2017 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017
1. Number of non-DV Beds on HIC	57	57	71	84	114	114	94	65	88	88	90	126								
2. Number of HMIS Beds	54	54	68	68	96	96	82	60	28	28	30	39								
3. HMIS Participation Rate from HIC (%)	94.74	94.74	95.77	80.95	84.21	84.21	87.23	92.31	31.82	31.82	33.33	30.95								
4. Unduplicated Persons Served (HMIS)	1002	900	895	863	233	242	197	154	54	60	82	73	0	0	0	126	0	0	1	8
5. Total Leavers (HMIS)	942	841	843	805	172	175	151	107	14	13	17	18	0	0	0	42	0	0	1	3
6. Destination of Don't Know, Refused, or Missing (HMIS)	280	182	49	113	30	31	14	35	4	0	0	2	0	0	0	10	0	0	0	0
7. Destination Error Rate (%)	29.72	21.64	5.81	14.04	17.44	17.71	9.27	32.71	28.57	0.00	0.00	11.11				23.81			0.00	0.00

2018 HDX Competition Report
Submission and Count Dates for TX-604 - Waco/McLennan County CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2018 PIT Count	1/28/2018	

Report Submission Date in HDX

	Submitted On	Met Deadline
2018 PIT Count Submittal Date	4/25/2018	Yes
2018 HIC Count Submittal Date	4/25/2018	Yes
2017 System PM Submittal Date	5/31/2018	Yes

HEART OF TEXAS HOMELESS COALITION

TX-604 Waco/McLennan County Continuum of Care Governance Charter & Policies and Procedures

SECTION SEVEN: WRITTEN STANDARDS AROUND CoC ASSISTANCE AND ORDER OF PRIORITY
(24 CFR PART 578.7)

In consultation with recipients of Emergency Solutions Grants (ESG) program funds within the geographic area, the Continuum of Care (CoC) has established and consistently follows written standards for providing CoC assistance. At a minimum, these written standards must include:

1. Policies and procedures for evaluating overall eligibility for CoC assistance and eligibility
2. Policies and procedures for evaluating eligibility for Transitional Housing assistance and for prioritizing which eligible individuals or families will receive TH
3. Policies and procedures for evaluating eligibility for Rapid Re-Housing (RRH) assistance and for prioritizing which eligible individuals or families will receive RRH
4. Policies and procedures for determining and prioritizing which eligible individuals or families will receive Permanent Supportive Housing assistance
5. Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid re-housing assistance

PROCEDURES:

The CoC's written standards will:

1. Be specific and detailed.
2. Address any unique eligibility requirements for assistance (e.g., disability or subpopulation).
3. Reflect the homeless population and subpopulations within the CoC.
4. Reflect the housing and service resources available within the CoC.
5. Reflect local and national targeting priorities.

To adapt written standards, the CoC Committee will review written standards on an annual basis, considering:

1. Provider feedback on the current written standards.
2. Program participant feedback on the intake process.
3. The effectiveness and appropriateness of housing and services for current program participants.
4. The CoC's success at meeting the performance standards in Section 427 of the McKinney-Vento Act.
5. Changes in the characteristics of the homeless population within the CoC.
6. Changes in the housing and service resources available within the CoC.

Overall Eligibility:

Case managers will use the Coordinated Access assessment tool and the Homeless Management Information System (HMIS) to conduct an initial evaluation to determine each individual or family's eligibility for assistance and the amount and types of assistance the individual or family may need to regain stability in permanent housing.

Determining Housing Eligibility:

1. For homeless families with children, a coordinated assessment tool will be used that will seek to mediate and/or prevent homelessness whenever possible, reduce the homeless episode for families through rapid re-housing (RRH) and shelter and/or transitional housing focused on moving families from homelessness to permanent housing as soon as possible, and permanently house the most vulnerable families, as resources are available. The uniform assessment tool will gather information to determine the appropriate intervention and assist in prioritizing families for more intensive services.

2. For individuals unaccompanied by children, a coordinated assessment tool will be used that will seek to mediate and/or prevent homelessness whenever possible, reduce the homeless episodes for the individual through rapid re-housing (RRH) and shelter/transitional housing focused on moving individuals from homelessness to permanent housing as soon as possible as resources are available. The uniform assessment tool will gather information to determine the appropriate intervention and assist in prioritizing individuals for more intensive services. If individuals are assessed and found not to be vulnerable and chronically homeless, they will be targeted for: transitional housing, permanent supportive housing, rapid re-housing, or income-based housing. Non-chronically homeless individuals who identify a substance abuse and/or mental health disorder and interest in receiving services for these concerns will be referred to the appropriate residential treatment programs.

3. For unaccompanied children, a coordinated assessment tool will be used that will seek to mediate and/or prevent homelessness whenever possible, reduce the homeless episodes through shelter and/or transitional housing focused on their needs. The uniform assessment tool will gather information to determine the appropriate intervention and assist in prioritizing the child for more intensive services.

4. For persons fleeing domestic violence, a coordinated assessment tool will be used to identify resources and provide referrals to appropriate services providers in order to prevent or limit lengths of homelessness. Victims of domestic violence that are in immediate danger or are seeking emergency shelter will be provided with the contact information and be encouraged to contact the Family Abuse Center hotline.

Permanent Supportive Housing (PSH) Prioritization:

The prioritization for PSH is consistent with HUD's *Notice CPD 16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing*. Persons eligible for PSH will be prioritized for available units based on the following criteria (applying the definition of chronically homeless set by HUD in its December 2015 Final Rule):

- 1st Priority: Chronically homeless individuals and families with the longest history of homelessness and with the most severe service needs.
- 2nd Priority: Chronically homeless individuals and families with the longest history of homelessness but without severe service needs.
- 3rd Priority: Chronically homeless individuals and families with the most severe service needs.
- 4th Priority: All other chronically homeless individuals and families not already included in priorities 1 through 3.
- 5th Priority: Homeless individuals and families who are not chronically homeless but do have a disability and severe service needs.

- 6th Priority: Homeless individuals and families who are not chronically homeless but do have a disability and a long period of continuous or episodic homelessness.
- 7th Priority: Homeless individuals and families who are not chronically homeless but do have a disability and are coming from places not meant for human habitation, Safe Havens, or emergency shelters.
- 8th Priority: Homeless individuals and families who are not chronically homeless but have a disability and are coming from transitional housing.
- Tie Breaker: When two households in the same priority are scored equally on the Prioritized List, the following tiebreakers will be used in this order:
  - Veteran household
  - Longest length of homelessness
  - Lowest household income

Transitional Housing (TH) Prioritization:

The CoC will prioritize the following persons for TH:

1. Veteran households
2. Households consisting of unaccompanied youth
3. Households fleeing or experiencing domestic violence
4. Households with heavy service needs to stabilize in housing

Rapid Re-Housing (RRH) Prioritization:

The prioritization for persons who are determined to be eligible for RRH will be consistent with HOTHC's scoring range for need and vulnerability associated with RRH projects. Additionally, the CoC has opted to prioritize the following persons for RRH:

1. Veteran Households
2. Households consisting of unaccompanied youth
3. Households fleeing or experiencing domestic violence
4. Households with higher barriers to housing, and higher service needs who are waiting to obtain another permanent housing subsidy (e.g., PSH)
5. Households with a single parent and 3 or more dependent children under the age of 6
6. Households with a previous episode of homelessness within the most recent 12 months

Standards for Determining Portion of Rent Paid by Participants:

1. Participants in rapid re-housing programs may be asked to pay up to 30% of their monthly adjusted income towards their rent.
2. Rental assistance cannot be provided for a unit unless the rent for that unit is comparable to unassisted units in the same market, as established by HUD's rent reasonableness requirements.
3. The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units in the private unassisted market and must not be in excess of rents currently being charged by the owner for comparable unassisted units.
4. The rental unit must meet minimum habitability standards.

5. There must be a rental assistance agreement and lease between the property manager and tenant as well as the owner of property and ESG sub-recipient.
6. No rental assistance may be made to an individual or family that is receiving rental assistance from another public source for the same time period.

HEART OF TEXAS HOMELESS COALITION

TX-604 Waco/McLennan County
Continuum of Care
Heart to Home
Coordinated Entry
Policies and Procedures

Step 4 – Prioritization and Referral

Getting Connected

Upon successful VI-SPDAT completion, Continuum of Care providers, including transitional housing, rapid re-housing and permanent supportive housing will fill their case load (for services only programs) and/or beds/units (for housing programs) from the Coordinated Entry System according to the following prioritization criteria. HOTHC's Coordinated Entry System employs a Housing First process, which is focused on rapidly housing participants without preconditions. Emergency service programs such as emergency shelters, domestic violence shelters, homeless prevention, and street outreach will receive referral through Coordinated Entry, but due to the emergent nature of these programs, are able to function independent of the operating hours of the Coordinated Entry System's intake and assessment process. These households should be connected to Coordinated Entry as soon as the intake and assessment processes are operating. Emergency service program interventions will not be prioritized based on severity of service need or vulnerability, allowing for an immediate crisis response.

The HOTHC Coordinated Entry Committee will meet to conduct Case Conferencing at a minimum of once a month. Providers will notify the Committee of openings in their programs. Once a referral is made, following the prioritization criteria outlined below, the provider will contact the household to verify if the housing referral provides a good match and to set up an intake appointment. The provider will document any unsuccessful matches and provide both the (A) reason(s) why they were not housed, (B) date of unsuccessful match/"unassignment" and (C) name of the project being unassigned within HMIS so that the household can be reassigned to an additional provider at Case Conferencing. The provider will also document when each match does lead to successful program entry and provide the date the household moves into housing within HMIS. If a household cannot be reached for referral placement, they will be dropped from the Prioritization List after 90 days if multiple attempts to contact and engage the household have been unsuccessful.

Prioritization Process

One of the main purposes of Coordinated Entry is to ensure that people with the most severe service needs and levels of vulnerability are prioritized for housing and homeless assistance. HOTHC will use data collected through the CE process to prioritize homeless persons within the HOTHC's geography. The VI-SPDAT will be the only tool used to assess households at the point of entry. The VI-SPDAT scores will be used to triage households into the appropriate category of intervention. HUD has released the following criteria to consider how to prioritize households for housing and homeless assistance:

- Significant health or behavioral health challenges or functional impairments which require a significant level of support in order to maintain permanent housing.
- High utilization of crisis or emergency services, including emergency rooms, jails, and psychiatric facilities to meet basic needs.
- The extent which households, especially youth and children, are unsheltered.
- Vulnerability to illness or death.
- Risk of continued homelessness.
- Vulnerability to victimization, including physical assault or engaging in trafficking or sex work.

The following represents the uniform process to be used across the community for assessing households, matching them to an appropriate housing intervention, and within each category, prioritizing placement into

housing. This will eliminate the need to complete multiple assessments on households, which is burdensome both for the person being assessed and those conducting the assessment. The HOTHC Coordinated Entry Committee will maintain a community-wide list of all known homeless persons who are seeking or may need CoC or ESG housing and services to resolve their housing crisis. This community-wide list generated during the prioritization process, called the "Prioritization List," provides an effective way to manage an accountable and transparent prioritization process. The Prioritization List will be organized according to participant need, vulnerability, and risk. New participants will be added to the prioritization list and existing participants' rank order on the prioritization list will be managed according to the prioritization principles as established by the CoC's written policies and procedures governing CE operations and decision-making. The Prioritization List will have the same data privacy and security protections that are applied to HMIS, as described in the HOTHC HMIS Policies and Procedures Manual. The HOTHC Coordinated Entry Committee maintains a Prioritization List such that households wait no longer than 60 days for a referral to housing or services. If the CoC cannot offer a housing resource to every prioritized household experiencing homelessness within 60 days or less, then the HOTHC Coordinated Entry Committee will adjust the prioritization standards in order to more precisely differentiate and identify resources for those households with the most needs and highest vulnerabilities.

VI-SPDAT Score Breakdown

Intervention Recommendation	VI-SPDAT Prescreen Score for Household
Permanent Supportive Housing	8+
Rapid Re-Housing	4-7
Diversion	0-3

Permanent Supportive Housing (PSH) Prioritization

The prioritization for PSH is consistent with HUD's *Notice CPD 16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing*. Persons eligible for PSH will be prioritized for available units based on the following criteria (applying the definition of chronically homeless set by HUD in its December 2015 Final Rule):

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- **8th Priority**: Homeless individuals and families who are not chronically homeless but have a disability and are coming from transitional housing.

- **Tie Breaker**: When two households in the same priority are scored equally on the Prioritized List, the following tiebreakers will be used in this order:
    - Veteran household
    - Longest length of homelessness
    - Lowest household income

Rapid Re-Housing (RRH) Prioritization

The prioritization for persons who are determined to be eligible for RRH will be consistent with HOTHC's scoring range for need and vulnerability associated with RRH projects. Additionally, the CoC has opted to prioritize the following persons for RRH:

- Veteran Households
- Households consisting of unaccompanied youth
- Households fleeing or experiencing domestic violence
- Households with higher barriers to housing, and higher service needs who are waiting to obtain another permanent housing subsidy (e.g., PSH)
- Households with a single parent and 3 or more dependent children under the age of 6
- Households with a previous episode of homelessness within the most recent 12 months

Transitional Housing (TH) Prioritization

The CoC will prioritize the following persons for TH:

1. Veteran households
2. Households consisting of unaccompanied youth
3. Households fleeing or experiencing domestic violence
4. Households with heavy service needs to stabilize in housing

Housing Referrals

The Coordinated Entry Committee refers households to fill provider openings in accordance with the adopted Order of Priority. If a household is prioritized for permanent supportive housing but no PSH resources are available, that household is offered any other CoC resource available in the CoC's geographic area. All CE participating providers will enroll new participants only from the CoC's CE referral process. To facilitate prompt referrals and to reduce vacancy rates, participating providers must notify the CE coordinating entity of any known and anticipated upcoming vacancies. Providers are responsible for ensuring that referred households meet any eligibility requirements. Upon receiving a referral from the Coordinated Entry Committee, providers must contact or attempt to contact the referred household within **two (2) business days**. The Coordinated Entry Committee will respond to each vacancy by referring an eligible household through Case Conferencing. Provider expectations include:

1. Providers will be an active member of the Coordinated Entry System.
2. Providers will have minimal entry requirements to ensure the most vulnerable of the population are being served.
3. Providers for each CoC project will establish and make publicly available the specific eligibility criteria the project uses to make enrollment determinations.
4. Providers will ensure active client participation and informed consent.

5. Providers may require participants to meet only additional program eligibility requirements as they relate specifically to their funding source guidelines.
6. The only reasons providers may have the option to disqualify a household from program entry are: all program beds full and/or if the housing has in residence at least one household with a child under the age of 18, the housing may exclude registered sex offenders and persons with a criminal record that includes a violent crime from the project so long as the child resides in the same housing facility. (CFR 578.93).
7. Providers may not disqualify a household from program entry based on perceived barriers related to housing or services, lack of income or employment status, or because of evictions or poor rental history.
8. The provider explains the services that are available and encourages each adult household member to participate in program services, but does make service usage a requirement or the denial of services a reason for disqualification or eviction.
9. The provider will maintain Release of Information, case notes, and all pertinent demographic and identifying data in HMIS. Paper files can also be kept as long as they are stored in a secure location.
10. Providers must comply with equal access and nondiscrimination provisions of Federal civil rights laws.

One of the guiding principles of CE is participant choice. This principle must be evident throughout the CE process, including the referral phase. Individuals and families will be given information about the programs available to them and provided choices whenever feasible based on assessment information, vulnerability and need scores, preliminary eligibility pre-determinations, and available resources. Of the options available, participants will be afforded their choice of which project to be referred to. Participants in CE are allowed to reject service strategies and housing options offered to them, without repercussion.

Unsuccessful Matches Process
By Household
Households may reject a referral due to the health, safety or wellbeing of the household being compromised by the potential referral. Respecting household choice and preference, households may also reject a housing referral due to not being willing to work with the housing provider to which they are referred. Rejections of referrals by households should be infrequent and must be documented in HMIS. If a household rejects a referral, the household will be placed back onto the Prioritization List and a new referral will be made at Case Conferencing. Households have the right to appeal referrals to the Coordinated Entry Committee. These appeals should be directed to:

Nicole Wiscombe, Continuum of Care Administrator
City of Waco, Department of Housing and Economic Development
Call 254-750-5777, email nicolew@wacotx.gov, or write to PO Box 2570, Waco, TX 76702.

By Housing Provider
HOTHC providers may deny or reject referrals from the Coordinated Entry System, although service denials should be infrequent and must be documented in HMIS. When a provider agency declines to accept a referred prioritized household into its project, the agency must notify the CE Committee of the denial and the reason for the denial within 3 business days of making the refusal. The specific allowable criteria for denying a referral shall be published by each project and be reviewed and updated annually or as they change, whichever happens first. All participating projects shall provide the reason for service denial, what alternative resources were made available to the participant, and may be subject to a limit on the number of service denials.

Providers who would like to deny a referral that is incompatible with their programming must include details about the reason for denial. Documentation should include communication attempts with the household, specific criminal or housing history that prevents acceptance of referral, or other similar details. Some examples of denials that will need additional details or documentation include the following:

- Household confirmed as moving out of CoC area
- Household does not meet required criteria for program eligibility
- Household unable to be located after multiple communication attempts
- Individual confirmed as incarcerated
- The program cannot address household needs or safety (the household's needs, health, or well-being would be negatively impacted because the program does not offer the services, staffing, location, and/or housing supports necessary to successfully serve the household)
- Individual would be a danger to self or others if allowed to stay at the particular project
- Services available through the project are not sufficient to address the intensity and scope of participant need.
- Property management denial (with specific reason cited by property manager)
- Conflict of interest
- Individual confirmed as deceased
- The project is at capacity and is not available to accept referrals at this time.

Re-Screening

While households generally do not need to be surveyed multiple times with the VI-SPDAT, there are circumstance under which they may qualify to be re-screened, including the following:

1. A household has not had contact with the homeless services system for one year or more since the initial VI-SPDAT screening.
2. A household has encountered a significant life change defined as one of the following items: a second adult member added to or removed from their household, re-unification with a child, significant household composition change, or serious and persistent mental illness identified by a credentialed professional.
3. In rare occurrences, a household who is screened and referred to a housing program may be eligible for re-screening if the program identifies, after extensive efforts, the household needs a higher level of support than can be offered in that level of intervention.
4. A household who has known extensive history within the shelter and other emergency systems but whose acuity is not accurately depicted on their first screening.

Transfers

There are circumstances under which a household enrolled with one housing provider may benefit from transferring to another program or provider. For example, a household that has lost several scattered-site housing placements due to problems with visitors, or a household in a site-based setting is unable to comply with rules around sobriety or the environment is not conducive to their mental or physical well-being. The Coordinated Entry System seeks to minimize the number of households who are exited back to homelessness, only to have to be re-screened, and re-prioritized, and wait again for supportive housing. If the current provider is unable to continue serving a household, staff should contact the HOTHC Coordinated Entry Committee to discuss options besides exiting to homelessness.

If a transfer within the same level of service intervention (i.e., one PSH provider to another PSH provider) is being considered, the referral should come through the Coordinated Entry System process. To do so, the current housing provider must contact the Coordinated Entry Committee in order to determine what other housing providers have available capacity. Housing programs shall not initiate transfers between providers without the involvement and permission of the Coordinated Entry Committee. Providers are prohibited from transferring a household from one service intervention to another (i.e., TH to PSH, internally or externally) without permission from the Coordinated Entry Committee. If a provider has an opening in a PSH program, they MUST receive the referral through the Coordinated Entry System, and may not fill that opening internally via transfer from a lower service intervention program. Additionally, if it is identified that a household may need a higher intervention than what was determined initially, the provider should discuss this with the Coordinated Entry Committee.

Universal Access

HOTHC's Coordinated Entry process allows emergency services, including all domestic violence and emergency services hotlines, drop-in service programs, and emergency shelters, including domestic violence shelters and other short-term crisis residential programs, to operate with as few barriers to entry as possible. Households are able to access emergency services independent of the operating hours of the Coordinated Entry System's intake and assessment processes. HOTHC Continuum of Care providers shall provide directly or plan through other means to ensure universal access to crisis response services, including shelter for households seeking emergency assistance, at all hours of the day and all days of the year. HOTHC Continuum of Care providers shall document planned after-hours emergency services and publish hours of operation in an easily accessible location or posted publicly on the Internet. After hours' crisis response access may include telephone crisis hotline access, coordination with police and/or emergency medical care. In the event prospective participants attempt to access designated access points during non-business hours, those persons will still be able to access emergency shelter without first receiving an assessment through Coordinated Entry. CE screening and assessment will be completed on all ES participants within 3 days after entry to ES.

All persons participating in any aspect of CE such as access, assessment, prioritization, or referral shall be afforded equal access to CE services and resources without regard to a person's actual or perceived membership in a federally protected class such as race, color, national origin, religion, sex, age, familial status, or disability. Additionally, all people in different populations and subpopulations in the CoC's geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, shall have fair and equal access to the coordinated entry process.

Each project participating in CE is required to post or otherwise make publicly available a notice (provided by the CoC) that describes coordinated entry. This notice should be posted in the agency waiting areas, as well as any areas where participants may congregate or receive services (e.g., dining hall). All staff at each agency are required to know which personnel within their agency can discuss and explain CE to a participant who seeks more information.

Termination of Participation in Coordinated Entry

Any provider may terminate their participation in the Coordinated Entry System by giving written notice. Providers that are required to participate due to HUD guidelines will need HUD approval to terminate participation.