Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:
- Reviewing the FY 2016 CoC Program Competition NOFA in its entirety for specific application and program requirements.
- Using the CoC Application Detailed Instructions while completing the application in e-snaps.
- Answering all questions in the CoC application. It is the responsibility of the Collaborative Applicant to ensure that all imported and new responses in all parts of the application are fully reviewed and completed. When doing this keep in mind:
  - This year, CoCs will see that a few responses have been imported from the FY 2015 CoC Application.
  - For some of the questions HUD has provided documents to assist Collaborative Applicants in completing responses.
  - For other questions, the Collaborative Applicant must be aware of responses provided by project applications in their Project Applications.
  - Some questions require the Collaborative Applicant to attach a document to receive credit. This will be identified in the question.
  - All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

For CoC Application Detailed Instructions click here.
1A. Continuum of Care (CoC) Identification

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: CA-500 - San Jose, Santa Clara City & County CoC

1A-2. Collaborative Applicant Name: County of Santa Clara by and through Office of Supportive Housing

1A-3. CoC Designation: CA

1A-4. HMIS Lead: County of Santa Clara by and through Office of Supportive Housing
### 1B. Continuum of Care (CoC) Engagement

**Instructions:**
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1B-1. From the list below, select those organizations and persons that participate in CoC meetings.**

Then select "Yes" or "No" to indicate if CoC meeting participants are voting members or if they sit on the CoC Board. Only select "Not Applicable" if the organization or person does not exist in the CoC’s geographic area.

<table>
<thead>
<tr>
<th>Organization/Person Categories</th>
<th>Participates in CoC Meetings</th>
<th>Votes, including electing CoC Board</th>
<th>Sits on CoC Board</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Staff/Officials</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CDBG/HOME/ESG Entitlement Jurisdiction</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Local Jail(s)</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Hospital(s)</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>EMT/Crisis Response Team(s)</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Mental Health Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Substance Abuse Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Affordable Housing Developer(s)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Public Housing Authorities</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Non-CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>School Administrators/Homeless Liaisons</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Non-CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Street Outreach Team(s)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Youth advocates</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Agencies that serve survivors of human trafficking</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Other homeless subpopulation advocates</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Homeless or Formerly Homeless Persons</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Local Non-Profit &amp; Corporate Philanthropy</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Public Health Advocacy</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Legal Services</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
1B-1a. Describe in detail how the CoC solicits and considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area. Please provide two examples of organizations or individuals from the list in 1B-1 to answer this question.

Bylaws minimize barriers; mtgs are public, widely advertised via CoC & Svc Provider listservs, w minutes on CoC website. 30+ well-attended mtgs in FY15-16, incl NOFA, CES, Perf Mgmt, HMIS Admin wkgrps; Gen Membership, Strat Plan update & wkshops (HF, Benefits, LL Engagemnt). CoC engages diverse partners: corrections, healthcare, edu, philnthrpy, faith orgs, VA & busnss in initiatives incl CES, data sharing, PFS, Vets campgn, freq users, discharge plans, svc co-location. BILL WILSON CTR (YOUTH/TRAFFICKING): brings HF youth-focused perspective to CoC policies & sys, incl local competition scoring, CES, & commty Perf Measures, w reps at nearly all CoC mtgs in FY15-16 & advising on incr resources & reducing sys barriers to youth (eg, re-thinking income measures, CES tool). HOMELESS/FORMERLY: A.K. brings critical consumer perspective to CES, Perf Mgmt, & NOFA wkgps, informing dialogue re HF, CES access, & eval'ing agency capacity by consumer reputation, w strategies to lower sys barriers.

1B-1b. List Runaway and Homeless Youth (RHY)-funded and other youth homeless assistance providers (CoC Program and non-CoC Program funded) who operate within the CoC’s geographic area.

Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

<table>
<thead>
<tr>
<th>Youth Service Provider (up to 10)</th>
<th>RHY Funded?</th>
<th>Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 20, 2016</th>
<th>Sat on CoC Board as active member or official at any point between July 1, 2015 and June 20, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill Wilson Center</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Stand Up For Kids, Silicon Valley</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>HomeFirst</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>County of Santa Clara</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Family &amp; Children's Services</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Teen Challenge</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

1B-1c. List the victim service providers (CoC Program and non-CoC Program funded) who operate within the CoC’s geographic area.
Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

<table>
<thead>
<tr>
<th>Victim Service Provider for Survivors of Domestic Violence (up to 10)</th>
<th>Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016</th>
<th>Sat on CoC Board as active member or official at any point between July 1, 2015 and June 30, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>YWCA Silicon Valley Support Network for Battered Women</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Next Door Solutions to Domestic Violence</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Asian Americans for Community Involvement</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>LifeMoves</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Community Solutions</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Maitri</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>St. Joseph's Family Center</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

1B-2. Explain how the CoC is open to proposals from entities that have not previously received funds in prior CoC Program competitions, even if the CoC is not applying for new projects in 2016. (limit 1000 characters)

OPEN PROCESS TO SOLICIT NEW APPS: CoC funding oppny is open to all & widely advertised to agencies across SCC w multiple emails to CoC & Svc Provider Listservs (519 & 360 members), incl pre-NFNA update (5/31), NOFA announcement & TA workshop invite (6/29), TA wkshp reminder (7/12). CoC provided app materials & instructions at 7/15 TA wkshp, 7/25 email, & on CoC website w dedicated time for new applicants, on-call TA & materials to asst agencies unfamiliar w HUD reqs. 3 non-CoC-funded agencies attended. FACTORS CONSIDERED assessed extent new project would contribute to SYSTEM PERFORMANCE: HMIS/CES particip, Pop Served, Effective Prog Design (incl intensive c/m, participant involved in design, links to mainstrm svcs, evid-based practices), Projected Outcomes (housing stability, income/benefits), Housing First, P&P (tenant invlvmnt, reducing barriers, accessible); Agency Capacity (ability to comply w HEARTH, financial mgmt). RESULTS 3 new apps ranked w renewals (Tier 1, straddle, Tier 2).

1B-3. How often does the CoC invite new members to join the CoC through a publicly available invitation? Bi-Monthly
**1C. Continuum of Care (CoC) Coordination**

**Instructions:**
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1C-1. Does the CoC coordinate with Federal, State, Local, private and other entities serving homeless individuals and families and those at risk of homelessness in the planning, operation and funding of projects?**
Only select "Not Applicable" if the funding source does not exist within the CoC’s geographic area.

<table>
<thead>
<tr>
<th>Funding or Program Source</th>
<th>Coordinates with Planning, Operation and Funding of Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Opportunities for Persons with AIDS (HOPWA)</td>
<td>Yes</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF)</td>
<td>Yes</td>
</tr>
<tr>
<td>Runaway and Homeless Youth (RHY)</td>
<td>Yes</td>
</tr>
<tr>
<td>Head Start Program</td>
<td>No</td>
</tr>
<tr>
<td>Housing and service programs funded through Federal, State and local government resources.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**1C-2. The McKinney-Vento Act, requires CoC's to participate in the Consolidated Plan(s) (Con Plan(s)) for the geographic area served by the CoC. The CoC Program Interim rule at 24 CFR 578.7 (c) (4) requires the CoC to provide information required to complete the Con Plan(s) within the CoC’s geographic area, and 24 CFR 91.100(a)(2)(i) and 24 CFR 91.110 (b)(2) requires the State and local Con Plan jurisdiction(s) consult with the CoC. The following chart asks for the information about CoC and Con Plan jurisdiction coordination, as well as CoC and ESG recipient coordination.**

CoCs can use the CoCs and Consolidated Plan Jurisdiction Crosswalk to assist in answering this question.

<table>
<thead>
<tr>
<th>Number of Con Plan jurisdictions with whom the CoC geography overlaps</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?</td>
<td>9</td>
</tr>
<tr>
<td>How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?</td>
<td>9</td>
</tr>
<tr>
<td>How many of the Con Plan jurisdictions are also ESG recipients?</td>
<td>2</td>
</tr>
<tr>
<td>How many ESG recipients did the CoC participate with to make ESG funding decisions?</td>
<td>2</td>
</tr>
<tr>
<td>How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities?</td>
<td>2</td>
</tr>
</tbody>
</table>
1C-2a. Based on the responses provided in 1C-2, describe in greater detail how the CoC participates with the Consolidated Plan jurisdiction(s) located in the CoC’s geographic area and include the frequency and type of interactions between the CoC and the Consolidated Plan jurisdiction(s).

CoC COLLABORATED w ALL 9 of 9 ConPlan (CP) juris to prioritize homelessness as a key issue in CPs, supporting alignment of juris resources & priorities, incl Housing First & special pops. All CP juris endorsed SCC’s Community Plan to End Homelessness; several are key partners in strengthening Prevention & PSH/RRH oppnys. All juris & CoC finance/staff annual PIT & use data to inform local strategies. CP reps serve on CES & Perf Mgmt workgroups, Shelter RFP panel & CoC NOFA Panel for 4 consec years; CoC regularly serves on CP juris’ funding/hiring panels. Collab App attends QUARTERLY Planning Meetings (3 hrs each) w ALL 9 CP juris to share info, plan, & eval performance, incl CoC update. All juris reps receive CoC broadcast emails & MONTHLY CoC updates; CoC & 7 CPs worked w shared consultant to update CPs in fall 2015 w Collab App providing all CoC content for CPs & detailed feedback on Annual Plans (15 hours). Constant MONTHLY one-off initiatives & collab (at least 10-20 hrs/mo).

1C-2b. Based on the response in 1C-2, describe how the CoC is working with ESG recipients to determine local ESG funding decisions and how the CoC assists in the development of performance standards and evaluation of outcomes for ESG-funded activities.

2 ESG recip: City of San Jose (CSJ) & CA Housing Dept (HCD). CSJ participates in CoC & joint initiatives to increase PH & strengthen sys. CoC STAFF SITS ON ESG FUNDING PANEL, works w CSJ to ensure strategic use of ESG consistent w Commty Plan to End Homelessness & best practices. All non-DV ESG progs participate in HMIS & CES. CoC PROVIDES HMIS & PIT DATA TO CSJ. CSJ staff attend Perf Mgmt Wkgp to ID local metrics & monitor CoC/ESG perf; CSJ REQS CoC PERF MEASURES IN ALL CONTRACTS w/ ESG subs. CSJ gave feedback on CoC/ESG Polices, incl monitoring ESG subs w regular HMIS Perf Reports shared w CoC Committee (incl PH stability, income/benefits, reducing RTH, etc) to ID poor performers & recommend training, TA or onsite monitoring by Collab App. HCD subcontracts to CoC Collab Applicant (OSH); OSH makes all funding decisions, requiring performance consistent w Community PMs. OSH participated on HCD calls, providing feedback re ESG restructure & reports homeless, PIT & outcome data to state.

1C-3. Describe how the CoC coordinates with victim service providers and non-victim service providers (CoC Program funded and non-CoC funded) to ensure that survivors of domestic violence are provided housing and services that provide and maintain safety and security. Responses must address how the service providers ensure and maintain the safety and security of participants and how client choice is upheld.

(limit 1000 characters)
CoC has efficient, low-barrier/trauma-informed sys to ensure DV survivors access safe & stable housing/svcs. VSPs active in CoC mtgs/wkgrps, training non-DV providers on risk assessment, privacy/safety needs. CoC funds 2 DV PSH & 2 RRH (plus $373k NEW DV RRH requested in Tier 1). TH & 4 shelters funded w ESG, over $700k SCC Gen Fund, $800k CalOES (combo of FVPSA, VAWA, DOJ VOCA, State Gen Fund). ROBUST SAFETY PROTOCOLS incl Client-Centered, Housing First approaches w voluntary case mgmt, incl safety plans & risk assessment; optional TRO support. CoC/ESG P&P incl privacy protocols for CES, DV providers & non-DV providers w DV clients. PROTECTING PII: VSPs maintain parallel databases, providing aggregate, non-ID’d data for perf monitoring & NOFA scoring. COORD ENTRY: Survivor Registry maintained w only anon ID numbers & VISPDAT scores, ensuring privacy & equal access to non-DV resources; CES matchmakers contact DV org who acts as mediator for referrals to maintain confidentiality.

1C-4. List each of the Public Housing Agencies (PHAs) within the CoC's geographic area. If there are more than 5 PHAs within the CoC’s geographic area, list the 5 largest PHAs. For each PHA, provide the percentage of new admissions that were homeless at the time of admission between July 1, 2015 and June 30, 2016 and indicate whether the PHA has a homeless admissions preference in its Public Housing and/or Housing Choice Voucher (HCV) program.

<table>
<thead>
<tr>
<th>Public Housing Agency Name</th>
<th>% New Admissions into Public Housing and Housing Choice Voucher Program from 7/1/15 to 6/30/16 who were homeless at entry</th>
<th>PHA has General or Limited Homeless Preference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Authority of the County of Santa Clara</td>
<td>5.00%</td>
<td>Yes-Both</td>
</tr>
<tr>
<td>Housing Authority of the City of San Jose</td>
<td>47.00%</td>
<td>Yes-Both</td>
</tr>
</tbody>
</table>

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-5. Other than CoC, ESG, Housing Choice Voucher Programs and Public Housing, describe other subsidized or low-income housing opportunities that exist within the CoC that target persons experiencing homelessness. (limit 1000 characters)

Following wide adoption of Commty Plan to End Homelessness, SCC & partners are aggressively creating 6k new oppnys for homeless HHs by 2020. Strategies incl: 1) SCC Gen Fund PSH (178 units@ $5M annually), 2) State CalWORKS RRH (82 ppl housed 1/16-6/16), 3) CA’s 1st PAY FOR SUCCESS for high-user CH (150-200 PSH @$6.9M), 4) VASH/SSVF + $1.1M SCC-funded Vet PSH/RRH to fill VA eligibility gaps, 5) San Jose (SJ) Housing Trust Fund (incl $925k to SCC-coord PSH), 6) HOME TBRA RRH (46 HHs); 7) $2M SJ
Gen Fund RRH for HHs from camps; 8) SET-ASIDES IN AFF HOUSING w HOME/LIHTC (eg ~55 dedicated units in 3 SJ complexes), 9) CDBG to acquire, rehab Plaza Hotel (49-unit SRO); 10) Joint $48M capital RFP on 7/16 by SJ, SCC, HA for new devt; 11) 600 HA vouchers set aside for voluntary Move On program (will incr flexible PSH resources for high acuity non-CH, undoc’ed immigrants & unique criminal Hx (eg sex offenders). Successful campaign putting $950M HOUSING BOND ON NOV BALLOT w $700M DEDICATED TO ELI.

1C-6. Select the specific strategies implemented by the CoC to ensure that homelessness is not criminalized in the CoC’s geographic area. Select all that apply.

| Engaged/educated local policymakers: | x |
| Engaged/educated law enforcement: | x |
| Implemented communitywide plans: | x |
| No strategies have been implemented | |

Other:(limit 1000 characters)

CoC researched approaches to decriminalizing homelessness in other communities & discussed at CoC board mtg. Local juris laws are a challenge so CoC & partners are working to create change & mitigate impact, e.g., 1) community homeless hotline summons street outreach instead of police; 2) housing persons out of encampments & working w police & rangers to give advance notice of clean ups; 3) Housing Fast program pays off fines to remove barriers to housing; CoC programs work w law enforcement.

Collaboration bw OSH/CoC, Behavioral Health & Reentry Resource Center to establish Jail Diversion Subcommittee. Launching a 2017 diversion program pilot for 250 persons w severe mental illness, incl locating Housing Specialists onsite & educating court/corrections about housing system.

SCC has specialty courts, incl Veterans Treatment Court, Mental Health Treatment Court, Drug Treatment Court. These courts use alternative justice practices (e.g., Restorative Justice) & link participants to svcs, incl on-site behavioral health and housing staff in the courtroom.
1D. Continuum of Care (CoC) Discharge Planning

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Select the system(s) of care within the CoC's geographic area for which there is a discharge policy in place that is mandated by the State, the CoC, or another entity for the following institutions? Check all that apply.

<table>
<thead>
<tr>
<th>System of Care</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care</td>
<td>X</td>
</tr>
<tr>
<td>Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Mental Health Care</td>
<td></td>
</tr>
<tr>
<td>Correctional Facilities</td>
<td>X</td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

1D-2. Select the system(s) of care within the CoC's geographic area with which the CoC actively coordinates with to ensure institutionalized persons that have resided in each system of care for longer than 90 days are not discharged into homelessness. Check all that apply.

<table>
<thead>
<tr>
<th>System of Care</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care</td>
<td>X</td>
</tr>
<tr>
<td>Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Mental Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Correctional Facilities</td>
<td>X</td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

1D-2a. If the applicant did not check all boxes in 1D-2, explain why there is no coordination with the institution(s) that were not selected and explain how the CoC plans to coordinate with the institution(s) to ensure persons
discharged are not discharged into homelessness. (limit 1000 characters)
NOT APPLICABLE
1E. Centralized or Coordinated Assessment
(Coordinated Entry)

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The CoC Program Interim Rule requires CoCs to establish a Centralized or Coordinated Assessment System which HUD refers to as the Coordinated Entry Process. Based on the recent Coordinated Entry Policy Brief, HUD's primary goals for the coordinated entry process are that assistance be allocated as effectively as possible and that it be easily accessible no matter where or how people present for assistance.

1E-1. Explain how the CoC's coordinated entry process is designed to identify, engage, and assist homeless individuals and families that will ensure those who request or need assistance are connected to proper housing and services.
(limit 1000 characters)

SCC’s CES is entry pt for all CoC/ESG/County-funded PSH & RRH (TH/ES by 1/17), w multi-lingual ACCESS ACROSS SCC: 33 agencies, incl youth, LGBTQ, trafficking, vets, street/camps & medical outreach, trained to VISPDAT & enter to HMIS (>3k deduped HHs since Nov ’15, w/145 PSH referrals, 175 RRH); widely advertised w agencies co-located at schools, hosp, gov’t offices. HHs instantly prioritized by highest svc need, longest homeless. Matchmakers (SCC staff) immediately connect HHs to prog openings; projects req’d to be HOUSING FIRST & accept eligible referrals. CLIENT CHOICE factord to matching, can reject referrals & keep priority pos’n. Monthly CES wkgrp incl consumer; 2016 eval/feedback process (focus groups, interviews, OUTCOME DATA) to ID access barriers/enhance matching. Local govt/juris fund CES entry pts & particip in CES wkgrp, aff housing devprs dedicate PSH units on CES, Edu incl early childhood act as referral pt w liaisons VISPDATing by Dec. CSJ teams use by-name lists to track.

1E-2. CoC Program and ESG Program funded projects are required to participate in the coordinated entry process, but there are many other organizations and individuals who may participate but are not required to do so. From the following list, for each type of organization or individual, select all of the applicable checkboxes that indicate how that organization or individual participates in the CoC’s coordinated entry process. If there are other organizations or persons who participate but are not on this list,
enter the information in the blank text box, click "Save" at the bottom of the screen, and then select the applicable checkboxes.

<table>
<thead>
<tr>
<th>Organization/Person Categories</th>
<th>Participate in Ongoing Planning and Evaluation</th>
<th>Makes Referrals to the Coordinated Entry Process</th>
<th>Receives Referrals from the Coordinated Entry Process</th>
<th>Operates Access Point for Coordinated Entry Process</th>
<th>Participate in Case Conferencing</th>
<th>Does not Participate</th>
<th>Does not Exist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Staff/Officials</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>CDBG/HOME/Entitlement Jurisdiction</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Jail(s)</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital(s)</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMT/Crisis Response Team(s)</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental Health Service Organizations</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Substance Abuse Service Organizations</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Affordable Housing Developer(s)</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Public Housing Authorities</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Non-CoC Funded Youth Homeless Organizations</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>School Administrators/Homeless Liaisons</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-CoC Funded Victim Service Organizations</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street Outreach Team(s)</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeless or Formerly Homeless Persons</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agencies serving trafficking survivors</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth Advocates</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Applicant: San Jose/Santa Clara City & County CoC
Project: CA-500 CoC Registration FY2016

COC_REG_2016_135821

FY2016 CoC Application Page 13 09/11/2016
**1F. Continuum of Care (CoC) Project Review, Ranking, and Selection**

**Instructions**
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1F-1. For all renewal project applications submitted in the FY 2016 CoC Program Competition complete the chart below regarding the CoC’s review of the Annual Performance Report(s).**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many renewal project applications were submitted in the FY 2016 CoC Program Competition?</td>
<td>37</td>
</tr>
<tr>
<td>How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?</td>
<td>6</td>
</tr>
<tr>
<td>How many renewal project application APRs were reviewed by the CoC as part of the local CoC competition project review, ranking, and selection process for the FY 2016 CoC Program Competition?</td>
<td>31</td>
</tr>
<tr>
<td>Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2016 CoC Competition?</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

**1F-2 - In the sections below, check the appropriate box(es) for each selection to indicate how project applications were reviewed and ranked for the FY 2016 CoC Program Competition. Written documentation of the CoC's publicly announced Rating and Review procedure must be attached.**

**Performance outcomes from APR reports/HMIS:**

- % permanent housing exit destinations [X]
- % increases in income [X]

**Monitoring criteria:**

- Utilization rates [X]
- Drawdown rates [X]
- Frequency or Amount of Funds Recaptured by HUD [X]

**Need for specialized population services:**

Applicant: San Jose/Santa Clara City & County CoC
Project: CA-500 CoC Registration FY2016
CA-500
COC_REG_2016_135821
FY2016 CoC Application Page 14 09/11/2016
1F-2a. Describe how the CoC considered the severity of needs and vulnerabilities of participants that are, or will be, served by the project applications when determining project application priority.

(limit 1000 characters)

SCC CoC’s scoring criteria encourage projects to serve highest need pops. Particip in CES is a threshold req, mandating projects take most vulnerable, longest time homeless based on VISPDAT w high utilization as tie-break. Projects receive add’l points for dedicating beds to CH (5pts), adopting Housing First approach (5-10pts), serving Priority Pop (2pts for youth, DV, families, vets), & prioritizing highest need in prog design (5pts) w slight variation for projects using renewal scoring tool vs new/1st time renewal tool. R&R Panel receives Eval Report for consideration during scoring w info on each project’s participant demographics, incl number of participants that are CH, experience mental illness, substance use, HIV/AIDS, chronic conditions, developmental or physical disabilities & history of DV. As part of app process, projects write a narrative & provide in-person interview explaining low perf outcomes, incl serving an esp high-needs pop. Panelists can raise scores accordingly.

1F-3. Describe how the CoC made the local competition review, ranking, and selection criteria publicly available, and identify the public medium(s) used and the date(s) of posting. Evidence of the public posting must be attached.

(limit 750 characters)

REVIEW/RANK (R&R) CRITERIA publicly developed in 4 public NOFA Committee mtgs (2/8, 3/14, 4/18, 6/7), widely advertised w invites/minutes circulated by email to CoC & Svc Providers Ntwrk Listservs (519 & 360 members). CoC Board approved process on 5/11, 6/8, 8/29. On 6/29, CoC provided public notice of NOFA competition, local timeline, invite to public TA Workshop by email to CoC/SPN listservs, w a Wkshp reminder on 7/12. CoC hosted TA Wkshp on 7/15, distributing all scoring criteria and R&R process info. On 7/25, circulated all materials by email to listservs & uploaded to CoC website. Detailed minutes taken at all meetings, incl R&R Panel, consistent w CoC policy. All CoC mtgs are public, posted on CoC website & distrib to CoC’s
1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2016 CoC Consolidated Application that included the final project application ranking? (Written documentation of the public posting, with the date of the posting clearly visible, must be attached. In addition, evidence of communicating decisions to the CoC's full membership must be attached).

09/11/2016

1F-5. Did the CoC use the reallocation process in the FY 2016 CoC Program Competition to reduce or reject projects for the creation of new projects? (If the CoC utilized the reallocation process, evidence of the public posting of the reallocation process must be attached.)

Yes

1F-5a. If the CoC rejected project application(s), on what date did the CoC and Collaborative Applicant notify those project applicants that their project application was rejected? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.)

08/29/2016

1F-6. In the Annual Renewal Demand (ARD) is the CoC's FY 2016 CoC's FY 2016 Priority Listing equal to or less than the ARD on the final HUD-approved FY2016 GIW?

Yes
1G. Continuum of Care (CoC) Addressing Project Capacity

Instructions
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1G-1. Describe how the CoC monitors the performance of CoC Program recipients. (limit 1000 characters)
Annually CoC collects project info via HMIS, RFI & APRs to create visual Project Eval Reports, w data/charts/graphs, incl a) Utilization at quarterly PITs, b) Housing Stability (retention, exit destin), Length of Time Homeless (LOTH) in TH, d) HF Alignment, e) CoC grant expenditures over 3yrs, f) HMIS data quality, g) incr income/benefits. CES monitoring shows how agencies reduce LOTH. Eval Reports discussed w projects at annual CoC TA site visit & used for local competition. Collab App & local TA provider review client files at TA visit to monitor eligibility/compliance & ensure active particp in CES. Starting Fall, CoC Cmtee will review prog data quarterly, recommending TA or intensive onsite monitoring by Collab App for poor perf. 2) CAPACITY ASSESSMENT: annual Agency Capacity Panel reviews HUD Monitoring, HEARTH compliance, admin capacity, finance audits for local scoring. Projects receive ongoing support re challenges w timely draws & HEARTH compliance at TA visit & oncall.

1G-2. Did the Collaborative Applicant include accurately completed and appropriately signed form HUD-2991(s) for all project applications submitted on the CoC Priority Listing? Yes
2A. Homeless Management Information System (HMIS) Implementation

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2A-1. Does the CoC have a Governance Charter that outlines the roles and responsibilities of the CoC and the HMIS Lead, either within the Charter itself or by reference to a separate document like an MOU/ MOA? In all cases, the CoC's Governance Charter must be attached to receive credit. In addition, if applicable, any separate document, like an MOU/ MOA, must also be attached to receive credit.

Yes

2A-1a. Include the page number where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document referenced in 2A-1. In addition, in the textbox indicate if the page number applies to the CoC's attached governance charter or attached MOU/ MOA.

Gov Charter pages 1-2; HMIS Agreement pages 7-25

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? If yes, in order to receive credit the HMIS Policies and Procedures Manual must be attached to the CoC Application.

Yes

2A-3. Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organization (CHO) s?

Yes

2A-4. What is the name of the HMIS software

Clarity Human Services
used by the CoC (e.g., ABC Software)?

2A-5. What is the name of the HMIS software vendor (e.g., ABC Systems)? BitFocus, Inc.
2B. Homeless Management Information System (HMIS) Funding Sources

Instructions
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. Select the HMIS implementation coverage area: Single CoC

* 2B-2. In the charts below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
<td>$714,321</td>
</tr>
<tr>
<td>ESG</td>
<td></td>
</tr>
<tr>
<td>CDBG</td>
<td></td>
</tr>
<tr>
<td>HOME</td>
<td></td>
</tr>
<tr>
<td>HOPWA</td>
<td></td>
</tr>
<tr>
<td>Federal - HUD - Total Amount</td>
<td>$714,321</td>
</tr>
</tbody>
</table>

2B-2.2 Funding Type: Other Federal

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Education</td>
<td></td>
</tr>
<tr>
<td>Department of Health and Human Services</td>
<td></td>
</tr>
<tr>
<td>Department of Labor</td>
<td></td>
</tr>
<tr>
<td>Department of Agriculture</td>
<td></td>
</tr>
<tr>
<td>Department of Veterans Affairs</td>
<td></td>
</tr>
<tr>
<td>Other Federal</td>
<td></td>
</tr>
<tr>
<td>Other Federal - Total Amount</td>
<td>$0</td>
</tr>
</tbody>
</table>

2B-2.3 Funding Type: State and Local

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2016 CoC Application</td>
<td>Page 20</td>
</tr>
</tbody>
</table>

CA-500

Project: CA-500 CoC Registration FY2016

COC_REG_2016_135821

09/11/2016
<table>
<thead>
<tr>
<th>City</th>
<th>$120,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>County</td>
<td>$120,000</td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>State and Local - Total Amount</td>
<td>$240,000</td>
</tr>
</tbody>
</table>

### 2B-2.4 Funding Type: Private

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td></td>
</tr>
<tr>
<td>Private - Total Amount</td>
<td>$0</td>
</tr>
</tbody>
</table>

### 2B-2.5 Funding Type: Other

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation Fees</td>
<td></td>
</tr>
<tr>
<td>Other - Total Amount</td>
<td></td>
</tr>
</tbody>
</table>

**2B-2.6 Total Budget for Operating Year**

$954,321
2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Enter the date the CoC submitted the 2016 HIC data in HDX, (mm/dd/yyyy):
05/02/2016

2C-2. Per the 2016 Housing Inventory Count (HIC) Indicate the number of beds in the 2016 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter "0" for all cells in that project type.

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Total Beds in 2016 HIC</th>
<th>Total Beds in HIC Dedicated for DV</th>
<th>Total Beds in HMIS</th>
<th>HMIS Bed Coverage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ESG) beds</td>
<td>623</td>
<td>48</td>
<td>574</td>
<td>99.83%</td>
</tr>
<tr>
<td>Safe Haven (SH) beds</td>
<td>10</td>
<td>0</td>
<td>10</td>
<td>100.00%</td>
</tr>
<tr>
<td>Transitional Housing (TH) beds</td>
<td>1,226</td>
<td>0</td>
<td>1,173</td>
<td>95.68%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) beds</td>
<td>358</td>
<td>0</td>
<td>358</td>
<td>100.00%</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) beds</td>
<td>2,938</td>
<td>181</td>
<td>1,797</td>
<td>65.18%</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

2C-2a. If the bed coverage rate for any project type is below 85 percent, describe how the CoC plans to increase the bed coverage rate for each of these project types in the next 12 months. (limit 1000 characters)

Consistent w SCC CoC’s focus on data-driven strategies & project/system-level performance monitoring, the CoC prioritizes broad HMIS coverage. From the ‘15 to ‘16 HIC, our CoC increased shelter coverage by 3.28% to 99.83% and PSH by 6.89%, w 144 add’l PSH beds in HMIS. In FY16-17, local RFP reqs will require prevention partners to use HMIS as well. PLAN TO INCREASE PSH COVERAGE: (1) ALL NEW PSH receiving County or City of San Jose operating funding must use HMIS per contract. (2) EXISTING PSH: greatest challenge to full coverage is HUD-VASH & VA lack of capacity for data entry. CoC is working w the VA to ID an external agency to provide data entry support. CoC & VA are collaborating to integrate other VA-funded programs into HMIS: eg, HMIS is utilized by both SSVF programs & VA-funded case managers participating in SCC’s Community Care Program (CCP) PSH. VA and CoC reps met multiple times in 2015-16 to enhance coordination, including CoC support w landlord engagement for HUD-VASH.
2C-3. If any of the project types listed in question 2C-2 above have a coverage rate below 85 percent, and some or all of these rates can be attributed to beds covered by one of the following program types, please indicate that here by selecting all that apply from the list below.

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Grant per diem (VA GPD):</td>
<td></td>
</tr>
<tr>
<td>VASH:</td>
<td>X</td>
</tr>
<tr>
<td>Faith-Based projects/Rescue mission:</td>
<td></td>
</tr>
<tr>
<td>Youth focused projects:</td>
<td></td>
</tr>
<tr>
<td>Voucher beds (non-permanent housing):</td>
<td></td>
</tr>
<tr>
<td>HOPWA projects:</td>
<td></td>
</tr>
<tr>
<td>Not Applicable:</td>
<td></td>
</tr>
</tbody>
</table>

2C-4. How often does the CoC review or assess its HMIS bed coverage?  
Annually
2D. Homeless Management Information System (HMIS) Data Quality

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2D-1. Indicate the percentage of unduplicated client records with null or missing values and the percentage of "Client Doesn't Know" or "Client Refused" within the last 10 days of January 2016.

<table>
<thead>
<tr>
<th>Universal Data Element</th>
<th>Percentage Null or Missing</th>
<th>Percentage Client Doesn't Know or Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Name</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>3.2 Social Security Number</td>
<td>3%</td>
<td>10%</td>
</tr>
<tr>
<td>3.3 Date of birth</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>3.4 Race</td>
<td>1%</td>
<td>4%</td>
</tr>
<tr>
<td>3.5 Ethnicity</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>3.6 Gender</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>3.7 Veteran status</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>3.8 Disabling condition</td>
<td>24%</td>
<td>1%</td>
</tr>
<tr>
<td>3.9 Residence prior to project entry</td>
<td>24%</td>
<td>0%</td>
</tr>
<tr>
<td>3.10 Project Entry Date</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>3.11 Project Exit Date</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>3.12 Destination</td>
<td>19%</td>
<td>1%</td>
</tr>
<tr>
<td>3.15 Relationship to Head of Household</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>3.16 Client Location</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>3.17 Length of time on street, in an emergency shelter, or safe haven</td>
<td>7%</td>
<td>1%</td>
</tr>
</tbody>
</table>

2D-2. Identify which of the following reports your HMIS generates. Select all that apply:

| CoC Annual Performance Report (APR):             | X                           |
| Annual Homeless Assessment Report (AHAR) table shells: | X                           |
| HIC, PIT, CoC Application, Project Performance Outcomes Report, Data Quality Reports, Program Enrollment Reports, System Performance Outcomes Report | X                           |
2D-3. If you submitted the 2016 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR? 0

2D-4. How frequently does the CoC review data quality in the HMIS? Monthly

2D-5. Select from the dropdown to indicate if standardized HMIS data quality reports are generated to review data quality at the CoC level, project level, or both. Both Project and CoC

2D-6. From the following list of federal partner programs, select the ones that are currently using the CoC’s HMIS.

<table>
<thead>
<tr>
<th>Program</th>
<th>Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Supportive Services for Veteran Families (SSVF):</td>
<td>X</td>
</tr>
<tr>
<td>VA Grant and Per Diem (GPD):</td>
<td>X</td>
</tr>
<tr>
<td>Runaway and Homeless Youth (RHY):</td>
<td>X</td>
</tr>
<tr>
<td>Projects for Assistance in Transition from Homelessness (PATH):</td>
<td>X</td>
</tr>
</tbody>
</table>

2D-6a. If any of the Federal partner programs listed in 2D-6 are not currently entering data in the CoC’s HMIS and intend to begin entering data in the next 12 months, indicate the Federal partner program and the anticipated start date. (limit 750 characters) NOT APPLICABLE
2E. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The data collected during the PIT count is vital for both CoC's and HUD. HUD needs accurate data to understand the context and nature of homelessness throughout the country, and to provide Congress and the Office of Management and Budget (OMB) with information regarding services provided, gaps in service, and performance. Accurate, high quality data is vital to inform Congress' funding decisions.

2E-1. Did the CoC approve the final sheltered PIT count methodology for the 2016 sheltered PIT count? Yes

2E-2. Indicate the date of the most recent sheltered PIT count: 01/27/2016

2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2016, was an exception granted by HUD? Not Applicable

2E-3. Enter the date the CoC submitted the sheltered PIT count data in HDX: 05/02/2016
2F. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Methods

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2F-1. Indicate the method(s) used to count sheltered homeless persons during the 2016 PIT count:

<table>
<thead>
<tr>
<th>Method</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete Census Count</td>
<td>X</td>
</tr>
<tr>
<td>Random sample and extrapolation</td>
<td></td>
</tr>
<tr>
<td>Non-random sample and extrapolation</td>
<td></td>
</tr>
</tbody>
</table>

2F-2. Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:

<table>
<thead>
<tr>
<th>Method</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS</td>
<td>X</td>
</tr>
<tr>
<td>HMIS plus extrapolation</td>
<td></td>
</tr>
<tr>
<td>Interview of sheltered persons</td>
<td></td>
</tr>
<tr>
<td>Sample of PIT interviews plus extrapolation</td>
<td></td>
</tr>
</tbody>
</table>

2F-3. Provide a brief description of your CoC's sheltered PIT count methodology and describe why your CoC selected its sheltered PIT count methodology. (limit 1000 characters)

Sheltered count METHODOLOGY included: 1) HMIS COUNT OF ALL PEOPLE STAYING IN ES, TH & SH on night of the count, including subpopulation & demographic data; 2) REPORTS COMPLETED BY PROVIDERS NOT IN HMIS
(primarily DV providers). Participating programs determined by those listed on the HIC. WHY: CoC selected this methodology because HMIS PROVIDES MOST COMPLETE RECORD of all individuals staying in shelters. Non-HMIS reports made it possible for DV PROVIDERS to participate & provide complete count of people in their shelters. This method was used in previous counts & is IN ACCORDANCE WITH NATIONAL BEST PRACTICES.

2F-4. Describe any change in methodology from your sheltered PIT count in 2015 to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to the implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the PIT count).
(limit 1000 characters)

The methodology was the same in 2015 & in 2016 with the exception of the use of surveys. Client-level surveys were not completed in 2016 because the CoC did not conduct an unsheltered PIT this year and only uses these surveys in the years that a full sheltered and unsheltered PIT count is conducted.

2F-5. Did your CoC change its provider coverage in the 2016 sheltered count? Yes

2F-5a. If "Yes" in 2F-5, then describe the change in provider coverage in the 2016 sheltered count.
(limit 750 characters)

Changes due to 1) motel voucher transition to site-based shelters, 2) removal of projects that don’t exclusively serve homeless HHs, 3) reallocation of TH to PSH & 4) new projects. EXCLUDED: Cmty Solns La Isla Pacifica (inadvertent exclusion bc confidential DV shelter); DST & LifeMoves Cold Weather Motel Vouchers (transitioned to site-based shelters); Fam Supp Hsing TH #3 (reallocated to PSH); HomeFirst Boccardo, Sobrato, THP & InnVision Parolees (serve non-homeless HHs); BRC, Citywide Peer outreach, various TBRA (included both years, but ID’d differently on HIC). ADDED: BWC Youth Shelter S.Cty, West Valley Haven to Home, Sunnyvale Nightly Shelter (new projects); Cmty Solns La Casa Del Puente (corrects prior omission).
2G. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Data Quality

**Instructions:**
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2G-1. Indicate the methods used to ensure the quality of the data collected during the sheltered PIT count:

<table>
<thead>
<tr>
<th>Training:</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow-up:</td>
<td>X</td>
</tr>
<tr>
<td>HMIS:</td>
<td>X</td>
</tr>
<tr>
<td>Non-HMIS de-duplication techniques:</td>
<td>X</td>
</tr>
</tbody>
</table>

Reviewed HUD guidance and trainings on PIT counts, used survey and statistical experts to support the count, compared the count to other internal data sources and resolved inconsistencies, compared the count to last year’s count and explained the changes

2G-2. Describe any change to the way your CoC implemented its sheltered PIT count from 2015 to 2016 that would change data quality, including changes to training volunteers and inclusion of any partner agencies in the sheltered PIT count planning and implementation, if applicable. Do not include information on changes to actual sheltered PIT count methodology (e.g. change in sampling or extrapolation methods). (limit 1000 characters)

NOT APPLICABLE
2H. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD requires CoCs to conduct an unsheltered PIT count every 2 years (biennially) during the last 10 days in January; however, HUD also strongly encourages CoCs to conduct the unsheltered PIT count annually at the same time that they conduct annual sheltered PIT counts. HUD required CoCs to conduct the last biennial PIT count during the last 10 days in January 2015.

2H-1. Did the CoC approve the final unsheltered PIT count methodology for the most recent unsheltered PIT count? Yes

2H-2. Indicate the date of the most recent unsheltered PIT count (mm/dd/yyyy): 01/27/2015

2H-2a. If the CoC conducted the unsheltered PIT count outside of the last 10 days of January 2016, or most recent count, was an exception granted by HUD? Not Applicable

2H-3. Enter the date the CoC submitted the unsheltered PIT count data in HDX (mm/dd/yyyy): 05/15/2015
2I. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Methods

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2I-1. Indicate the methods used to count unsheltered homeless persons during the 2016 or most recent PIT count:

<table>
<thead>
<tr>
<th>Method</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Night of the count - complete census:</td>
<td>☑</td>
</tr>
<tr>
<td>Night of the count - known locations:</td>
<td></td>
</tr>
<tr>
<td>Night of the count - random sample:</td>
<td></td>
</tr>
<tr>
<td>Service-based count:</td>
<td></td>
</tr>
<tr>
<td>HMIS:</td>
<td></td>
</tr>
</tbody>
</table>

2I-2. Provide a brief description of your CoC's unsheltered PIT count methodology and describe why your CoC selected this unsheltered PIT count methodology.
(limit 1000 characters)

COMPLETE GEOGRAPHIC CENSUS completed using TRAINED VOLUNTEERS & HOMELESS GUIDES. Street count took place on 2 consecutive mornings (6am-11am). EARLY AM ENUMERATION STRATEGY selected to AVOID DUPLICATE counting of sheltered homeless persons & to BEST TABULATE number of unsheltered homeless. Street count teams provided with census tract maps of assigned areas, tally sheets, review of census training documents & techniques, & other supplies. Upon return, teams turned in census tally forms & debriefed with captains. Targeted YOUTH street count conducted by enumeration teams of 2 HOMELESS YOUTH & SUPPORT PERSON. Youth teams counted 3pm-8pm when homeless youth MOST LIKELY VISIBLE. TARGETED ENCAMPMENT OUTREACH conducted by outreach teams who regularly work in encampments & are FAMILIAR WITH LOCATIONS & POPULATIONS. Identifying individuals residing in vehicles difficult due to size of county. Effort made to LOCATE PARKING LOCATIONS PRIOR TO COUNT to improve enumeration of vehicle dwellers.
2I-3. Describe any change in methodology from your unsheltered PIT count in 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the count).
(limit 1000 characters)

Not Applicable: No changes from 2013 to 2015 unsheltered PIT methodology.

2I-4. Has the CoC taken extra measures to identify unaccompanied homeless youth in the PIT count?

Yes

2I-4a. If the response in 2I-4 was "no" describe any extra measures that are being taken to identify youth and what the CoC is doing for homeless youth.
(limit 1000 characters)

N/A. The CoC takes several measures to identify & locate unaccompanied homeless youth, incl 1) youth-dedicated homeless outreach team (incl LGBTQ staff & peers) IDs and targets areas where homeless youth congregate & provides attractive giveaways (eg food, toiletries), connecting w approx. 3k youth on street each year; 2) youth-dedicated program staff volunteer & support PIT; 3) CoC-funded agencies (OSH, BWC) educate school staff on how to ID homeless TAY & co-locate programs on school campuses; 4) BWC working w schools to quantify number of at-risk youth in CoC geo region; 5) 24/7 TAY hotline receives 120 calls/year; 6) well-publicized & inviting youth drop in center invites & engages youth w BBQs & no-commitment events & svcs (incl medical); 7) youth program staff incl formerly homeless youth; 8) partnerships w juvenile justice & law enforcement to connect TAY to CoC youth programs instead of jail; 9) program dedicated to trafficked youth, incl law enforcement drop off.
2J. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Data Quality

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2J-1. Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2016 unsheltered PIT count:

<table>
<thead>
<tr>
<th>Training:</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Blitz&quot; count:</td>
<td>X</td>
</tr>
<tr>
<td>Unique identifier:</td>
<td>X</td>
</tr>
<tr>
<td>Survey questions:</td>
<td>X</td>
</tr>
<tr>
<td>Enumerator observation:</td>
<td>X</td>
</tr>
</tbody>
</table>

Reviewed HUD guidance and trainings on conducting an unsheltered count, Trained canvassers on the data collection requirements/forms/process, Developed maps and Geographic Information System tools to support the count, Pilot tested the data collection process prior to the PIT count, used surveys or statistical information experts to support the count, Compared the counts to last year's counts and explained the changes.

| None: |  |

2J-2. Describe any change to the way the CoC implemented the unsheltered PIT count from 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016 that would affect data quality. This includes changes to training volunteers and inclusion of any partner agencies in the unsheltered PIT count planning and implementation, if applicable. Do not include information on changes in actual methodology (e.g. change in sampling or extrapolation method).

Changes from 2013 to 2015 PIT to enhance data quality: 1. BETTER VOLUNTEER RECRUITMENT – over 335 community members signed up to volunteer. The larger number of volunteers meant each volunteer team had fewer census tracts to cover & could do a MORE THOROUGH JOB ON EACH TRACT. 2-use of a MOBILE APP for youth count & encampment count made it easier for youth and outreach workers to do mobile counting. 3. ADULT SUPPORT PERSON to go with youth team; youth observe
behavior/characteristics of people at youth homeless hotspots; asked people on-site if aware of youth homeless in area. 4. Youth count BEST PRACTICE advised various survey methods – chose STREET-BASED SURVEY; repeated methodology of ascertaining hotspots ahead of time by holding FOCUS GROUP. 5. Engagement of McKinney-Vento LIAISONS IN THE SCHOOLS in counting unsheltered homeless families, which can be hard to find in a street census.
3A. Continuum of Care (CoC) System Performance

Instructions
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program NOFA. Please submit technical questions to the HUD Exchange Ask A Question.


* 3A-1a. Change in PIT Counts of Sheltered and Unsheltered Homeless Persons
Using the table below, indicate the number of persons who were homeless at a Point-in-Time (PIT) based on the 2015 and 2016 PIT counts as recorded in the Homelessness Data Exchange (HDX).

<table>
<thead>
<tr>
<th></th>
<th>2015 PIT (for unschoverted count, most recent year conducted)</th>
<th>2016 PIT</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT Count of sheltered and unsheltered persons</td>
<td>7,603</td>
<td>6,524</td>
<td>-1,079</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>807</td>
<td>777</td>
<td>-30</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>9</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>1,113</td>
<td>1,110</td>
<td>-3</td>
</tr>
<tr>
<td>Total Sheltered Count</td>
<td>1,929</td>
<td>1,897</td>
<td>-32</td>
</tr>
<tr>
<td>Total Unsheltered Count</td>
<td>5,674</td>
<td>4,627</td>
<td>-1,047</td>
</tr>
</tbody>
</table>

3A-1b. Number of Sheltered Persons Homeless - HMIS.
Using HMIS data, enter the number of homeless persons who were served in a sheltered environment between October 1, 2014 and September 30, 2015 for each category provided.

<table>
<thead>
<tr>
<th></th>
<th>Between October 1, 2014 and September 30, 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Unduplicated Total sheltered homeless persons</td>
<td>6,672</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>5,035</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>26</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>2,161</td>
</tr>
</tbody>
</table>

Describe the CoC's efforts to reduce the number of individuals and families who become homeless for the first time. Specifically, describe what the CoC is doing to identify risk factors of becoming homeless.
CoC REDUCED FTH by 15.5% (4576 to 3869 ppl) FY14-15 to FY15-16.
STRATEGIES/PARTNERS: SCC restructuring prevention to target those who wd otherwise be homeless. 1st: CoC/SCC, SV Council of Nonprofits & 7 Emergency Asst Netwk CBOs covering entire region, overhauling sys to improve access, centralize data on HMIS. Piloting new OrgCode prev’n VISPDAT & using data to eval effectivenss in prioritizing resources. 2nd: Cities/ConPlan juris, Destin:Home, private funders incl Google, creating prevent’n/RRH strategy. RISK FACTORS (RFs) incl DV, homeless history, debt, legal issues/eviction risk, crisis health svcs, etc. BWC analyzed data to ID RFs for youth incl LGBTQ status, lack of cx w fam, behav health. BWC & CoC/SCC train school staff on ID’ing at-risk fams & connecting to CES & prev’n RRH. EANs provide svcs incl crisis financ support (emerg rent/utilities/med $$), case mgmt, food assist; 4 hsng specialists help retain hsng/relocate. CES wkgrp evaluating integration of diversion in shelters.


Describe the CoC’s efforts to reduce the length of time individuals and families remain homeless. Specifically, describe how your CoC has reduced the average length of time homeless, including how the CoC identifies and houses individuals and families with the longest lengths of time homeless.

EFFORTS/PLANNING: Multi-skholder strat planning (Commnty Plan to End Homelessness): 1) Coord Entry, launched 11/15, prioritizes LOTH, svc need w VISPDAT (placed 249 HHs in PSH w avg LOTH of 2.5 yrs), incr exits to PH by 17.34% since FY14-15; 2) CoC 100% HOUSING FIRST by 11/15; 3) 2015 HMIS transition enhanced data; 4) 2015 Cost Study & triage tool targets freq users; 5) aggressively creating 6k PH oppnys by 2020 (eg LL Engagmnt, 600 HA voucher Move On, $950M housing bond, scaling Pay for Success). ID: ESG/locally-funded outreach covers entire geo, targets camps, dwntn San Jose, etc using evid-based techniques, CTI, Harm Reduction, strategic use of ES beds to bld relationships. Teams use by-name lists, HMIS to TRACK HHs. MATCHING W DATA: CES matchmkrs use LOTH, VISPDAT, utilization data from CoC/ESG-funded & mainstrm progs to prioritize/match to most approp housing/case mgmt combo. Perf Mgmt Wkgp tracks LOTH & time bw VISPDAT/PH placement (6/16: 33 days RRH, 83 days PSH) to improve sys.

* 3A-4. Performance Measure: Successful Permanent Housing Placement or Retention.

In the next two questions, CoCs must indicate the success of its projects in placing persons from its projects into permanent housing.

3A-4a. Exits to Permanent Housing Destinations:
Fill in the chart to indicate the extent to which projects exit program participants into permanent housing (subsidized or non-subsidized) or the retention of program participants in CoC Program-funded permanent supportive housing.

<table>
<thead>
<tr>
<th>Universe: Persons in SSO, TH and PH-RRH who exited</th>
<th>Between October 1, 2014 and September 30, 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Of the persons in the Universe above, how many of those exited to permanent destinations?</td>
<td>499</td>
</tr>
<tr>
<td>% Successful Exits</td>
<td>49.36%</td>
</tr>
</tbody>
</table>

3A-4b. Exit To or Retention Of Permanent Housing:
In the chart below, CoCs must indicate the number of persons who exited from any CoC funded permanent housing project, except rapid re-housing projects, to permanent housing destinations or retained their permanent housing between October 1, 2014 and September 31, 2015.

<table>
<thead>
<tr>
<th>Universe: Persons in all PH projects except PH-RRH</th>
<th>Between October 1, 2014 and September 30, 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Of the persons in the Universe above, indicate how many of those remained in applicable PH projects and how many of those exited to permanent destinations?</td>
<td>813</td>
</tr>
<tr>
<td>% Successful Retentions/Exits</td>
<td>86.67%</td>
</tr>
</tbody>
</table>

3A-5. Performance Measure: Returns to Homelessness: Describe the CoCs efforts to reduce the rate of individuals and families who return to homelessness. Specifically, describe strategies your CoC has implemented to identify and minimize returns to homelessness, and demonstrate the use of HMIS or a comparable database to monitor and record returns to homelessness. (limit 1000 characters)

CoC DECREASED RTH by 2.86% this FY; 11.81% HHs who exited homelessness in FY13-14 RTH in 2 yrs (down from 14.67%). STRATEGIES: 1) Partner w CBOs to incr income, stabilize physical/beh health, deepen support system; 2) Analyze data to understand RTH causes, enhance CES matching; 3) Bld provider capacity in best practices w freq training (eg motiv interview, trauma-informed), Provider Peer Netwk mtgs; 4) Reduce caseloads (20:1) w high-need clients; 5) Meaningful daily activity grants to 4 CBOs (peer support, groups, art thrpy; 6) progressive engagement (RRH to PSH if nec); 7) relationships w LLs to resolve crises before eviction. CoC IDs/RECORDS/MONITORS RTH via HMIS & ensures progs record exit destin (Perf Mgmt Wkgrp monitors housing stability; scored in local competition); street OR records homeless history in HMIS & preventn orgs will use HMIS by ‘17. PSH/RRH case mgs track exits & work w clients for swift returns to housing. MONTHLY SYS DASHBD incl RTH; will soon link RTH to causes.

Performance Measure: Job and Income Growth. Describe the CoC's specific strategies to assist CoC Program-funded projects to increase program participants' cash income from employment and non-employment non-cash sources.

(limit 1000 characters)

In FY15-16, 36.32% CoC prog leavers INCREASED income (up from 30.23% in FY14-15). 10% more ppl INCR EARNED INCOME than FY14-15. CoC orgs provide: 1) benefits eligibility screening, app support, transport to benefits offices; 2) reg staff benefits training; 3) warm referrals w mainstrm employmnt orgs; 4) asst w cover letters/resumes/interviews; 5) 5 of 9 CoC orgs offer job readiness; 4 co-locate w benefit orgs. CoC blds provider capacity via 1) Collab App's annual onsite TA visit to discuss perf challenges, incl incr income; 2) weekly CCP case mgr mtgs; 3) CoC’s Connecting Clients Wkshop, peer learning, cross-sector edu w SCC benefits staff; 4) partnering w SOAR-trained SSI advocates; VHHC co-located at CoC sites assists w SSI medical docs; 5) Job creation (eg Dwtn Streets Cafe Cart), CoC progs hire clients as staff. Perf Mgmt wkgrp sets goals; NOFA Panel scores projects on income. Destin:Home hiring Employmnt Strategies Director to bldg cross-sector collective impact, employer pipeline.

3A-6a. Describe how the CoC is working with mainstream employment organizations to aid homeless individuals and families in increasing their income.

(limit 1000 characters)

100% of COC-FUNDED SH/TH/PH have a CLEAR RELATIONSHIP & regularly connect clients to mainstream employment orgs, incl Goodwill of SV, SJ Job Corp, Ctr for Employment Training (CET), NOVA Job Ctr, CET Employment Specialists; Work2Future, local admin arm of WIOA, operates 1-stop ctrs funded by DOL. ROLE: These partners provide direct support w/ JOB READINESS (1-12 month voc training, English classes, computer skills, auto detail, construction, security officer), JOB SEARCH (resume/covers, references), EMPLOYMENT OPPORTUNITIES (employer connections, job creation). County SSA works w/ GA recipients (incl CoC-prog participants) to a) orientation & intake/assessment of strengths/needs; b) ID barriers & needed support; c) job readiness class; d) coaching & monitor progress; e) devt employer relationships, help w/ apps, provide references. Dest:Home hiring Director of Emplymnt Strategies for cross-sector initiative that will engage mainstream employmnt orgs as strategic planning partners.

3A-7. What was the the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoC's unsheltered PIT count?

(limit 1000 characters)

ID & TRACK: unsheltered HHs VISPDATed & entered to CES on HMIS by 33 CES entry pts, incl street outreach (OR) covering entire geo region (PATH, HomeFirst, Dwntn Streets in CSJ; VHHP in N&S SCC), targeting camps, dwntn, areas where ppl congregate & responding to 2064 hotline calls in FY15-16. Teams track homeless HHs via HMIS, CSJ encampmnt database & by-name lists. CLOSE COORD b/w OR & housing providers led to 37% SJ OR contacts MOVING INDOORS in FY15-16 w 46% ppl served w shelter/sup svcs exiting to
PH: 1) OR builds trust/relationships using evidence-based harm-reduction techniques (e.g., CTI, Trauma Informed care, shelter beds, food/hygiene supplies) to engage & connect to CES w/ well over 330 VISPDATs since 11/15; 2) locates clients after CES match, assists w/ eligibility docs & transport for warm handoff. OR teams creative/persistent, using multi-lingual & specialty staff (e.g., youth, vets, LGBTQ, formerly homeless) to target priority pops. SCC hiring 4-6 staff Engagmt Team to strengthen SCC-wide reach.

3A-7a. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g., disasters)?

Yes

3A-7b. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g., deserts, wilderness, etc.)? (limit 1000 characters)

In the 2015 PIT (SCC’s most recent unsheltered count), the CoC excluded 2 of 341 census tracts. The exclusion was due to the span of a mountain ridgeline, making the tracts difficult to access; they have yielded no counts in prior years. Both tracts are largely uninhabited, lack road access and are large in size. One comprises mostly hillsides and the other is mostly dense wooded areas. They would require full day hiking teams in order to confirm absence of homeless persons. 1) These two tracts were excluded based on factors described above: Absence of any homeless persons in this area during past counts, significant burden on volunteers taking volunteer time from other areas of the county, and extreme difficulty of access for homeless people and census volunteers. 2) No homeless persons have been identified there in past counts in which those tracts were included, and access to these remote areas would be extremely challenging with limited roads.

3A-8. Enter the date the CoC submitted the system performance measure data into HDX. The System Performance Report generated by HDX must be attached. (mm/dd/yyyy)

08/13/2016

3A-8a. If the CoC was unable to submit their System Performance Measures data to HUD via the HDX by the deadline, explain why and
describe what specific steps they are taking to ensure they meet the next HDX submission deadline for System Performance Measures data. (limit 1500 characters)

NOT APPLICABLE.
3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Objective 1: Ending Chronic Homelessness

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

To end chronic homelessness by 2017, HUD encourages three areas of focus through the implementation of Notice CPD 14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status.

1. Targeting persons with the highest needs and longest histories of homelessness for existing and new permanent supportive housing;

2. Prioritizing chronically homeless individuals, youth and families who have the longest histories of homelessness; and

3. The highest needs for new and turnover units.

3B-1.1. Compare the total number of chronically homeless persons, which includes persons in families, in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

<table>
<thead>
<tr>
<th></th>
<th>2015 (for unsheltered count, most recent year conducted)</th>
<th>2016</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons</td>
<td>2,434</td>
<td>2,095</td>
<td>-339</td>
</tr>
<tr>
<td>Sheltered Count of chronically homeless persons</td>
<td>184</td>
<td>110</td>
<td>-74</td>
</tr>
<tr>
<td>Unsheltered Count of chronically homeless persons</td>
<td>2,250</td>
<td>1,985</td>
<td>-265</td>
</tr>
</tbody>
</table>

3B-1.1a. Using the "Differences" calculated in question 3B-1.1 above, explain the reason(s) for any increase, or no change in the overall TOTAL number of chronically homeless persons in the CoC, as well as the change in the unsheltered count, as reported in the PIT count in 2016 compared to 2015. (limit 1000 characters)
NOT APPLICABLE. Unsheltered DECREASED (-265); sheltered DECREASED (-74); DUE TO 1) CoC 100% HOUSING FIRST by 11/15, site visits to all agencies to review HF policies 3/16; HF Wkshp 5/16 to discuss challenges, w edu by agency peers/consumer; 2) AGGRESSIVE ($500k) LL ENGAGEMENT incl $$incentives/risk mitig, mediation, relatnshp bldg; 3) CES PRIORITIZES HIGHEST VISPDAT/LOTH; 4) SCC-wide street/camp outreach VISPDATs & enters to HMIS, supports engagmt, expedites eligibility docs; 5) Hsng 1k Care Coord Project pools resources from multiple sources (San Jose, County, CoC, VA) to flexibly connect clients to right case mgmt/housing subsidy solution to meet needs; 6) NEW DEDICATED CH HOUSING (+361 unit incr); 7) training, TA Visits & Svc Provider Ntwork DEEPEN PROVIDER CAPACITY/best practices, incr PSH RETENTION from 92.26-97.47% from ‘14-15 to 15-16; g) High Need Pop Initiative flags high users thru healthcare sys; multi-discipl team at hosp VISPDATs, enters to CES. NO CHANGES TO PIT METHODS.

3B-1.2. Compare the total number of PSH beds (CoC Program and non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count, as compared to those identified on the 2015 Housing Inventory Count.

<table>
<thead>
<tr>
<th>Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.</th>
<th>2015</th>
<th>2016</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,570</td>
<td>1,931</td>
<td>361</td>
</tr>
</tbody>
</table>

3B-1.2a. Explain the reason(s) for any increase, or no change in the total number of PSH beds (CoC program funded or non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count compared to those identified on the 2015 Housing Inventory Count. (limit 1000 characters)

SCC INCREASED CH-dedicated PSH (+361 beds) w aggressive initiatives to create 6k PH oppnys by 2020 under SCC Community Plan; leveraging LIHTC, HOME/CDBG, CoC, City/County Gen Funds. Initiatives incl: 1) CA’s 1st Pay For Success, PSH for 150-200 CH w private funding from several partners; 2) CoC/partners working w developers to dedicate units in aff housing (eg, 7 units in Ford Pl; 18 in Pkside Studios; 26 in Japantwn Srs; 20 in Donner Lofts late ‘16); 3) Continuing to grow units w strategic new construction & rehab, incl 162-unit Senter Rd apartment for CH (apprvd 6/29 by SJ City Council), 134-units in Second St Studios (incl bonus funds requested in this app); San Jose to acquire, rehab 49-unit Plaza Hotel; BOS appr $13M to buy/renovate hotels. SCC convened cross-sector Housing Task Force & is now implementing recs, incl $950M Housing Bond on Nov ballot w $700M for ELI, incl PSH & RRH. CoC partners are advocating for policy change to expedite aff housing devt, incl dedicated CH units.

3B-1.3. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH as described in Notice Yes
3B-1.3a. If “Yes” was selected for question 3B-1.3, attach a copy of the CoC’s written standards or other evidence that clearly shows the incorporation of the Orders of Priority in Notice CPD 14-012 and indicate the page(s) for all documents where the Orders of Priority are found.

Pages 63-64

3B-1.4. Is the CoC on track to meet the goal of ending chronic homelessness by 2017? No

This question will not be scored.

3B-1.4a. If the response to question 3B-1.4 was “Yes” what are the strategies that have been implemented by the CoC to maximize current resources to meet this goal? If “No” was selected, what resources or technical assistance will be implemented by the CoC to reach to goal of ending chronically homeless by 2017? (limit 1000 characters)

The CoC is not on track to end chronic homeless by 2017 due to the scarcity of affordable rental units in the community, low vacancy and the extreme discrepancy between FMR and what landlords are willing to accept. Our Community Plan is extremely aggressive in creating housing opportunities through an intensive, multi-strategy approach, incl. well-resourced and staffed landlord engagement, targeting resources toward highest need and longest time homeless via Coordinated Entry, creating a move-on/step-down program, and aggressive, multi-sector initiatives to align and grow federal, state, and local resources to create new units for CH households through development. The CoC would benefit from HUD policy and resources targeted to addressing barriers to development: including creative legal strategies for land use and building code restrictions and other creative HUD-sanctioned approaches to increase housing in a dense, tight market.
3B. Continuum of Care (CoC) Strategic Planning Objectives

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD will evaluate CoC’s based on the extent to which they are making progress to achieve the goal of ending homelessness among households with children by 2020.

3B-2.1. What factors will the CoC use to prioritize households with children during the FY2016 Operating year? (Check all that apply).

<table>
<thead>
<tr>
<th>Factor</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vulnerability to victimization:</td>
<td>X</td>
</tr>
<tr>
<td>Number of previous homeless episodes</td>
<td>X</td>
</tr>
<tr>
<td>Unsheltered homelessness:</td>
<td>X</td>
</tr>
<tr>
<td>Criminal History:</td>
<td>X</td>
</tr>
<tr>
<td>Bad credit or rental history (including not having been a leaseholder)</td>
<td>X</td>
</tr>
<tr>
<td>Head of household has mental/physical disabilities</td>
<td>X</td>
</tr>
<tr>
<td>“TAY and FAM VI-SPDAT Socialization &amp; Daily Functioning, Wellness, and Family Unit Factors”</td>
<td>X</td>
</tr>
</tbody>
</table>

3B-2.2. Describe the CoC’s strategies including concrete steps to rapidly rehouse every household with children within 30 days of those families becoming homeless.
(limit 1000 characters)
QUICK ID, CONNECT TO CES: 1) Fams immediately connected to CES at 33 entry pts, incl 7 Emergency Asst Ntwk agencies, schools, street outreach, & fam shelters (339 unique fam VISPDATs from 11/15–7/16); 2) hotline connects fam to shelter until PH unit ID'd (249 of 266 fams sheltered in 2015 PIT); 3) 4 DV shelters & anonymous CES ensure survivor safety; 4) CoC agencies train school staff to ID homeless fams; co-locate svcs on campus & benefits offices. STRATEGIES: 1) Intensive LL engagemnt; 2) 6/16 family CES consumer focus gp; 3) 100% Housing First CoC/ESG RRH w trauma-informed case mgmt; 4) McKinney Liaisons to VISPDAT by 12/16; 5) 3 new SCC RRH prog mgs to track outcomes, enhance sys effectiveness. MAX'ING RRH: $4.46M for 7 RRH projects in Tier 1 (6 new since FY15); $300k ESG RRH in FY15-16. HOME/SJ Gen Fund RRH for >200 HHs, County Gen Fund $4.2M for RRH, CalWORKS RRH housed 82 fams in avg 54 days 1/16-6/16; $950k housing bond incl RRH. Mainstream partnerships maximize RRH resources.

3B-2.3. Compare the number of RRH units available to serve families from the 2015 and 2016 HIC.

<table>
<thead>
<tr>
<th>RRH units available to serve families in the HIC:</th>
<th>2015</th>
<th>2016</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>102</td>
<td>100</td>
</tr>
</tbody>
</table>

3B-2.4. How does the CoC ensure that emergency shelters, transitional housing, and permanent housing (PSH and RRH) providers within the CoC do not deny admission to or separate any family members from other members of their family based on age, sex, gender or disability when entering shelter or housing? (check all strategies that apply)

- CoC policies and procedures prohibit involuntary family separation: [X]
- There is a method for clients to alert CoC when involuntarily separated: [X]
- CoC holds trainings on preventing involuntary family separation, at least once a year: [X]
- Will be discussed by Coordinated Entry System (CES) Workgroup as part of integration of shelters into CES: [X]

None: [ ]

3B-2.5. Compare the total number of homeless households with children in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

PIT Count of Homelessness Among Households With Children
3B-2.5a. Explain the reason(s) for any increase, or no change in the total number of homeless households with children in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)

Homeless fams incr by 10 from 15-16. While CoC & partners are responding aggressively with intensive, coordinated LL engagmnt & investment in RRH, housing costs are skyrocketing at an extraordinary rate: SCC costs 105% over the nat’l average, w occupancy at 95.4% in San Jose (SJ). Avg SCC rent increased by 8.9% in 2015. CoC & partners are investing heavily in RRH w 5 new CoC-RRH progs funded in FY15 & another in this FY16 app, as well as SJ & SCC Gen Funds, CalWORKS, HOME, & ESG expanding RRH. CSJ is investing $5M in LL engagmnt & incentives, incl dble deposits, risk mit, fund for LLs to rehab properties in exchange for housing clients. CoC agencies use housing navigators, incl former realtors, intensive relationship bldg, ensuring LLs feel supported & receive checks quickly. In FY16-17, SCC hiring 3 RRH prog mgrs & CoC will leverage new TBRA mobility to support HHs in locating affordable units in other counties. CoC partners w mainstrm/cmty orgs to bld support sys, benefits/employmnt.

3B-2.6. From the list below select the strategies to the CoC uses to address the unique needs of unaccompanied homeless youth including youth under age 18, and youth ages 18-24, including the following.

- Human trafficking and other forms of exploitation? Yes
- LGBTQ 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
- Unaccompanied minors/youth below the age of 18? Yes

3B-2.6a. Select all strategies that the CoC uses to address homeless youth trafficking and other forms of exploitation.

Diversion from institutions and decriminalization of youth actions that stem from being trafficked: X
**Increase housing and service options for youth fleeing or attempting to flee trafficking:**

**Specific sampling methodology for enumerating and characterizing local youth trafficking:**

**Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:**

**Community awareness training concerning youth trafficking:**

**CoC agency works w Trafficking Commission to develop law enforcement protocol for exploited youth; acts as safe drop off for officers to bring youth**

**N/A:**

### 3B-2.7. What factors will the CoC use to prioritize unaccompanied youth including youth under age 18, and youth ages 18-24 for housing and services during the FY 2016 operating year? (Check all that apply)

<table>
<thead>
<tr>
<th>Factor</th>
<th>FY 2016 CoC Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vulnerability to victimization</td>
<td>X</td>
</tr>
<tr>
<td>Length of time homeless</td>
<td>X</td>
</tr>
<tr>
<td>Unsheltered homelessness</td>
<td>X</td>
</tr>
<tr>
<td>Lack of access to family and community support networks</td>
<td>X</td>
</tr>
<tr>
<td>Acuity of physical, behavioral health needs</td>
<td>X</td>
</tr>
</tbody>
</table>

**N/A:**

### 3B-2.8. Using HMIS, compare all unaccompanied youth including youth under age 18, and youth ages 18-24 served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2014 (October 1, 2013-September 30, 2014) and FY 2015 (October 1, 2014 - September 30, 2015).

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:</td>
<td>837</td>
<td>523</td>
<td>-314</td>
</tr>
</tbody>
</table>
3B-2.8a. If the number of unaccompanied youth and children, and youth-headed households with children served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2015 is lower than FY 2014 explain why. (limit 1000 characters)

SCC CoC prioritizes serving hardest to reach, most vulnerable youth through robust youth outreach, low-barrier youth drop-in sites, and the Youth VISPDAT to prioritize housing, with staff rigorously trained in housing first, trauma-informed practices. In FY15, Bill Wilson Center (BWC) experienced a reduction in staff/hours at its drop-in ctrs, temporarily decreasing youth served and resources for HMIS data entry. This issue was resolved; County increased its financial commitment to support BWC increase staffing and hours & increased staffing allowed BWC to improve data entry, better ensuring HMIS reflects all contacts and services provided to homeless youth. With $19.2 dedicated to youth services in CY16, SCC has already enhanced service delivery. Four dedicated youth outreach staff reach 3k youth/year, incl LGBTQ outreach, a 24/7 youth hotline, over 100 mtgs w school/edu admin/staff, and various youth-driven services, emphasizing culturally appropriate, low-barrier access/retention.

3B-2.9. Compare funding for youth homelessness in the CoC’s geographic area in CY 2016 and CY 2017.

<table>
<thead>
<tr>
<th>Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded):</th>
<th>Calendar Year 2016</th>
<th>Calendar Year 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$19,200,229.00</td>
<td>$21,155,008.00</td>
<td>$1,954,779.00</td>
</tr>
<tr>
<td>CoC Program funding for youth homelessness dedicated projects:</td>
<td>$1,364,427.00</td>
<td>$1,574,334.00</td>
<td>$209,907.00</td>
</tr>
<tr>
<td>Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):</td>
<td>$17,835,802.00</td>
<td>$19,580,674.00</td>
<td>$1,744,872.00</td>
</tr>
</tbody>
</table>

3B-2.10. To what extent have youth services and educational representatives, and CoC representatives participated in each other’s meetings between July 1, 2015 and June 30, 2016?

<table>
<thead>
<tr>
<th>Cross-Participation in Meetings</th>
<th># Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC meetings or planning events attended by LEA or SEA representatives:</td>
<td>11</td>
</tr>
<tr>
<td>LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:</td>
<td>4</td>
</tr>
<tr>
<td>CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):</td>
<td>30</td>
</tr>
</tbody>
</table>

3B-2.10a. Based on the responses in 3B-2.10, describe in detail how the CoC collaborates with the McKinney-Vento local educational authorities and school districts. (limit 1000 characters)
IDENTIFY HHs: 1) CoC, CoC-funded agencies regularly train school staff/admin to recognize, support homeless/at-risk fams; 2) schools particip in PIT & are assisting w SCC-wide estim of unstably housed youth. CONNECT TO SVCs: 1) co-locating CoC agencies on campus for onsite case mgmt, family engagmnt, connection to CES & CoC resources; 2) schools are CES Entry Pt w Distrcit staff on CES Wkgrp; Liaisons will VISPDAT to HMIS by 12/16; 3) CoC progs wk w sev early childhood progs (CHAC, Choices for Children, CCC, HeadSt) for childcare, infant/toddler/pre-k edu, parenting edu/therapy. CROSS-COLLAB TO ID, ADDRESS GAPS: 1) CoC staff particip on hiring panel for County Edu’s Homeless Youth Specialist & advises schools on prioritizing homeless funds; 2) regular LEA particip in CoC Svc Provider Ntwk mtgs to ensure HHs are connected to edu svcvs, discuss resources/challenges; 3) Quarterly LEA mtgs of CoC/ESG, liaisons & youth svc providers re leg updates, transport issues, providing McKinney TA to Dist.

3B-2.11. How does the CoC make sure that homeless individuals and families who become homeless are informed of their eligibility for and receive access to educational services? Include the policies and procedures that homeless service providers (CoC and ESG Programs) are required to follow.

(limit 2000 characters)

ESG/CoC progs work w edu staff, incl liaisons, to ensure clients access edu svcvs: 1) HHs are INFORMED OF ELIGIBILITY by case mgrs & signs/flyers posted in site-based facilities; 2) Case mgrs assist w enrollment, may collect attendance records for youth under 18; 3) progs provide on-site academic support & connections to CBOs incl early childhood progs; 4) housing placement takes edu needs into account, locating near current school if possib; 5) Cross-training & attendance at dozens of mtgs bw schools, CoC prog staff, co-location of CoC/ESG resources on campus; 6) CoC Policies maximize access to edu & were presented at CoC Gen Member Mtg to bldg awareness & support progs in implementing. POLICIES PROVIDE: “Consistent w CoC Prog Interim Rule 24 CFR §578.23, all CoC/ESG progs assisting fams w children or unaccompanied youth must: A) Take edu needs of children into account when placing fams in housing and will, to max extent practicable, place fams w children as close as possible to school of origin so as not to disrupt children’s edu; B) Inform fams w children & unaccompanied youth of their edu rights, incl providing written materials, help with enrollment, and linkage to McKinney Vento Liaisons as part of intake; C) Not require children & unaccompanied youth to enroll in a new school as a condition of receiving svcvs; D) Allow parents or youth (if unaccompanied) to make decisions about school placement; E) Not require youth to attend after-school or edu progs that would replace/interfere w regular day school or prohibit them from staying enrolled in their original school; F) Post notices of student’s rights at each prog site that serves homeless children and families in appropr languages; G) Designate staff responsible for: 1) Ensuring homeless children and youth in their progs are in school and receiving all edu svcvs they are entitled to; and 2) Coord w CoC, Dept of Social Svc, County Office of Ed, McKinney Vento Coord, McKinney Vento Edu Liaisons, & other mainstrm providrs as needed.”
3B-2.12. Does the CoC or any HUD-funded projects within the CoC have any written agreements with a program that services infants, toddlers, and youth children, such as Head Start; Child Care and Development Fund; Healthy Start; Maternal, Infant, Early Childhood Home Visiting programs; Public Pre-K; and others? (limit 1000 characters)

Abode Services has an MOU with KidsPark to provide childcare and BWC has an agreement with 4Cs to provide subsidized childcare during THP and until children are 13. While many of the CoC-funded programs work closely with childcare programs serving infants, toddlers, young children, most do not have any formal MOUs.
3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Objective 3: Ending Veterans Homelessness

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

Opening Doors outlines the goal of ending Veteran homelessness by the end of 2016. The following questions focus on the various strategies that will aid communities in meeting this goal.

3B-3.1. Compare the total number of homeless Veterans in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

<table>
<thead>
<tr>
<th></th>
<th>2015 (for unsheltered count, most recent year conducted)</th>
<th>2016</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT count of sheltered and unsheltered homeless veterans:</td>
<td>836</td>
<td>701</td>
<td>-135</td>
</tr>
<tr>
<td>Sheltered count of homeless veterans:</td>
<td>257</td>
<td>255</td>
<td>-2</td>
</tr>
<tr>
<td>Unsheltered count of homeless veterans:</td>
<td>579</td>
<td>446</td>
<td>-133</td>
</tr>
</tbody>
</table>

3B-3.1a. Explain the reason(s) for any increase, or no change in the total number of homeless veterans in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count.

NO APPLICABLE. SCC CoC DECREASED unsheltered vets by 133 & sheltered vets by 2. Reasons incl a) tremendous community-wide commitment to All the Way Home Campaign to End Vet Homelessness (partnership bw Destin:Home, Housing Auth, CoC/County, City of San Jose (CSJ), w Palo Alto, CSJ & SCC Sup joining Mayors Challenge, b) CoC/County/ESG-wide adoption of HOUSING FIRST; c) Coord Entry launch 11/15 w VA particip on CES wgrp & established practices for relationship bldg & warm handoff to support transition to housing; d) intensive LL engagmnt, incl $500k CSJ contrib for incentives (leasing bonuses, risk mit funds, incentive funds to rehab, incl accessibility accommod for disabled vets) & dedicated vet housing specialist; f) creative approaches incl Housing One Hero campaign to engage faith cmmty in housing a vet or contributing land for devt; g) new dedicated vet units (eg CSJ's
Vermont apts); h) enhanced outcomes supported by Perf Measure Wkgrp, incl VA particip. NO CHANGES TO PIT METHODS.

3B-3.2. Describe how the CoC identifies, assesses, and refers homeless veterans who are eligible for Veteran's Affairs services and housing to appropriate resources such as HUD-VASH and SSVF. (limit 1000 characters)

OUTREACH (OR) teams (& all 33 CES entry pts) VISPDAT pot'l vets & ask about military svc (Vets = 11%, ~330 of VISPDATs in HMIS) & bld relationship. PIT & daily OR, incl dedicated OR w former military staff (ESG-funded), covers entire geo area & targets areas where vets congregate, incl camps, VAMC. Vet hotline, marketing & Vet shelter beds incr access. CES staff confirm svc history & VA confirms eligibility; VA particip in CES Wkgrp addresses gaps. COC/VA COLLAB ENSURES ALL VETS RECV SVCS REGARDLESS OF ELIGIBILTY: VA-eligible get VASH thru VA or CoC PSH w VA-funded case mgmt if HUD-VASH unavailable. Lower acuity recv SSVF if eligible or SCC Gen Fund Vet RRH if not. Constant cross-commnication w CoC, VA, VRC, SSVF admins, incl weekly SSVF calls, case conf, CoC agency visits to VRC to ensure eligible clients connect to VASH. Dest:Home, VA, Housing Auth, CSJ, CoC collaborates on ATW Home Campaign, partly funded by CSJ Hsng Trust. Vet LL engagement campaign housed 184 VASH vets, 11/15-6/16.

3B-3.3. Compare the total number of homeless Veterans in the CoC and the total number of unsheltered homeless Veterans in the CoC, as reported by the CoC for the 2016 PIT Count compared to the 2010 PIT Count (or 2009 if an unsheltered count was not conducted in 2010).

<table>
<thead>
<tr>
<th></th>
<th>2010 (or 2009 if an unsheltered count was not conducted in 2010)</th>
<th>2016</th>
<th>% Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total PIT Count of sheltered and unsheltered homeless veterans:</td>
<td>866</td>
<td>701</td>
<td>-19.05%</td>
</tr>
<tr>
<td>Unsheltered Count of homeless veterans:</td>
<td>583</td>
<td>446</td>
<td>-23.50%</td>
</tr>
</tbody>
</table>

3B-3.4. Indicate from the dropdown whether you are on target to end Veteran homelessness by the end of 2016.

No

This question will not be scored.

3B-3.4a. If "Yes", what are the strategies being used to maximize your current resources to meet this goal? If "No" what resources or technical assistance would help you reach the goal of ending Veteran homelessness by the end of 2016?
Ending veteran homelessness by 11/18 is a priority in SCC’s Community Plan. CoC-funded progs, County Office of Supp Housing, City of San Jose, Destin:Home, Housing Auth, faith commnty & VA are working collaboratively on multiple fronts, incl intensive outreach where vets congregate, investment in vet-targeted resources (outreach, shelter beds, non-VA funded PSH/RRH for ineligible vets), cross-sector initiatives & All the Way Home Campaign, robust LL engagement strategies ($81k in LL incentives spent from 3/22-6/30), creative approaches (eg House a Hero initiative engaging faith commty to dedicate church land to aff housing & house vets in private homes) and collab w VA-funded entities to streamline resources & coordinate access to housing. While much was accomplished in FY15-16, SCC’s extraordinary cost of housing and low vacancy rates are a tremendous challenge. TA to develop new units and overcome barriers in data sharing w/ VA (eg privacy concerns) would strengthen our efforts.
4A. Accessing Mainstream Benefits

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4A-1. Does the CoC systematically provide information to provider staff about mainstream benefits, including up-to-date resources on eligibility and program changes that can affect homeless clients? Yes

4A-2. Based on the CoC's FY 2016 new and renewal project applications, what percentage of projects have demonstrated they are assisting project participants to obtain mainstream benefits? This includes all of the following within each project: transportation assistance, use of a single application, annual follow-ups with participants, and SOAR-trained staff technical assistance to obtain SSI/SSDI?

FY 2016 Assistance with Mainstream Benefits

| Total number of project applications in the FY 2016 competition (new and renewal): | 36 |
| Total number of renewal and new project applications that demonstrate assistance to project participants to obtain mainstream benefits (i.e. In a Renewal Project Application, “Yes” is selected for Questions 2a, 2b and 2c on Screen 4A. In a New Project Application, “Yes” is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A). | 36 |
| Percentage of renewal and new project applications in the FY 2016 competition that have demonstrated assistance to project participants to obtain mainstream benefits: | 100% |

4A-3. List the organizations (public, private, non-profit and other) that you collaborate with to facilitate health insurance enrollment, (e.g., Medicaid, Medicare, Affordable Care Act options) for program participants. For each organization you partner with, detail the specific outcomes resulting from the partnership in the establishment of benefits. (limit 1000 characters)

SCC CoC works w several orgs to enroll clients in health ins, incl Valley Homeless Healthcare Prog (VHHP), Peninsula Healthcare Connection (PHC) & SCC Social Svc Agency (SSA). Beyond enrollment, CoC projects & healthcare partners ensure access to care via svc co-location & coordination. Ex: PHC enrolls clients & provides primary care, BH, dental onsite at CoC-funded Oppny Ctr. VHHP provides dental svc at Montgomery St Inn, w 198 dental visits for 108 pts in FY15-16 & served 8915 homeless clients in FY15-16, incl at HomeFirst & BWC sites (both CoC-funded agencies) & via Med Mobile Unit at...
camps & underserved areas of SCC, serving as CES Entry Pt. OUTCOMES: VHP assisted 526 homeless persons w ins enrollment, submitting 312 apps, for total of 218 enrolled in FY15-16. From Jan – June ‘16, PHC successfully enrolled 332 in Medi-Cal & assisted 144 in obtaining annual review/redetermination. Enrollment increased from 55% to 64% of PSH clients from FY13-14 to FY 15-16 & from 50% to 98% in RRH.

4A-4. What are the primary ways the CoC ensures that program participants with health insurance are able to effectively utilize the healthcare benefits available to them?

| Educational materials: |   | X |
| In-Person Trainings: |   | X |
| Transportation to medical appointments: | | X |
| Co-location of health, dental, BH services at CoC projects | | X |
| Partnerships & cross referrals | | X |
| Not Applicable or None: | |   |
4B. Additional Policies

Instructions:
For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4B-1. Based on the CoCs FY 2016 new and renewal project applications, what percentage of Permanent Housing (PSH and RRH), Transitional Housing (TH), and SSO (non-Coordinated Entry) projects in the CoC are low barrier?

<table>
<thead>
<tr>
<th>FY 2016 Low Barrier Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2016 competition (new and renewal):</td>
</tr>
<tr>
<td>Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications that selected “low barrier” in the FY 2016 competition:</td>
</tr>
<tr>
<td>Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2016 competition that will be designated as “low barrier”:</td>
</tr>
</tbody>
</table>

4B-2. What percentage of CoC Program-funded Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), SSO (non-Coordinated Entry) and Transitional Housing (TH) FY 2016 Projects have adopted a Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

<table>
<thead>
<tr>
<th>FY 2016 Projects Housing First Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2016 competition (new and renewal):</td>
</tr>
<tr>
<td>Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2016 competition:</td>
</tr>
<tr>
<td>Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2016 competition that will be designated as Housing First:</td>
</tr>
</tbody>
</table>

4B-3. What has the CoC done to ensure awareness of and access to housing and supportive services within the CoC’s geographic area to persons that could benefit from CoC-funded programs but are not currently participating in a CoC funded program? In particular, how does the CoC reach out to for persons that are least likely to request housing or services in the absence of special outreach?

Direct outreach and marketing:
X

FY2016 CoC Application Page 56 09/11/2016
Use of phone or internet-based services like 211:  
Marketing in languages commonly spoken in the community:  
Making physical and virtual locations accessible to those with disabilities:  
School, medical care, and community agency partnerships  
Coordinated Entry—33 entry points, incl. street OR and non-CoC providers; including Multi-lingual street outreach, incl peers, covering entire geo area  
Engagement with FBOs (i.e. Faith In Action, Cathedral of Faith, Salvation Army)  
Not applicable:  

4B-4. Compare the number of RRH units available to serve populations from the 2015 and 2016 HIC.

<table>
<thead>
<tr>
<th>RRH units available to serve all populations in the HIC:</th>
<th>2015</th>
<th>2016</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4</td>
<td>253</td>
<td>249</td>
</tr>
</tbody>
</table>

4B-5. Are any new proposed project applications requesting $200,000 or more in funding for housing rehabilitation or new construction?  

No

4B-6. If "Yes" in Questions 4B-5, then describe the activities that the project(s) will undertake to ensure that employment, training and other economic opportunities are directed to low or very low income persons to comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3) and HUD’s implementing rules at 24 CFR part 135? (limit 1000 characters)

n/a

4B-7. Is the CoC requesting to designate one or more of its SSO or TH projects to serve families with children and youth defined as homeless under other Federal statutes?  

No

4B-7a. If "Yes", to question 4B-7, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons
defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan. (limit 2500 characters)

n/a

4B-8. Has the project been affected by a major disaster, as declared by the President Obama under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (Public Law 93-288) in the 12 months prior to the opening of the FY 2016 CoC Program Competition? No

4B-8a. If "Yes" in Question 4B-8, describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD. (limit 1500 characters)

n/a

4B-9. Did the CoC or any of its CoC program recipients/subrecipients request technical assistance from HUD since the submission of the FY 2015 application? This response does not affect the scoring of this application.

Yes

4B-9a. If "Yes" to Question 4B-9, check the box(es) for which technical assistance was requested.

This response does not affect the scoring of this application.

<table>
<thead>
<tr>
<th>CoC Governance:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC Systems Performance Measurement:</td>
<td></td>
</tr>
<tr>
<td>Coordinated Entry:</td>
<td></td>
</tr>
<tr>
<td>Data reporting and data analysis:</td>
<td></td>
</tr>
<tr>
<td>HMIS:</td>
<td></td>
</tr>
</tbody>
</table>
Homeless subpopulations targeted by Opening Doors: veterans, chronic, children and families, and unaccompanied youth: X

Maximizing the use of mainstream resources: 

Retooling transitional housing: 

Rapid re-housing: 

Under-performing program recipient, subrecipient or project: 

Not applicable: 

4B-9b. Indicate the type(s) of Technical Assistance that was provided, using the categories listed in 4B-9a, provide the month and year the CoC Program recipient or sub-recipient received the assistance and the value of the Technical Assistance to the CoC/recipient/sub recipient involved given the local conditions at the time, with 5 being the highest value and a 1 indicating no value.

<table>
<thead>
<tr>
<th>Type of Technical Assistance Received</th>
<th>Date Received</th>
<th>Rate the Value of the Technical Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vets@Home</td>
<td>11/18/2015</td>
<td>3</td>
</tr>
<tr>
<td>Vets@Home</td>
<td>12/02/2015</td>
<td>3</td>
</tr>
<tr>
<td>Vets@Home</td>
<td>12/31/2015</td>
<td>3</td>
</tr>
</tbody>
</table>

Applicant: San Jose/Santa Clara City & County CoC
Project: CA-500 CoC Registration FY2016

COC_REG_2016_135821
## 4C. 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

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Required?</th>
<th>Document Description</th>
<th>Date Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants</td>
<td>Yes</td>
<td>Evidence of the CoC's communication to rejected participants</td>
<td>09/08/2016</td>
</tr>
<tr>
<td>02. 2016 CoC Consolidated Application: Public Posting Evidence</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>03. CoC Rating and Review Procedure (e.g. RFP)</td>
<td>Yes</td>
<td>CoC Rating and Review Procedure (e.g. RFP)</td>
<td>09/09/2016</td>
</tr>
<tr>
<td>08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>09. PHA Administration Plan (Applicable Section(s) Only)</td>
<td>Yes</td>
<td>PHA Administration Plan (Applicable Section(s) Only)</td>
<td>09/08/2016</td>
</tr>
<tr>
<td>10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. HDX-system Performance Measures</td>
<td>Yes</td>
<td>HDX-system Performance Measures</td>
<td>09/08/2016</td>
</tr>
<tr>
<td>14. Other</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Other</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Applicant: San Jose/Santa Clara City & County CoC
Project: CA-500 CoC Registration FY2016

COC_REG_2016_135821

FY2016 CoC Application Page 60 09/11/2016
Attachment Details

Document Description: Evidence of the CoC's Communications to Rejected Participants

Attachment Details

Document Description:

Attachment Details

Document Description: CoC Rating and Review Procedure

Attachment Details

Document Description: CoC's Rating and Review Procedure Public Posting Evidence

Attachment Details

Document Description: CoC's Process for Reallocating
Document Description: CoC’s Governance Charter

Attachment Details

Document Description: HMIS Policies and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: PHA Administration Plan (Applicable Sections)

Attachment Details

Document Description:

Attachment Details

Document Description: CoC Written Standards for Order of Priority
Submission Summary

Ensure that the Project Priority List is complete prior to submitting.
| 1D. CoC Discharge Planning   | 09/11/2016 |
| 1E. Coordinated Assessment  | 09/11/2016 |
| 1F. Project Review          | 09/11/2016 |
| 1G. Addressing Project Capacity | 09/11/2016 |
| 2A. HMIS Implementation     | 09/11/2016 |
| 2B. HMIS Funding Sources    | Please Complete |
| 2C. HMIS Beds               | 09/11/2016 |
| 2D. HMIS Data Quality       | 09/11/2016 |
| 2E. Sheltered PIT           | 09/11/2016 |
| 2F. Sheltered Data - Methods | 09/11/2016 |
| 2G. Sheltered Data - Quality| 09/11/2016 |
| 2H. Unsheltered PIT         | 09/11/2016 |
| 2I. Unsheltered Data - Methods | 09/11/2016 |
| 2J. Unsheltered Data - Quality | 09/11/2016 |
| 3A. System Performance      | 09/09/2016 |
| 3B. Objective 1             | 09/09/2016 |
| 3B. Objective 2             | 09/11/2016 |
| 3B. Objective 3             | 09/09/2016 |
| 4A. Benefits                | 09/09/2016 |
| 4B. Additional Policies     | 09/09/2016 |
| 4C. Attachments             | Please Complete |
| Submission Summary          | No Input Required |
Attachment: Evidence of the CoC’s Communication to Rejected Projects

<table>
<thead>
<tr>
<th>#</th>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Santa Clara CoC 2016 Reallocation Summary</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>7/15/16 - Email from West Valley Community Services to CoC stating decision not to apply for renewal funding for reallocated project</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>8/18/16 - Email from CoC to LifeMoves with Notice of Involuntary Reallocation</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>8/18/16 - Email Announcement to CoC Project Applicants &amp; CoC Listserv Re: Review &amp; Rank Panel Preliminary Ranked List, with Attachment</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>8/22/16 Email to LifeMoves regarding Rationale for Reallocation Recommendation, with Attachment</td>
<td>8</td>
</tr>
<tr>
<td>6</td>
<td>8/23/16 - Email Announcement to CoC Project Applicants &amp; CoC Listserv Re: Review &amp; Rank Panel Revised Preliminary Ranked List, with Attachment</td>
<td>10</td>
</tr>
<tr>
<td>7</td>
<td>8/29/2016 - Email Announcement to CoC Project Applicants &amp; CoC Listserv Re: Public Posting of Final Ranked List</td>
<td>14</td>
</tr>
<tr>
<td>8</td>
<td>8/29/2016 - Screen Shot of 2016 HUD CoC NOFA Posting of Final Ranked List on CoC Website</td>
<td>15</td>
</tr>
<tr>
<td>9</td>
<td>August 29, 2016 CoC Final Prioritized Ranked List</td>
<td>16</td>
</tr>
</tbody>
</table>
The CoC reduced eligible renewal projects for the creation of new projects through the voluntary and involuntary reallocation by project applicants. A summary of reallocation follows below.

<table>
<thead>
<tr>
<th>Full/Partial Reallocation</th>
<th>Type</th>
<th>Agency</th>
<th>Project</th>
<th>Reallocated Amount</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full</td>
<td>TH</td>
<td>West Valley Community Services of Santa Clara County, Inc.</td>
<td>Transitional Housing Program</td>
<td>$84,105</td>
<td>Agency voluntarily decided to reallocate CoC funding for this project.</td>
</tr>
<tr>
<td>Full</td>
<td>PSH</td>
<td>LifeMoves</td>
<td>Hester</td>
<td>$46,136</td>
<td>Decision to reallocate was recommended by Review and Rank Panel. Appeal Committee and CoC Board reviewed and approved this decision, based on rationale below.</td>
</tr>
</tbody>
</table>

Rationale for Recommended Involuntary Reallocation
Review & Rank Panel

During the 2016 Review and Rank Process, the Panel recommended reallocation of the LifeMoves project Hester. The Panel’s recommendation was based on the following factors:

- The Panel was concerned that after many years Hester continues to house only 3 participants, well below its capacity of 10 participants, due to ongoing issues with a building that was red-tagged in 2010 and subsequent permitting issues. The Panel reviewed the project’s explanation for its capacity constraints in its Narrative Response but felt this explanation was insufficient justification for continuing to fund the project after such a long period of low utilization.

- The Panel discussed the impact of this recommendation on Hester’s 3 existing participants and recommended the CoC take action as possible to identify alternative resources or housing for those households.

- The Panel considered the factors in the CoC’s Reallocation procedures, including impact on system performance and consolidated application’s score, and impact on the community in light of community needs. The Panel felt that this reallocation would serve the community by investing the resources in a project that could have a greater impact on the community as a whole.
Yes, that is correct. We will not be applying for renewal for our TH project in the 2016 NOFA.

Thank you,

On Fri, Jul 15, 2016 at 2:44 PM, Barroga, Hilary <Hilary.Barroga@hhs.sccgov.org> wrote:
Hi Grace-

WVCS has told us that you all intend to reallocate your current TH project in the 2016 NOFA, and not apply for a renewal. Will you please confirm that?

Thank you!
Hilary

Hilary Barroga
Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-0570

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Save the Date - September 16th, 2016
West Valley Community Services Annual Event: Chefs of Compassion
A one of a kind dining experience with Bay Area celebrity chefs

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From: Barroga, Hilary
Sent: Thursday, August 18, 2016 9:03 PM
To: 'kfinnigan@lifemoves.org' <kfinnigan@lifemoves.org>; 'amorales@lifemoves.org' <amorales@lifemoves.org>; 'nwegener@lifemoves.org' <nwegener@lifemoves.org>
Subject: Notice of Re-allocation

Dear Katherine, Ana, and Rachael,

I am writing to inform you that the CoC NOFA Review and Rank Panel recommended reallocation of the following LifeMoves project in its entirety:

- Hester

Projects recommended for reallocation are permitted to appeal consistent with the procedures set forth in the Santa Clara County CoC NOFA local materials, which you can find on the County Website here. Projects intending to appeal must notify HomeBase at SCCNOFA@homebaseccc.org or (415) 788-7961, ext 328, by 5:00 pm on August 19, 2016.

Respectfully,

Hilary

Hilary Barroga
Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-0570

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Santa Clara County CoC 2016 NOFA Preliminary Priority Listing

Barroga, Hilary <Hilary.Barroga@hhs.sccgov.org> Thu, Aug 18, 2016 at 9:05 PM

To: "jleiserson@abodeservices.org" <jleiserson@abodeservices.org>, "llucas@abodeservices.org" <llucas@abodeservices.org>, "lmorison@abodeservices.org" <lmorison@abodeservices.org>, "dpell@billwilsoncenter.org" <dpell@billwilsoncenter.org>, "dpell@bwcmail.org" <dpell@bwcmail.org>, "pfurlong@billwilsoncenter.org" <pfurlong@billwilsoncenter.org>, "pfurlong@bwcmail.org" <pfurlong@bwcmail.org>, "dclark@bwcmail.org" <dclark@bwcmail.org>, "Stanton, Erin" <Erin.Stanton@hhs.sccgov.org>, "Orozco, Jessica" <Jessica.Orozco@hhs.sccgov.org>, "douglasford@earthlink.com" <douglasford@earthlink.com>, "beth.leyary@familysupportivehousing.org" <beth.leyary@familysupportivehousing.org>, "Liz@familysupportivehousing.org" <Liz@familysupportivehousing.org>, "bkong@homefirstscc.org" <bkong@homefirstscc.org>, "aurton@homefirstscc.org" <aurton@homefirstscc.org>, "kfinnigan@lifemoves.org" <kfinnigan@lifemoves.org>, "amorales@lifemoves.org" <amorales@lifemoves.org>, "rwegener@lifemoves.org" <rwegener@lifemoves.org>, "davidc@stjosephsgilroy.org" <davidc@stjosephsgilroy.org>, "sherristuart@yahoo.com" <sherristuart@yahoo.com>, "sujathav@wvcommunityservices.org" <sujathav@wvcommunityservices.org>, "graced@wvcommunityservices.org" <graced@wvcommunityservices.org>, "josh@wvcommunityservices.org" <josh@wvcommunityservices.org>, "acaldera@ywca-sv.org" <acaldera@ywca-sv.org>, "amclane@ywca-sv.org" <amclane@ywca-sv.org>, "tward@ywca-sv.org" <tward@ywca-sv.org>, "jhenderson@ywca-sv.org" <jhenderson@ywca-sv.org>

Cc: SCC NOFA <sccnofa@homebaseccc.org>

Dear CoC Project Applicants,

Many thanks to the 2016 Santa Clara CoC Review & Rank Panel for their service and extremely thoughtful review of the project submissions, and to each of you for your time and energy throughout the local scoring process.

The Preliminary Priority Listing from the Review & Rank panel deliberations is attached.

If you wish to appeal a project's ranking, please note the timeline as follows:

- **August 19, 2016, by 5:00 PM** - Applicants provide notice of intention to appeal to HomeBase at SCCNOFA@HomeBaseccc.org or (415) 788-7962, ext. 328. Applicants may request their score sheets at this time.
- **August 22, 2016, by 12:00 PM** - Score sheets will be sent to applicants who have provided notice of intention to appeal.
- **August 23, 2016, by 5:00 PM** - Applicants who wish to appeal must submit their formal appeal to HomeBase at SCCNOFA@HomeBaseccc.org.
- **August 25, 2016 at TBD** - Appeals Committee reviews appeals and recalculates scores if necessary.
- **August 26, 2016 by midnight** - Post-Appeals Priority List distributed to applicants.

Please refer to the Appeals Process information by reviewing the 2016 SCC CoC NOFA Local Materials document.
Thank you!

Hilary

Hilary Barroga
Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-0570

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2016 SCC CoC Preliminary Priority Listing 2016-08-16.pdf
15K
### Tier 1 Recommended List

<table>
<thead>
<tr>
<th>Score</th>
<th>Eligible to Appeal</th>
<th>Project</th>
<th>Applicant</th>
<th>Type</th>
<th>Grant Amount</th>
<th>Tier 1 Running Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>102.00</td>
<td>No</td>
<td>Peacock Commons</td>
<td>Bill Wilson Center</td>
<td>PH</td>
<td>$265,611</td>
<td>$265,611</td>
</tr>
<tr>
<td>101.50</td>
<td>No</td>
<td>Gilroy Plaza</td>
<td>St. Joseph's Family Center</td>
<td>PH</td>
<td>$332,557</td>
<td>$568,168</td>
</tr>
<tr>
<td>101.00</td>
<td>No</td>
<td>SOVHRS Rental Assistance Program #2</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$277,927</td>
<td>$758,085</td>
</tr>
<tr>
<td>100.50</td>
<td>No</td>
<td>Rental Assistance Program - 2014 Bonus</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$2,272,967</td>
<td>$2,999,082</td>
</tr>
<tr>
<td>100.00</td>
<td>No</td>
<td>Housing Case Management for the Homeless</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$562,719</td>
<td>$3,561,781</td>
</tr>
<tr>
<td>99.70</td>
<td>No</td>
<td>CCP Placement Project</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$277,533</td>
<td>$3,039,344</td>
</tr>
<tr>
<td>99.50</td>
<td>No</td>
<td>CoC Renewal Grant Application SCC Chronically Homeless PSH</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$589,883</td>
<td>$4,408,197</td>
</tr>
<tr>
<td>99.50</td>
<td>No</td>
<td>Family Housing</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$412,240</td>
<td>$4,820,457</td>
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<tr>
<td>99.50</td>
<td>No</td>
<td>Housing Case Management for Medical Respite Recovery</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$515,143</td>
<td>$5,335,600</td>
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<td>99.00</td>
<td>No</td>
<td>North County Inns</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
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<td>$355,518</td>
<td>$5,728,118</td>
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<td>98.29</td>
<td>No</td>
<td>CoC Grant Renewal Application 5022</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$1,371,855</td>
<td>$4,903,973</td>
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<tr>
<td>97.75</td>
<td>No</td>
<td>Opportunity Center of the Peninsula</td>
<td>Community Working Group</td>
<td>PH</td>
<td>$43,936</td>
<td>$844,909</td>
</tr>
<tr>
<td>97.75</td>
<td>No</td>
<td>Samaritan Inns</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$486,910</td>
<td>$9,431,819</td>
</tr>
<tr>
<td>97.29</td>
<td>No</td>
<td>CoC Grant Renewal Application 5320</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$340,743</td>
<td>$9,772,589</td>
</tr>
<tr>
<td>96.50</td>
<td>No</td>
<td>Second Street Studios Permanent Supportive Housing (NEW)</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$577,827</td>
<td>$10,306,395</td>
</tr>
<tr>
<td>96.50</td>
<td>No</td>
<td>Sunset Square</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$198,556</td>
<td>$10,548,951</td>
</tr>
<tr>
<td>96.25</td>
<td>No</td>
<td>Sobrato Family Living Center - Permanent Housing Project for Homeless Families</td>
<td>HomeFirst Services of Santa Clara County</td>
<td>PH</td>
<td>$29,414</td>
<td>$10,578,365</td>
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<tr>
<td>96.25</td>
<td>No</td>
<td>Mission Rebuild</td>
<td>Abode Services</td>
<td>PH</td>
<td>$420,637</td>
<td>$10,999,002</td>
</tr>
<tr>
<td>95.50</td>
<td>No</td>
<td>Sexual Assault &amp; Human Trafficking-Rehousing Intervention Solutions Efforts (SA &amp; HT-RISE)</td>
<td>YWCA of Silicon Valley</td>
<td>PH</td>
<td>$365,406</td>
<td>$11,364,408</td>
</tr>
<tr>
<td>94.00</td>
<td>No</td>
<td>Santa Clara County Rapid Rehousing Program for Families &amp; Youth</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$1,725,340</td>
<td>$13,089,748</td>
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<td>94.00</td>
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<td>Santa Clara County Rapid Rehousing Program for Re-Entry</td>
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<td>93.75</td>
<td>No</td>
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<td>93.50</td>
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<td>Yes</td>
<td>Sunset Leasing</td>
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<td>PH</td>
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</tr>
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<td>92.75</td>
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<td>Santa Clara County Rapid Rehousing Program for Domestic Violence and Human Trafficking Survivors (NEW)</td>
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<td>PH</td>
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<td>91.00</td>
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<td>90.25</td>
<td>Yes</td>
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<td>Bill Wilson Center</td>
<td>TH</td>
<td>$309,348</td>
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<tr>
<td>89.75</td>
<td>Yes</td>
<td>HMIS Expansion</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>HMIS</td>
<td>$250,000</td>
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<td>89.75</td>
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<td>HMIS SCC</td>
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<td>90.00</td>
<td>Yes</td>
<td>Haven to Home (part in Tier 1)</td>
<td>West Valley Community Services of Santa Clara County, Inc.</td>
<td>PH</td>
<td>$659,218</td>
<td>$17,679,133</td>
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### Tier 2 Recommended List

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<tr>
<th>Score</th>
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<th>Project</th>
<th>Applicant</th>
<th>Type</th>
<th>Grant Amount</th>
<th>Tier 2 Running Total</th>
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<td>Off the Streets Project for Homeless Addicted to Alcohol</td>
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<td>85.25</td>
<td>Yes</td>
<td>SCC Scattered Site Rehousing Grant Program</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$246,453</td>
<td>$1,635,684</td>
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<td>82.50</td>
<td>Yes</td>
<td>Santa Clara County Coordinated Entry System (NEW)</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>SSO</td>
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<td>$1,765,925</td>
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<td>80.50</td>
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<td>Family Supportive Housing TPMM</td>
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<td>Home Safe San Jose</td>
<td>LifeMoves</td>
<td>PH</td>
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<td>73.75</td>
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<td>Villa</td>
<td>LifeMoves</td>
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<td>$134,441</td>
<td>$2,134,059</td>
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<td>67.50</td>
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<td>Montgomery Street Inn</td>
<td>LifeMoves</td>
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### Not Ranked Per NOFA Guidelines

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<th>Grant Amount</th>
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### Full/Partial Realocation

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<th>Reallocated Amount</th>
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<tbody>
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<td>No (Voluntary)</td>
<td>Transitional Housing Program</td>
<td>West Valley Community Services of Santa Clara County, Inc.</td>
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<td>Full</td>
<td>No (Voluntary)</td>
<td>Hester</td>
<td>LifeMoves</td>
<td>TH</td>
<td>$46,136</td>
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</table>
Dear Katherine, Ana and Rachael,

Attached please find the Review and Rank Panel's rationale for recommending reallocation of Hester. The Panel wished to provide you with this information as a courtesy to inform the process should you choose to appeal.

Best,

HomeBase NOFA Team
Rationale for Recommended Reallocation

During the 2016 Review and Rank Process, the Panel recommended reallocation of the LifeMoves project Hester. As a courtesy, the Panel is providing LifeMoves with an explanation of its grounds for this recommendation to inform the appeals process. The Panel’s recommendation was based on the following factors:

- The Panel was concerned that after many years Hester continues to house only 3 participants, well below its capacity of 10 participants, due to ongoing issues with a building that was red-tagged in 2010 and subsequent permitting issues. The Panel reviewed the project’s explanation for its capacity constraints in its Narrative Response but felt this explanation was insufficient justification for continuing to fund the project after such a long period of low utilization.

- The Panel discussed the impact of this recommendation on Hester’s 3 existing participants and recommended the CoC take action as possible to identify alternative resources or housing for those households.

- The Panel considered the factors in the CoC’s Reallocation procedures, including impact on system performance and consolidated application’s score, and impact on the community in light of community needs. The Panel felt that this reallocation would serve the community by investing the resources in a project that could have a greater impact on the community as a whole.
Hello,

Please find attached a revised preliminary ranked list with the following changes:

- **Second Street Studios Permanent Supportive Housing (NEW)** is reduced from 96.5 to 86.5 points. This project is now in Tier 2 and has a right of appeal. Due to the late notification, this project will be provided an extended deadline of Wednesday at 10 a.m. to submit its appeal materials and should contact HomeBase to request a scorecard.

- **Santa Clara County Rapid Rehousing Program for Domestic Violence and Human Trafficking Survivors (NEW)** is reduced from 92.75 to 87.75 points.

- Projects Eligible to Appeal have been adjusted to include the bottom 15% of the revised Tier 1 list, excluding HMIS. Projects that are no longer in the bottom 15% of Tier 1 are no longer eligible to appeal.

These modifications are to correct an error in awarding bonus points to the new housing project applications. The scoring tool for New/Transfer/First Time Renewal/First Time Renewal After Transfer Projects provides 10 bonus points for Permanent Supportive Housing renewal projects and 5 points for Rapid Rehousing renewal projects. New projects were not eligible for these points. However, during the pre-scoring that took place prior to the R&R Panel, both new housing projects were erroneously provided bonus points.
The Revised Preliminary List, attached, reflects the correct scores for these projects and adjusts the ranking accordingly.

Best regards,

Hilary

Hilary Barroga
Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara

From: Barroga, Hilary
Sent: Thursday, August 18, 2016 9:06 PM
To: 'jleiserson@abodeservices.org' <jleiserson@abodeservices.org>; 'llucas@abodeservices.org' <llucas@abodeservices.org>; 'lmorison@abodeservices.org' <lmorison@abodeservices.org>; 'dpell@billwilsoncenter.org' <dpell@billwilsoncenter.org>; 'dpell@bwcmail.org' <dpell@bwcmail.org>; 'pfurlong@billwilsoncenter.org' <pfurlong@billwilsoncenter.org>; 'dclark@bwcmail.org' <dclark@bwcmail.org>; Stanton, Erin <Erin.Stanton@hhs.sccgov.org>; Orozco, Jessica <Jessica.Orozco@hhs.sccgov.org>; 'douglasford@earthlink.com' <douglasford@earthlink.com>; 'beth.bleary@familysupportivehousing.org' <beth.bleary@familysupportivehousing.org>; 'Liz@familysupportivehousing.org' <Liz@familysupportivehousing.org>; 'bkong@homefirstscc.org' <bkong@homefirstscc.org>; 'rramirez@homefirstscc.org' <rramirez@homefirstscc.org>; 'aurton@homefirstscc.org' <aurton@homefirstscc.org>; 'kfinnigan@lifemoves.org' <kfinnigan@lifemoves.org>; 'amorales@lifemoves.org' <amorales@lifemoves.org>; 'rwegener@lifemoves.org' <rwegener@lifemoves.org>; 'davidc@stjosephsgilroy.org' <davidc@stjosephsgilroy.org>; 'sherristuart@yahoo.com' <sherristuart@yahoo.com>; 'sujatha@wvcommunityservices.org' <sujatha@wvcommunityservices.org>; 'graced@wvcommunityservices.org' <graced@wvcommunityservices.org>; 'josh@wvcommunityservices.org' <josh@wvcommunityservices.org>; 'acalderaywca-sv.org' <acalderaywca-sv.org>; 'amcclane@wvca-sv.org' <amcclane@wvca-sv.org>; 'tward@ywca-sv.org' <tward@ywca-sv.org>; 'jhenderson@ywca-sv.org' <jhenderson@ywca-sv.org>
Cc: SCC NOFA <sccnofa@homebaseccc.org>
Subject: Santa Clara County CoC 2016 NOFA Preliminary Priority Listing

2016 SCC CoC REVISED Preliminary Priority Listing v2 8 22 16.pdf
15K
Project
2016 Planning Grant

Project
Transitional Housing Program for Youth and Young Families (part in Tier 2)
Second Street Studios Permanent Supportive Housing (NEW)
Off the Streets Project for Homeless Addicted to Alcohol
SCC Scattered Site Rental Assistance Program
Santa Clara County Coordinated Entry System (NEW)
Family Supportive Housing THP#1
Home Safe San Jose
Villa
Montgomery Street Inn

Applicant
Bill Wilson Center
St. Joseph's Family Center
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
Community Working Group
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
HomeFirst Services of Santa Clara County
Abode Services
YWCA of Silicon Valley
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
St. Joseph's Family Center
YWCA of Silicon Valley
Abode Services
Abode Services
Bill Wilson Center
Bill Wilson Center
West Valley Community Services of Santa Clara County, Inc.
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
Bill Wilson Center

13

Applicant
West Valley Community Services of Santa Clara County, Inc.
LifeMoves

Grant Amount
$
36,637
$
577,827
$
774,767
$
246,453
$
130,241
$
195,620
$
29,073
$
134,441
$
156,119

Grant Amount
$
265,611
$
332,557
$
127,927
$
2,272,967
$
562,719
$
277,533
$
568,883
$
412,260
$
515,143
$
393,518
$
3,171,855
$
43,936
$
486,910
$
340,749
$
198,556
$
29,414
$
420,637
$
365,406
$
1,725,340
$
342,325
$
388,236
$
499,904
$
218,558
$
644,359
$
440,452
$
309,348
$
714,759
$
372,664
$
250,000
$
464,321
$
522,286

Type
TH
TH

Reallocated
Amount
$
84,105
$
46,136

Type
Grant Amount
Planning $
570,295

Type
TH
PH
PH
PH
SSO
TH
PH
TH
TH

Type
PH
PH
PH
PH
PH
PH
PH
PH
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PH
PH
PH
PH
PH
PH
PH
PH
PH
PH
PH
PH
PH
PH
PH
PH
TH
PH
PH
HMIS
HMIS
TH

Annual Renewal Demand (ARD)
Permanent Housing Bonus
Reallocation
Planning
Tier 1
Tier 2
Tier 1 + Tier 2 Total
Total SCC Funding Request

Applicant
Bill Wilson Center
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
County of Santa Clara by and through Office of Supportive Housing
Family Supportive Housing, Inc.
LifeMoves
LifeMoves
LifeMoves
Not Ranked Per NOFA Guidelines
Applicant
County of Santa Clara by and through Office of Supportive Housing
Reallocated Projects

Project
Peacock Commons
Gilroy Place
SCVHHS Rental Assistance Program #2
Rental Assistance Program - 2014 Bonus
Housing Case Management for the Homeless
CCP Placement Project
CoC Renewal Grant Application SCC Chronically Homeless PSH
Family Housing
Housing Case Management for Medical Respite Recovery
North County Inns
CoC Grant Renewal Application 5022
Opportunity Center of the Midpeninsula
Samaritan Inns
CoC Grant Renewal Application 5320
Sunset Square
Sobrato Family Living Center - Permanent Housing Project for Homeless Families
Mission Rebuild
Sexual Assault & Human Trafficking-Rehousing Intervention Solutions Efforts (SA & HT-RISE)
Santa Clara County Rapid Rehousing Program for Families & Youth
Santa Clara County Rapid Rehousing Program for Re-Entry
Our New Place
Domestic Violence Rapid Rehousing for Families
Sunset Leasing
Navigator
Rapid Rehousing Youth
Transitional Housing Program for Youth and Young Families North
Haven to Home
Santa Clara County Rapid Rehousing Program for Domestic Violence and Human Trafficking Survivors (NEW)
HMIS Expansion
HMIS SCC
Transitional Housing Program for Youth and Young Families (part in Tier 1)
Tier 2 Recommended List
($17,679,134-$19,960,311)

Eligible to
Appeal
Project
No (Voluntary)
Transitional Housing Program
Yes (Involuntary) Hester

Eligible to
Appeal
87.00 Yes
86.50 Yes
85.75 Yes
85.25 Yes
82.50 Yes
80.50 Yes
76.25 Yes
73.75 Yes
67.50 Yes

Eligible to
Appeal
102.00 No
101.50 No
101.00 No
100.50 No
100.00 No
99.75 No
99.50 No
99.50 No
99.50 No
99.00 No
98.25 No
97.75 No
97.75 No
97.25 No
96.50 No
95.25 No
94.75 No
94.50 No
94.00 No
94.00 No
93.75 No
93.50 No
92.75 No
91.50 Yes
91.00 Yes
90.25 Yes
90.00 Yes
87.75 Yes
n/a n/a
n/a n/a
87.00 Yes

Full/ Partial
Reallocation
Full
Full

Score

Score

Tier 1 Recommended List
($0-$17,679,133)

Santa Clara County Continuum of Care
2016 Continuum of Care Preliminary/Recommended Priority Listing
August 22, 2016
19,009,820
950,491
130,241
570,295
17,679,133
2,281,178
19,960,311
20,530,606

Reallocation
Running Total
$
84,105
$
130,241

Tier 2 Running
Total
$
36,637
$
614,464
$
1,389,231
$
1,635,684
$
1,765,925
$
1,961,545
$
1,990,618
$
2,125,059
$
2,281,178

Tier 1 Running
Total
$
265,611
$
598,168
$
726,095
$
2,999,062
$
3,561,781
$
3,839,314
$
4,408,197
$
4,820,457
$
5,335,600
$
5,729,118
$
8,900,973
$
8,944,909
$
9,431,819
$
9,772,568
$
9,971,124
$ 10,000,538
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$ 10,786,581
$ 12,511,921
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$ 14,605,303
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$ 15,355,103
$ 16,069,862
$ 16,442,526
$ 16,692,526
$ 17,156,847
$ 17,679,133

$
$
$
$
$
$
$
$


CoC Members-

I am pleased to announce that today, the CoC Board approved our 2016 HUD CoC NOFA Priority Listing. You can find the approved list on the CoC website.

On behalf of the CoC, I'd like to thank the Review and Rank Panel, who each dedicated 40+ hours to the review and consideration of the project applications we received. Panelists include Trish Dorsey (Goodwill Silicon Valley), Alejandra Herrera (Destination: Home), Suzanne Ise (City of Sunnyvale), and Sandra Murillo (Housing Trust of Silicon Valley). I’d also like to thank the Appeals Committee – Jan Bernstein-Chargin (CoC Board/Gilroy Compassion Center), Maya Esparza (Destination: Home), and Jennifer Loving (Destination: Home) – for their review of this year’s appealed ranking decisions. This process would be much more challenging to manage were it not for the work of HomeBase, our facilitators and advisors. Finally, many thanks to all of the organizations that submit project applications through this community process; the countless hours you put in to the application process are diminished only by the wonderful work you do every day to serve your project participants.

As the CoC’s Collaborative Applicant, the County and HomeBase continue to work on the CoC Application, as well as refining project applications with applicants, in order to make our CoC as competitive in the national process as possible. We are well on track to submit our application to HUD on or before the September 14 deadline.

Thank you,

Hilary

Hilary Barroga
Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-0570

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HUD CoC Program Funding in Santa Clara County
Published on: 8/29/2016 9:01 PM

One of the programs through which the US Department of Housing and Urban Development (HUD) distributes funding to Santa Clara County is the Continuum of Care (CoC) Program. This page contains information about the funding we receive locally, as well as information for the annual funding competition.

2016 HUD CoC NOFA - Priority Listing

- 2016 SCC CoC Approved Priority Listing
  This priority listing, recommended by the CoC’s Review and Rank Panel and Appeals Committee, was reviewed and approved by the CoC Board on August 29, 2016.

2016 HUD CoC NOFA - Local Competition Materials

- 2016 NOFA Summary (PDF)
- 2016 SCC CoC NOFA Timeline (PDF)
- 2016 SCC CoC NOFA Technical Assistance Handbook (PDF)
- 2016 SCC CoC NOFA Local Materials (PDF)
- 2016 SCC CoC NOFA List of Eligible Projects (PDF)

2016 HUD CoC NOFA - Local Competition Supplemental Applications

- 2016 Supplemental Applications

Quick Links

- Draft Fiscal Year 2015/2016 Action Plan Amendment
- DRAFT Analysis of Impediments to Fair Housing (AII) 2015
- Intermittent Weather Shelters and Warming Sites
- HUD Final Action Plan FY 2015
<table>
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<tr>
<td>PSH</td>
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</tr>
<tr>
<td>PSH</td>
<td>$0</td>
<td>PMH</td>
</tr>
</tbody>
</table>

**TOTAL**

$20,530,606
### Santa Clara County Continuum of Care 2016 Continuum of Care Approved Priority Listing

**August 29, 2016**

#### Annual Renewal Demand (ARD)

<table>
<thead>
<tr>
<th></th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>19,009,820</td>
</tr>
<tr>
<td>Permanent Housing Bonus</td>
<td>950,491</td>
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<tr>
<td>Reallocation</td>
<td>130,241</td>
</tr>
<tr>
<td>Planning</td>
<td>570,295</td>
</tr>
<tr>
<td>Tier 1</td>
<td>17,679,133</td>
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<tr>
<td>Tier 2</td>
<td>2,281,178</td>
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<tr>
<td><strong>Tier 1 + Tier 2 Total</strong></td>
<td>19,960,311</td>
</tr>
<tr>
<td><strong>Total SCC Funding Request</strong></td>
<td>20,530,606</td>
</tr>
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</table>

#### Reallocated Projects

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Amount</th>
<th>Count of Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS</td>
<td>$1,283,554</td>
<td>2</td>
</tr>
<tr>
<td>Planning</td>
<td>$700,385</td>
<td>1</td>
</tr>
<tr>
<td>PSH</td>
<td>$13,300,448</td>
<td>24</td>
</tr>
<tr>
<td>RRH</td>
<td>$4,460,850</td>
<td>7</td>
</tr>
<tr>
<td>SSO</td>
<td>$130,241</td>
<td>1</td>
</tr>
<tr>
<td>TH</td>
<td>$1,354,451</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$20,530,606</td>
<td>40</td>
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</tbody>
</table>

#### Amounts by Agency

<table>
<thead>
<tr>
<th>Agency</th>
<th>Funding Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abode Services</td>
<td>$1,283,554</td>
</tr>
<tr>
<td>Bill Wilson Center</td>
<td>$1,574,334</td>
</tr>
<tr>
<td>Community Working Group</td>
<td>$43,936</td>
</tr>
<tr>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>$14,783,253</td>
</tr>
<tr>
<td>Family Supportive Housing, Inc.</td>
<td>$195,620</td>
</tr>
<tr>
<td>HomeFirst Services of Santa Clara County</td>
<td>$29,414</td>
</tr>
<tr>
<td>LifeMoves</td>
<td>$319,633</td>
</tr>
<tr>
<td>St. Joseph's Family Center</td>
<td>$720,793</td>
</tr>
<tr>
<td>West Valley Community Services of Santa Clara County, Inc.</td>
<td>$714,759</td>
</tr>
<tr>
<td>YWCA of Silicon Valley</td>
<td>$865,310</td>
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</table>

#### Amounts and County by Project Type

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS</td>
<td>$714,321</td>
</tr>
<tr>
<td>Planning</td>
<td>$700,385</td>
</tr>
<tr>
<td>PSH</td>
<td>$13,300,448</td>
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<tr>
<td>RRH</td>
<td>$4,460,850</td>
</tr>
<tr>
<td>SSO</td>
<td>$130,241</td>
</tr>
<tr>
<td>TH</td>
<td>$1,354,451</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$20,530,606</td>
</tr>
</tbody>
</table>

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*Note: Housing Authority of the County of Santa Clara will be the HUD applicant. County will be the eventual recipient, pending approval of transfer from HUD.*
## Attachment: CoC Rating and Review Procedure

<table>
<thead>
<tr>
<th>#</th>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2016 CoC Local Competition Review Process</td>
<td>3-44</td>
</tr>
<tr>
<td>1a</td>
<td>Appeals Policy &amp; Process</td>
<td>6</td>
</tr>
<tr>
<td>1b</td>
<td>Scoring Tool – Renewal Projects</td>
<td>10</td>
</tr>
<tr>
<td>1c</td>
<td>Scoring Tool – New Projects (New, Transfer, First Time Renewal/First Time Renewal After Transfer)</td>
<td>17</td>
</tr>
<tr>
<td>1d</td>
<td>Scoring Tool – New Coordinated Entry Projects</td>
<td>23</td>
</tr>
<tr>
<td>1e</td>
<td>Supplemental Application Materials – Renewal Applicants</td>
<td>30</td>
</tr>
<tr>
<td>1f</td>
<td>Supplemental Application Materials – New Applicants</td>
<td>33</td>
</tr>
<tr>
<td>1g</td>
<td>Supplemental Application Materials – New Coordinated Entry Applicants</td>
<td>39</td>
</tr>
<tr>
<td>1h</td>
<td>2016 CoC Local Competition Timeline</td>
<td>44</td>
</tr>
<tr>
<td>2</td>
<td>7/12/16 – Email to CoC and SPN Listservs with Public Technical Assistance Workshop Invitation</td>
<td>46</td>
</tr>
<tr>
<td>3</td>
<td>Technical Assistance Workshop Agenda; Local Competition Materials, including Rating and Review Procedure, were provided to all participants</td>
<td>50</td>
</tr>
<tr>
<td>4</td>
<td>7/25/16 – Email to Project Applicants &amp; CoC Listserv with link and attachments of local competition materials, including Rating and Review Procedure</td>
<td>51</td>
</tr>
<tr>
<td>5</td>
<td>7/25/16 – Screen Shot of 2016 HUD CoC NOFA Public Posting of Local Competition Materials, including Rating and Review Procedure</td>
<td>54</td>
</tr>
</tbody>
</table>
HUD CONTINUUM OF CARE PROGRAM

Technical Assistance Workshop
2016 NOFA Competition

LOCAL COMPETITION MANUAL

Revised July 25, 2016
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016 Local Community Review Process</td>
<td>3</td>
</tr>
<tr>
<td>Appeals Process</td>
<td>6</td>
</tr>
<tr>
<td>Detailed Application Submission Timeline</td>
<td>8</td>
</tr>
<tr>
<td>Scoring Factors</td>
<td>10</td>
</tr>
<tr>
<td>Renewal Housing Projects</td>
<td>10</td>
</tr>
<tr>
<td>New/Transfer/First Time Renewal Housing Projects</td>
<td>17</td>
</tr>
<tr>
<td>New Coordinated Entry Projects</td>
<td>23</td>
</tr>
<tr>
<td>2016 Supplemental Application Form</td>
<td>28</td>
</tr>
<tr>
<td>Where To Get The Documents or Help You May Need</td>
<td>43</td>
</tr>
</tbody>
</table>
This section is intended to explain the Review and Rank Process that is used to review and evaluate all project applications submitted in the local competition.

Prior to NOFA release:
- The 2016 NOFA Committee met, reviewed and made recommendations based on feedback from FY 2015 applicants and the 2015 Review and Rank Panel Committee to modify the competition process and scoring materials.
- The Executive Committee of the CoC Board reviewed and approved the NOFA Committee’s recommended changes to the process and scoring materials, subject to necessary changes due to the NOFA.
- At least 4-5 non-conflicted Review and Rank panelists were recruited by HomeBase and the Collaborative Applicant. The panel includes at least one CoC Board member and a non-conflicted provider (ideally a provider with experience administering Federal, non-CoC grants). In addition, a Collaborative Applicant representative will attend panel meetings to act as a resource (leaving the room when a conflict requires it).
- HomeBase has assembled supplemental information for the Review and Rank Committee, including HMIS performance data.
- Renewal Applicants responded to the Pre-NOFA Agency Capacity Panel request for information (RFI) by May 23, 2016.
- The Pre-NOFA Agency Capacity Review and Rank Panel met and created preliminary scores for agency capacity factors for agencies with renewal projects on June 6, 2016.

The Ranking and Reviewing process will proceed as follows:
- TA Workshop to release information about 2016 CoC NOFA and Local Competition open to all prospective applicants will be held on July 15, 2016.
- All applicants will prepare and submit project application materials.
  - *Late Applications*. Applications received after the deadline will receive zero points in the scoring process. Since this may result in the project not being funded, this can be considered an appealable ranking decision.
  - *Administrative Errors*. Panelists shall have discretion to deduct up to 10 points from a project’s total score for administrative errors, taking into consideration factors such as the extent of the error, due diligence in resolving the error, impact on the competition, and other factors subject to panelist discretion.
- Low performing projects will be encouraged to reallocate and potential applicants are encouraged to apply for new projects through reallocation.
- Review and Rank Panel members will be oriented to the process and will receive applications, project performance data and scoring materials.
• Review and Rank Panel Committee members will review and tentatively score the applications prior to their first meeting in a HomeBase-developed web-based platform called PRESTO.
  o HomeBase/CoC staff will ensure all applications meet certain Threshold Requirements (additional detail below).
• Review and Rank Panel will meet over the course of 2-3 days to jointly discuss each application, conduct short in-person interview sessions with applicants to have questions answered and to provide feedback on ways to improve the application, and individually score applications:
  o Ranked list(s) will be prepared based on raw scores, then translated to a tiered list.
  o HMIS projects will be automatically ranked in Tier One, immediately above the project that straddles Tier One and Two, if any. Another mechanism will be used to evaluate HMIS outside the CoC NOFA Review and Rank process.
  o The Panel will consider reallocating renewal projects. (See additional detail below). In the event that the Review and Rank Panel identifies a renewal project (or projects) whose funding should not be renewed (or funding should be decreased), the Panel will then determine whether any new proposed projects should be awarded and will proceed with reallocation (see detail below).
• Panel releases scoring results to applicants with reminder of appeals process.
• Appellate hearings are held, if requested. Results from appeal(s) are distributed.
• CoC Board or its designee considers and modifies/approves Priority List of Projects, which is then included in the County’s Consolidated NOFA Application.
• Projects are given feedback from Committee on quality of application and ways to improve.
• County’s Consolidated NOFA Application is made available for public review and reference.
• 2016 Process Debriefs are held with Review and Rank Panel Committee members, project applicants, and the collaborative applicant. This information will support the 2017 NOFA Committee in making recommendations for improvement for the 2017 competition.

Reallocation
It is possible that funds will be reallocated from projects that will not receive renewal funding, or whose funding will be reduced. This is a decision made by the Review and Rank Panel Committee after extensive deliberation. When considering reallocation, the Review and Rank Panel Committee will:
• Consider unspent funds and the ability to cut grants without cutting service/housing levels.
  o Panel members will receive training about the limitations related to spending CoC funds.
For projects receiving leasing or rental assistance, information about unspent funds will be presented together with information about agency capacity (serving the number of people the project is designed to serve).

- Consider history of reductions (e.g., if grant reduced one year, will not be apparent in spending the following year)
- Consider specific new permanent supportive housing or rapid re-housing project(s) and specific renewal project(s) at risk of not being funded
- Consider alternative funding sources available to support either new or renewal project(s) at risk of not being funded
- Consider renewal HUD “covenant” concerns
- Consider impact on system performance and consolidated application’s score
- Consider impact on the community in light of community needs

The impact of this policy is that high scoring projects may be reallocated if these considerations warrant that decision. In addition, if a project receives less than 75 points, then the Panel should strongly consider reallocation of funding.

Threshold
In addition to the scoring criteria, all new and renewal projects must meet a number of threshold criteria. A threshold review will take place prior to the review and rank process to ensure baseline requirements are met. These threshold criteria may be found in the Scoring Factors in the sections below.
2016 Continuum of Care Program Grants
APPEALS PROCESS

The Review and Rank Panel Committee reviews all applications and ranks them for funding recommendations to HUD. That ranking decision will be communicated to all applicants by email by 10:00 a.m. on August 19, 2016. All applicants are directed to contact HomeBase at sccnofa@homebaseccc.org or 415-788-7961, ext. 328, if no email notice is received.

1. Who May Appeal

An agency may appeal an “appealable ranking decision,” defined in the next paragraph, made by the Review and Rank Panel concerning a project application submitted by that agency. If the project was submitted by a collaboration of agencies, only one joint appeal may be made.

2. What May Be Appealed

“An appealable ranking decision” is a rank assigned by the Review and Rank Panel to a project that meets any of the following criteria:
   a) likely to result in the project not being funded, in whole or in part,
   b) places the project in the bottom 15% of Tier 1, or
   c) places the project in Tier 2.

3. Timing:

The ranking decision is communicated to all applicants by 10:00 a.m. on Friday, August 19, 2016. Applicants have until 5:00 PM on Friday, August 19 to decide if they are going to appeal and notify HomeBase (sccnofa@homebaseccc.org) for more information, with a formal written appeal (no longer than 2 pages) due by Tuesday, August 23, at 5:00 p.m. If an appeal will be filed, other agencies whose rank may be affected will be notified as a courtesy. Such agencies will not be able to file an appeal after the appeals process is complete. They may file an appeal within the original appeals timeline.

4. Initiating the Formal Appeal

The Formal Appeal must be submitted by 5:00 p.m. on August 23, 2016 to HomeBase at sccnofa@homebaseccc.org. The appeal document must consist of a short, written (no longer than 2 pages) statement of the agency’s appeal of the Review and Rank Panel Committee’s decision. The statement can be in the form of a letter, a memo, or an email transmittal.
5. Members of the Appeal Panel

A 3-member Appeals Panel will be selected from the CoC Board or its designees. These individuals have no conflict of interest in serving, as defined by the existing Review and Rank Panel Committee conflict of interest rules. Voting members of the Appeal Panel shall not serve simultaneously on the Review and Rank Panel Committee; however, a Review and Rank Panel member and a staff person of the Collaborative Applicant will participate in the Appeals Panel meeting to inform discussion.

6. The Appeal Process, Including Involvement of Other Affected Agencies

The Appeal Panel will conduct a telephone meeting with a representative or representatives of the agency/collaborative who filed the appeal to discuss it on August 25, 2016 if needed. The Panel will then deliberate.

The Appeal Panel will inform appealing agencies of its decision by August 26, 2016 at 11:59:59 p.m.

The CoC Board or its designee will approve the final project list for submission. The decision of the CoC Board will be final.
2016 Continuum of Care Program Grants

DETAILED APPLICATION SUBMISSION TIMELINE

This timeline highlights the steps that your agency will take to participate in the local competition for NOFA funding. Please mark these dates in your calendar!

7/15 at 1-3pm  TA Workshop for all new and renewal grant recipients
During this session, HomeBase will review all application materials. To receive materials electronically, please email sccnofa@homebaseccc.org

7/15  Enter E-SNAPS and start your project application (formerly Exhibit 2).
- E-snaps can be accessed at http://www.hud.gov/esnaps
- Please read all HUD-published guidance and training modules before calling HomeBase for technical assistance. The training modules can be accessed at https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/
- Additional and updated information about the 2016 competition can be found at https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition/

8/5* by Noon  Submit Complete Application Package via email for Review and Rank
- Please see the 2016 Supplemental Application Form for a list of all the materials to submit.

PLEASE SUBMIT THESE MATERIALS to sccnofa@homebaseccc.org

LATE APPLICATIONS WILL RECEIVE 0 POINTS IN THE SCORING. PLEASE PLAN AHEAD!

8/16 – 8/18  Review and Rank Interviews:
- Applicants will participate in an Interview with the Review and Rank Committee during the assigned time slots. These sessions are designed to permit the Review and Rank Committee to ask questions about your applications and to give applicants ideas about how to improve applications. You do not need to prepare a presentation; come prepared to engage in a discussion. You may bring as many people as you

* Project Application deadline for local competition was changed to August 5, 2016, updated on July 25, 2016 after HUD opened the application on e-snaps.
feel is necessary to represent your project well, but please be sure to bring those who know the most about the application and supplemental materials.

- Applicants will be assigned a specific time to meet with the Review & Rank Panel. All appointments will be held at 3180 Newberry Drive, Suite 100, San Jose, California.

8/19 by 10:00am  **Applicant Notification**

- Applicants will receive email notification of the results of the Review and Rank process.
- If you receive notification that your project will be placed on the ranked list, you should begin finalizing your application for submission.

8/19 by 5pm  **Notification of Appeals Due**

- Applicants who intend to appeal should contact HomeBase at sccnofa@homebaseccc.org to request scoring information.

8/23 by 5pm  **Appeals Due**

- Appeals to the Review and Rank decision must be submitted in writing to HomeBase at sccnofa@homebaseccc.org.
- The Appeals Panel will meet on August 25, 2016 and any revisions to the preliminary priority list will be sent out by midnight on August 26, 2016.

9/9 by 5pm  **Final Applications Uploaded to E-Snaps**

- THIS INCLUDES ENSURING THAT ALL NECESSARY ATTACHMENTS ARE UPLOADED TO E-SNAPS. HomeBase will review every submission for omissions or inconsistencies and work with grant recipients to correct them. **During the final two weeks, please be sure that someone at your agency is available to answer last minute application questions!**

9/12  **CoC Consolidated Application Posted.**

- Complete consolidated application is posted on CoC website for public review.

9/14  **HUD deadline for all NOFA materials.**
### Summary of Factors

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threshold Requirements</td>
<td>Not Scored</td>
</tr>
<tr>
<td>1. Outcomes Supporting System Performance Measures</td>
<td>40</td>
</tr>
<tr>
<td>2. Leverage</td>
<td>Not Scored</td>
</tr>
<tr>
<td>3. Agency/Collaborative Capacity</td>
<td>35</td>
</tr>
<tr>
<td>4. HMIS Data Quality</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>95</strong></td>
</tr>
<tr>
<td>Component/Population-Type Prioritization Bonus Points</td>
<td>Up to 17 per project</td>
</tr>
</tbody>
</table>

---

### I. Threshold Requirements

**Threshold Criteria**
- These factors are required, but not scored. If the project indicates “no” for any threshold criteria, it is ineligible for CoC funding.

<table>
<thead>
<tr>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HMIS Implementation:</strong> Projects are required to participate in HMIS, unless the project is a victim-service agency, serving survivors of domestic violence, or a legal services agency.</td>
</tr>
<tr>
<td><strong>Coordinated Entry:</strong> Projects are required to participate in Coordinated Entry, when it is available for the project type.</td>
</tr>
</tbody>
</table>

---

### II. Detail

1. **Outcomes Supporting System Performance Measures: 40 Points**

   Overall, has the project been performing satisfactorily and effectively addressing the need(s) for which it was designed? Keep in mind that outcomes will naturally be lower in a more difficult-to-serve population (such as chronically homeless people and homeless people with mental and/or addictive illnesses).

---

2 All of the scoring factors in this tool measure projects’ contribution to improving Santa Clara County’s System Performance by strengthening the overall system of care, through data collection, coordination, prioritization and increasing resources available to end homelessness in Santa Clara County. Certain scoring factors relate to specific Performance Measures, as enumerated in each factor.

3 Bonus points help ensure fairness and equal footing across scoring tools, which otherwise strongly advantage projects without data, and support prioritization of proven strong performers, while encouraging reallocation of projects not advancing system performance.
SCORING TOOL FOR RENEWAL PROJECTS

Factors:

<table>
<thead>
<tr>
<th>1A: Utilization</th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the project serving the number of homeless people it was designed to serve?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Report utilization of total project beds at four points during the year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Panelists may exercise discretion based on factors including but not limited to project size, population served, and facility status issues beyond the project’s sphere of influence</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*HUD System Performance Measures 1, 3*

<table>
<thead>
<tr>
<th>1B: Housing Stability (PSH Only)</th>
<th>2016 PSH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Calculated based on HMIS data</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Informed by supplemental information submitted as part of the proposal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Panelists may score programs up or down two points from the scaled score below, based on factors such as the population served or services provided</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*HUD System Performance Measures 3, 7*

**For permanent housing:** The percentage of formerly homeless individuals who remain housed in the HUD permanent housing project or exited to other permanent housing.

HUD Goal: 80%

Community Performance Measure: 90%

<table>
<thead>
<tr>
<th></th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;98%</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>96-97.9%</td>
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<td></td>
</tr>
<tr>
<td>94-95.9%</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>92-93.9%</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>90-91.9%</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>82.5%-89.9%</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>75-82.4%</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>67.5%-74.9%</td>
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<tr>
<td>60-67.4%</td>
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<td></td>
</tr>
<tr>
<td>&lt;60%</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**1B: Housing Stability (RRH/TH Only)**

• Calculated based on HMIS data

• Informed by supplemental information submitted as part of the proposal

• Panelists may score programs up or down two points from the scaled score below, based on factors such as the population

<table>
<thead>
<tr>
<th></th>
<th>2016 RRH Scale</th>
<th>2016 TH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
</table>

11
## SCORING TOOL FOR RENEWAL PROJECTS

### For rapid rehousing/transitional housing

The percentage of homeless persons who exit the project to/in a form of permanent housing.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>2016 RRH Scale</th>
<th>2016 TH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;96-97.9%</td>
<td>90-94.9%</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>94-95.9%</td>
<td>85-89.9%</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>92-93.9%</td>
<td>80-84.9%</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>90-91.9%</td>
<td>75-79.9%</td>
<td>6</td>
<td></td>
</tr>
</tbody>
</table>

**HUD Goal: 80%**

**Community Performance Measure:**

- **RRH: 90%**
- **TH: 75%**

**HUD System Performance Measures 1, 3, 7**

<table>
<thead>
<tr>
<th>Percentage</th>
<th>2016 RRH Scale</th>
<th>2016 TH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>82.5-89.9%</td>
<td>70-74.9%</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>75-82.4%</td>
<td>65-69.9%</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>67.5-74.9%</td>
<td>60-64.9%</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>60-67.4%</td>
<td>55-59.9%</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>&lt;60%</td>
<td>&lt;55%</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

### 1C: Client Cash Income Change

Panelists may score programs up or down one point from the scaled score below.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>2016 PSH Scale</th>
<th>2016 RRH Scale</th>
<th>2016 TH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;61.5%</td>
<td>&gt;61.5%</td>
<td>&gt;61.5%</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>54-61.4%</td>
<td>54-61.4%</td>
<td>54-61.4%</td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

**HUD Goal (Employment): 20%**

**HUD Goal (Non-Employment): 54%**

**No Related Community Performance Measure**

**HUD System Performance Measure 4**

<table>
<thead>
<tr>
<th>Percentage</th>
<th>2016 PSH Scale</th>
<th>2016 RRH Scale</th>
<th>2016 TH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;44%</td>
<td>&lt;44%</td>
<td>&lt;44%</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

### 1D: Non-Cash Mainstream Benefits

Panelists may score programs up or down one point from the scaled score below.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>2016 PSH Scale</th>
<th>2016 RRH Scale</th>
<th>2016 TH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;90%</td>
<td>&gt;61%</td>
<td>&gt;71%</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>
1E: Alignment with Housing First Principles

- This will be scored on the overall application, but programs can submit an essay answer demonstrating their alignment with Housing First principles.

<table>
<thead>
<tr>
<th>Does the project ensure that participants are not screened out based on the following criteria?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having too little or no income</td>
</tr>
<tr>
<td>Active, or history of, substance abuse</td>
</tr>
<tr>
<td>Having a criminal record (with exceptions for state-mandated restrictions)</td>
</tr>
<tr>
<td>History of domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Does the project ensure that participants are not terminated from the program for the following reasons?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Failure to participate in supportive services</td>
</tr>
<tr>
<td>• Failure to make progress on a service plan</td>
</tr>
<tr>
<td>• Loss of income or failure to improve income</td>
</tr>
<tr>
<td>• Being a victim of domestic violence</td>
</tr>
<tr>
<td>• Any other activity not covered in a lease agreement typically found in the project’s geographic area</td>
</tr>
</tbody>
</table>

If the answer is no to one or more criteria for either question, then the project is not Housing First and zero points will be awarded.

HUD System Performance Measures 1, 3, 7

1F: Cost Effectiveness (PSH)

- Calculated based on grant expenditures and HMIS data

<table>
<thead>
<tr>
<th>Does the program demonstrate a cost-effective use of CoC Program funding?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The cost per formerly homeless individuals who remain housed in the HUD permanent housing project or exited to other permanent housing.</td>
</tr>
</tbody>
</table>
## HUD System Performance Measure 3

2. **Leverage: NOT SCORED**

3. **Agency/Collaborative Capacity: 45 Points**

Factors:

### 3A: Administrative Capacity

Do the agencies (especially the lead agency) have the expertise, staff, procedural, and administrative structure needed to meet all administrative requirements? Consider:

- What was the agency response to HomeBase TA Visit Report?
  *This bullet not scored by 2016 pre-NOFA Panel due to timing*
- Does the agency have HEARTH-required policies and procedures in place? (Agencies to complete checklist as part of materials)

<table>
<thead>
<tr>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
</tr>
</tbody>
</table>

### 3B: Compliance

Do the agencies (especially the lead agency) have the expertise, staff, procedural, and administrative structure needed to meet all grant audit and reporting requirements? Consider:

- Are there any outstanding HUD or financial audit findings or concerns?
- Has HUD instituted any sanctions on the grant, including – but not limited to – suspending disbursements (e.g., freezing LOCCS), requiring repayment of grant funds, or de-obligating grant funds due to performance issues?
- To what extent has the program advised the Collaborative Applicant of outstanding HUD findings or concerns?

<table>
<thead>
<tr>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
</tr>
</tbody>
</table>

### 3C: Unspent Grant Funds

Panelists may score programs up or down one point from the scaled score below.

<table>
<thead>
<tr>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-3%</td>
<td>10</td>
</tr>
<tr>
<td>3.1-9%</td>
<td>6</td>
</tr>
<tr>
<td>9.1-15%</td>
<td>3</td>
</tr>
<tr>
<td>15-100%</td>
<td>0</td>
</tr>
</tbody>
</table>

### 3D: Alignment with CoC Priorities

- Agencies can submit an essay answer demonstrating

<table>
<thead>
<tr>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
their CoC alignment.
Does the project and agency align and support CoC priorities, including:
- Performance goals
- CoC participation (meeting attendance)
- Other factors

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. **HMIS Data Quality: 20 Points**

Factors:

<table>
<thead>
<tr>
<th>4A: Exits to Known Destinations</th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of clients who exit to known destinations.</td>
<td>Excellent (~ 95-100%)</td>
<td>5</td>
</tr>
<tr>
<td><strong>PSH with 0 exits will receive full points.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Very Good (~80-94.9%)</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Good (~60-79.9%)</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Fair (~40-59.9%)</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Poor (~20-39.9%)</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Very Poor (~&lt;20%)</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4B: Complete Data</th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of complete data (not null/missing, “don’t know” or “refused” data), except for Social Security numbers.</td>
<td>99.5-100%</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>97-99.4%</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>94.5-96.9%</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>92-94.4%</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>90.1-91.9%</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>&lt;90%</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4C: Known Income and Benefits</th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of clients who exit with known income and</td>
<td>Excellent</td>
<td>5</td>
</tr>
</tbody>
</table>
benefits.

**PSH with 0 exits will receive full points.

<table>
<thead>
<tr>
<th>% Range</th>
<th>Rating</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>(~ 95-100%)</td>
<td>Very Good</td>
<td>4</td>
</tr>
<tr>
<td>(~80-94.9%)</td>
<td>Good</td>
<td>3</td>
</tr>
<tr>
<td>(~60-79.9%)</td>
<td>Fair</td>
<td>2</td>
</tr>
<tr>
<td>(~40-59.9%)</td>
<td>Poor</td>
<td>1</td>
</tr>
<tr>
<td>(~&lt;20%)</td>
<td>Very Poor</td>
<td>0</td>
</tr>
</tbody>
</table>

5. Component/Population Type Prioritization: Up to 17 Bonus Points

Factors:

5A: Permanent Housing

Permanent supportive housing will be awarded 10 bonus points to demonstrate the CoC’s funding priorities.

Rapid rehousing projects will be awarded 5 bonus points to demonstrate the CoC’s funding priorities.

<table>
<thead>
<tr>
<th>Factor</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Housing</td>
<td>10</td>
</tr>
<tr>
<td>Rapid Rehousing</td>
<td>5</td>
</tr>
</tbody>
</table>

5B: Chronic Homelessness

Percentage of beds dedicated to/prioritized for chronic homeless persons.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>5</td>
</tr>
<tr>
<td>&gt;75%</td>
<td>3</td>
</tr>
</tbody>
</table>

5C: Other Priority Populations

Is the program dedicated to a priority population?
- Youth
- Victims of Domestic Violence
- Families with Children
- Veterans

**Shaded Factors are scored by the Pre-NOFA Agency Capacity Panel.**
I. **Threshold Requirements**

**Threshold Criteria**
- These factors are required, but not scored. If the project indicates “no” for any threshold criteria, it is ineligible for CoC funding.

<table>
<thead>
<tr>
<th><strong>HMIS Implementation</strong></th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects are required to participate in HMIS, unless the project is a victim-service agency, serving survivors of domestic violence, or a legal services agency.</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Coordinated Entry</strong></th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects are required to participate in Coordinated Entry, when it is available for the project type.</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Eligible Applicant</strong></th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants and subrecipients (if any) are eligible to receive CoC funding, including: non-profit organizations, States, local governments, and instrumentalities of state and local governments.</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Eligible New Project Type</strong></th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the project is a new project in 2016, it is either:</td>
<td>N/A</td>
</tr>
<tr>
<td>- Permanent supportive housing, serving only chronically homeless individuals and families;</td>
<td></td>
</tr>
</tbody>
</table>

---

4 All of the scoring factors in this tool measure projects’ anticipated contribution to improving Santa Clara County’s System Performance by strengthening the overall system of care, through data collection, coordination, prioritization and increasing resources available to end homelessness in Santa Clara County. Certain scoring factors relate to specific Performance Measures, as enumerated in each factor.

5 Bonus points help ensure fairness and equal footing across scoring tools, which otherwise strongly advantage projects without data, and support prioritization of proven strong performers, while encouraging reallocation of projects not advancing system performance.
**SCORING TOOL FOR NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER PROJECTS**

- Rapid rehousing, serving individuals, families, or unaccompanied youth who come directly from streets, shelters, or are fleeing domestic violence or otherwise meet the criteria of paragraph (4) of the definition of homelessness;
- Supportive services only for coordinated entry (reallocating only); or
- Homeless Management Information System (HMIS) (reallocating only).

### II. Detail

#### 1. Project's Work Consistent with Community Needs: 25 Points

Factors:

<table>
<thead>
<tr>
<th>1A: Renewable Activities</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extent to which the project utilizes the grant funds for renewable activities (e.g., leasing rental subsidies, and housing operations) as opposed to non-renewable funds (e.g., acquisition, construction, and rehabilitation).</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1B: Unmet Need</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extent to which the project addresses an unmet need by serving an under-served area of the County, including areas outside downtown San Jose.</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1C: Project Readiness</th>
<th>2016 Points</th>
</tr>
</thead>
</table>
| The project will be ready to start by HUD’s statutory deadlines. Consider:  
  - Regulatory obstacles such as tenant displacement or relocation, environmental or zoning issues anticipated. | 5 |

#### 2. Project Ability to Enhance System Performance 35 Points

Consider the overall design of the project in light of its outcome objectives, and the Continuum of Care’s goal that permanent housing programs for homeless people result in stable housing and increased income (through benefits or employment).

<table>
<thead>
<tr>
<th>2A: Population Served</th>
<th>2016 Points</th>
</tr>
</thead>
</table>
| Population to be served is well defined and eligible, and will prioritize serving project participants with the highest need.  
*HUD System Performance Measures 1, 7* | 5 |
<table>
<thead>
<tr>
<th>2B: Program Design</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program design includes provision of comprehensive/intensive case management and appropriate supportive services of the appropriate type, scale and location to meet the needs of program participants (as well as transportation if necessary), using a Housing First model. Consider:</td>
<td>10</td>
</tr>
<tr>
<td>• Is the project staffed appropriately to provide the services?</td>
<td></td>
</tr>
<tr>
<td>• Is the staff trained to meet the needs of the population to be served?</td>
<td></td>
</tr>
<tr>
<td>• Does the program include involvement of clientele in designing and operating a low barrier program?</td>
<td></td>
</tr>
<tr>
<td>• Is the program design intentionally inclusive of and accessible to all eligible clients?</td>
<td></td>
</tr>
<tr>
<td>• Are links to other services described?</td>
<td></td>
</tr>
<tr>
<td>• Does the project use evidence-based practices?</td>
<td></td>
</tr>
</tbody>
</table>

*HUD System Performance Measures 2, 3, 7b*

<table>
<thead>
<tr>
<th>2C: Program Outcomes</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program outcomes are realistic but sufficiently challenging given the scale of the project. Outcomes are measurable and appropriate to the population being served. Minimum project outcomes should include:</td>
<td>5</td>
</tr>
<tr>
<td>• The percentage of formerly homeless individuals who remain housed in the HUD permanent housing project at the end of the operating year or exited to other permanent housing is at least 90%.</td>
<td></td>
</tr>
<tr>
<td>• The percentage of leavers that increase employment income from entry to exit is at least 20% for PSH and 38% for RRH.</td>
<td></td>
</tr>
<tr>
<td>• The percentage of leavers that increase non-employment income from entry to exit is at least 54%.</td>
<td></td>
</tr>
<tr>
<td>• The percent of adult leavers and stayers in all CoC-funded projects that have non-cash mainstream benefits is at least 80% for PSH and 51% for RRH.</td>
<td></td>
</tr>
</tbody>
</table>

*HUD System Performance Measures 2, 3, 4, 7b*

<table>
<thead>
<tr>
<th>2D: Housing</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing where participants will reside is fully described and appropriate to the program design proposed. Consider:</td>
<td>5</td>
</tr>
<tr>
<td>• Is the project staffed appropriately to operate the housing?</td>
<td></td>
</tr>
<tr>
<td>• Is the staff trained to meet the needs of the population to be served?</td>
<td></td>
</tr>
<tr>
<td>• Will the program be physically accessible to persons with disabilities?</td>
<td></td>
</tr>
</tbody>
</table>
### HUD System Performance Measures 2, 3, 7b

#### 2E: Policies and Procedures

Program policies and procedures are fully described and consistent with the program design proposed. Consider:

- Are unhoused or formerly unhoused people involved in designing the program?
- Are tenants involved in policy decisions related to the program and in operating the program?
- Do policies and procedures ensure homeless clients will be individually assisted to pursue mainstream benefits?
- Do policies and procedures actively reduce barriers to access and retention?

<table>
<thead>
<tr>
<th>Program policies and procedures are fully described and consistent with the program design proposed. Consider:</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Are unhoused or formerly unhoused people involved in designing the program?</td>
<td>5</td>
</tr>
<tr>
<td>- Are tenants involved in policy decisions related to the program and in operating the program?</td>
<td></td>
</tr>
<tr>
<td>- Do policies and procedures ensure homeless clients will be individually assisted to pursue mainstream benefits?</td>
<td></td>
</tr>
<tr>
<td>- Do policies and procedures actively reduce barriers to access and retention?</td>
<td></td>
</tr>
</tbody>
</table>

**HUD System Performance Measures 2, 3, 4, 7**

#### 2F: Cost Effectiveness

<table>
<thead>
<tr>
<th>Not Scored</th>
</tr>
</thead>
</table>

#### 2G: Housing First

**Housing First:** Program uses/will use a Housing First approach that:

- Ensures participants are not screened out based on the following criteria:
  - Having little or no income
  - Active, or history of, substance abuse
  - Having a criminal record (exceptions for state-mandated restrictions)
  - History of experiencing domestic violence (e.g., lack of protective order)
- Ensures participants are not terminated from the program for the following reasons:
  - Failure to participate in supportive services
  - Failure to make progress on a service plan
  - Loss of income or failure to improve income
  - Being a victim of domestic violence
  - Any other activity not covered in a lease agreement typically found in project’s geographic area

<table>
<thead>
<tr>
<th>Housing First: Program uses/will use a Housing First approach that:</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Ensures participants are not screened out based on the following criteria:</td>
<td>5</td>
</tr>
<tr>
<td>- Having little or no income</td>
<td></td>
</tr>
<tr>
<td>- Active, or history of, substance abuse</td>
<td></td>
</tr>
<tr>
<td>- Having a criminal record (exceptions for state-mandated restrictions)</td>
<td></td>
</tr>
<tr>
<td>- History of experiencing domestic violence (e.g., lack of protective order)</td>
<td></td>
</tr>
<tr>
<td>- Ensures participants are not terminated from the program for the following reasons:</td>
<td></td>
</tr>
<tr>
<td>- Failure to participate in supportive services</td>
<td></td>
</tr>
<tr>
<td>- Failure to make progress on a service plan</td>
<td></td>
</tr>
<tr>
<td>- Loss of income or failure to improve income</td>
<td></td>
</tr>
<tr>
<td>- Being a victim of domestic violence</td>
<td></td>
</tr>
<tr>
<td>- Any other activity not covered in a lease agreement typically found in project’s geographic area</td>
<td></td>
</tr>
</tbody>
</table>

3. **Leverage: NOT SCORED**

4. **Agency/Collaborative Capacity to Enhance System Performance: 25 Points**

#### 4A: Administrative Capacity

<table>
<thead>
<tr>
<th>2016 Points</th>
</tr>
</thead>
</table>

Do the agencies (especially the lead agency)/does the agency have the expertise, staff, procedural, and administrative structure needed to meet all administrative requirements? Consider:

- Does/will the agency have HEARTH-required policies and procedures in place? (Agencies to complete checklist as part of materials)

<table>
<thead>
<tr>
<th>4B: Compliance</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do the agencies (especially the lead agency)/does the agency have the expertise, staff, procedural, and administrative structure needed to meet all grant audit and reporting requirements? Consider:</td>
<td>10</td>
</tr>
<tr>
<td>- Are there any outstanding HUD or financial audit findings or concerns?</td>
<td>10</td>
</tr>
<tr>
<td>- Has HUD instituted any sanctions on the grant, including – but not limited to – suspending disbursements (e.g., freezing LOCCS), requiring repayment of grant funds, or de-obligating grant funds due to performance issues?</td>
<td></td>
</tr>
<tr>
<td>- To what extent has the program advised the Collaborative Applicant of outstanding HUD findings or concerns?</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>4C: Alignment with CoC Priorities</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the project and agency align and support CoC priorities, including:</td>
<td>5</td>
</tr>
<tr>
<td>- Performance goals</td>
<td>5</td>
</tr>
<tr>
<td>- CoC participation (meeting attendance)</td>
<td></td>
</tr>
<tr>
<td>- Other factors</td>
<td></td>
</tr>
</tbody>
</table>

5. **HMIS Participation: 10 Points**

- Does the application indicate clearly that the agency intends to participate in HMIS in the event that the project is funded? Projects prohibited by law from using HMIS will receive points based on use of a parallel database.
- If the agency has other programs, do they demonstrate HMIS participation?
  - Percentage of null/missing, “don’t know,” or “refused” data
  - The percentage of clients that exit to known destinations
  - The percentage of clients with known income and benefits

6. **Component/Population-Type Prioritization: Up to 10 Bonus Points for held-harmless transfer projects and those identified as priority new projects in FY 2014 or 2015.**
Factors:

<table>
<thead>
<tr>
<th>6A: Permanent Supportive Housing</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent supportive housing serving chronically homeless individuals and families will be awarded bonus points to demonstrate the CoC’s funding priorities.</td>
<td>10</td>
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</table>

<table>
<thead>
<tr>
<th>6B: Rapid Rehousing</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapid rehousing projects serving high priority populations (such as families and transition-aged youth coming directly from streets, shelter, or other places not meant for human habitation, or persons fleeing domestic violence or trafficking) will be awarded bonus points to demonstrate the CoC’s funding priorities.</td>
<td>5</td>
</tr>
</tbody>
</table>

**Shaded Factors are scored by the Pre-NOFA Agency Capacity Panel.**
2016 Continuum of Care Grants
NEW COORDINATED ENTRY PROJECTS

Summary of Factors | 2016 Points
---|---
Threshold Requirements | 
1. Project’s Work Consistent with Community Needs | 20
2. Project Ability to Enhance System Performance | 50
3. Agency/Collaborative Capacity to Enhance System Performance | 25
Total | 95

I. Threshold Requirements

**Threshold Criteria**
- These factors are required, but not scored. If the project indicates “no” for any threshold criteria, it is ineligible for CoC funding.

**Eligible Applicant:** Applicants and subrecipients (if any) are eligible to receive CoC funding, including: non-profit organizations, States, local governments, and instrumentalities of state and local governments.

**Eligible New Project Type:** If the project is a new project in 2016, it is either:
- Permanent supportive housing, serving only chronically homeless individuals and families;
- Rapid rehousing, serving individuals, families, or unaccompanied youth who come directly from streets, shelters, or are fleeing domestic violence or otherwise meet the criteria of paragraph (4) of the definition of homelessness;
- Supportive services only for coordinated entry (reallocation only); or
- Homeless Management Information System (HMIS) (reallocation only).

II. Detail

1. **Project’s Work Consistent with Community Needs: 20 Points**

Factors:

**1A: Renewable Activities** | 2016 Points
### Extent to which the project utilizes the grant funds for renewable activities (e.g., leasing rental subsidies, and housing operations) as opposed to non-renewable funds (e.g., acquisition, construction, and rehabilitation).

<table>
<thead>
<tr>
<th>1B: Unmet Need</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extent to which the project addresses an unmet need by serving an under-served area of the County, including areas outside downtown San Jose.</td>
<td>10</td>
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</tbody>
</table>

### 1C: Project Readiness

<table>
<thead>
<tr>
<th>2016 Points</th>
</tr>
</thead>
</table>
| The project will be ready to start by HUD's statutory deadlines. Consider:  
  - Regulatory obstacles such as tenant displacement or relocation, environmental or zoning issues anticipated. | 5 |

### 2. Project Ability to Enhance System Performance 50 Points

Consider the overall design of the project in light of its outcome objectives, and the Continuum of Care’s goal that services for homeless people result in stable housing and resources be prioritized for households with the highest needs.

### 2A: Population Served

<table>
<thead>
<tr>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population to be served is well defined and eligible, and will prioritize serving project participants with the highest need.</td>
</tr>
</tbody>
</table>

### 2B: Program Design

<table>
<thead>
<tr>
<th>2016 Points</th>
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</thead>
</table>
| Program design sets forth the community’s approach to coordinated entry including how outreach, access, assessment, and referrals will be conducted and how community partners will be involved. Consider:  
  - Does the design reflect an effective approach to outreach, access, assessment and referrals?  
  - How will community partners be involved in coordinated entry?  
  - How will other funds be leveraged to support CoC program funds during implementation and operation?  
  - Is the project staffed appropriately to achieve its goals?  
  - Does the program include involvement of clientele in designing and operating a low barrier system?  
  - Is the program design intentionally inclusive of and accessible to all eligible clients?  
  - Does the project use evidence-based practices? | 10 |

### 2C: Program Outcomes

<table>
<thead>
<tr>
<th>2016 Points</th>
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</table>
Does the estimated schedule for proposed activities, management, and methods proposed assure effective and timely completion of the proposed project? Consider:

- Are outcomes realistic but sufficiently challenging given the scale of the project?
- Are outcomes measurable and appropriate to the population being served?
- How will full capacity be achieved over the grant term?

<table>
<thead>
<tr>
<th>2D: Geographic Area</th>
<th>2016 Points</th>
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</thead>
<tbody>
<tr>
<td>Will the proposed coordinated entry project cover the CoC’s entire geographic area?</td>
<td>5</td>
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<table>
<thead>
<tr>
<th>2E: Policies and Procedures</th>
<th>2016 Points</th>
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</thead>
<tbody>
<tr>
<td>Program policies and procedures are fully described and consistent with the program design proposed. Consider:</td>
<td>5</td>
</tr>
<tr>
<td>- How will the coordinated entry be easily accessible to individuals and families with the highest barriers to access?</td>
<td></td>
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<tr>
<td>- How will the coordinated entry include affirmative fair housing strategies?</td>
<td></td>
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<table>
<thead>
<tr>
<th>2F: Advertisement Strategy</th>
<th>2016 Points</th>
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</thead>
<tbody>
<tr>
<td>Is the advertisement strategy for coordinated entry designed to reach those with the highest barriers to accessing assistance, including persons with disabilities and persons with limited English proficiency?</td>
<td>5</td>
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<table>
<thead>
<tr>
<th>2G: Standardized Assessment</th>
<th>2016 Points</th>
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<tbody>
<tr>
<td>Is the standardized assessment process that will be used by coordinated entry comprehensive according to the housing and services available in the community and standardized in structure, delivery, and evaluation across all assessments conducted using coordinated entry?</td>
<td>5</td>
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</table>

Note: Exceptions to standardization can be made for the following subpopulations: individuals, households with children, youth, and persons fleeing domestic violence.

<table>
<thead>
<tr>
<th>2H: Referral Process</th>
<th>2016 Points</th>
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<tbody>
<tr>
<td>Does the coordinated entry process ensure participants are</td>
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</table>
directed to appropriate housing and/or services? Consider:

- Will the referral process for homelessness resources be coordinated across CoC and ESG providers?
- Will the process include a list of all available resources and uniform decision making?
- How will the process include program participant choice?
- Will there be a process to reconcile unsuccessful or rejected placements?

<table>
<thead>
<tr>
<th>2I: Housing First</th>
<th>2016 Points</th>
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<tbody>
<tr>
<td><strong>Housing First:</strong> Will the coordinated entry use a low barrier approach that does not screen out participants based on the following criteria:</td>
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<tr>
<td>o Having little or no income</td>
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<tr>
<td>o Active, or history of, substance abuse</td>
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<tr>
<td>o Having a criminal record (exceptions for state-mandated restrictions)</td>
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<tr>
<td>o History of experiencing domestic violence (e.g., lack of protective order)</td>
<td>5</td>
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</table>

3. **Agency/Collaborative Capacity to Enhance System Performance: 25 Points**

<table>
<thead>
<tr>
<th>3A: Administrative Capacity</th>
<th>2016 Points</th>
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<tbody>
<tr>
<td>Do the agencies (especially the lead agency)/does the agency have the expertise, staff, procedural, and administrative structure needed to meet all administrative requirements? Consider:</td>
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<tr>
<td>o Does/will the agency have HEARTH-required policies and procedures in place? (Agencies to complete checklist as part of materials)</td>
<td>10</td>
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<table>
<thead>
<tr>
<th>3B: Compliance</th>
<th>2016 Points</th>
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</thead>
<tbody>
<tr>
<td>Do the agencies (especially the lead agency)/does the agency have the expertise, staff, procedural, and administrative structure needed to meet all grant audit and reporting requirements? Consider:</td>
<td></td>
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<tr>
<td>o Are there any outstanding HUD or financial audit findings or concerns?</td>
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<tr>
<td>o Has HUD instituted any sanctions on the grant, including – but not limited to – suspending disbursements (e.g., freezing LOCCS), requiring repayment of grant funds, or de-obligating grant funds due to performance issues?</td>
<td>10</td>
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</tbody>
</table>
To what extent has the program advised the Collaborative Applicant of outstanding HUD findings or concerns?

<table>
<thead>
<tr>
<th>3C: Alignment with CoC Priorities</th>
<th>2016 Points</th>
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<tbody>
<tr>
<td>Agencies can submit an essay answer demonstrating their CoC alignment.</td>
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<tr>
<td>Does the project and agency align and support CoC priorities, including:</td>
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<tr>
<td>• Performance goals</td>
<td></td>
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<tr>
<td>• CoC participation (meeting attendance)</td>
<td></td>
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<tr>
<td>• Other factors</td>
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</table>

**Shaded Factors are scored by the Pre-NOFA Agency Capacity Panel.**
This form and the requested attachments are due on August 5, 2016 by 12:00 p.m. (Noon) to HomeBase via email. Please send documents in PDF format to sccnofa@homebaseccc.org

**LATE APPLICATIONS WILL RECEIVE ZERO POINTS IN THE COMPETITION**

<table>
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<tr>
<th>Applicant(s) Name(s):</th>
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<tr>
<th>Project Name:</th>
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<table>
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<tr>
<th>Person to contact concerning this application:</th>
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<thead>
<tr>
<th>Phone:</th>
<th>Email:</th>
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<table>
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<tr>
<th>Total grant amount requested:</th>
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</table>

Please submit the following:

1. The documents requested by the Documentation Checklist for each project or agency

2. The appropriate Supplemental Application and accompanying responses for each project – either:
   - Supplemental Application for Renewal Applicants,
   - Supplemental Application for New/Transfer/First Time Renewal/First Time Renewal After Transfer Applicants, OR
   - Supplemental Application for New Coordinated Entry Projects.

   *All written narrative responses should be within the page limitations specified, single spaced in 12-point font, with 1” margins.*

†† Project Application deadline for local competition was changed to August 5, 2016, updated on July 25, 2016 after HUD opened the application on e-snaps.
SUPPLEMENTAL APPLICATION DOCUMENTATION CHECKLIST (ALL APPLICANTS)

DOCUMENTATION CHECKLIST

All applicants - please submit scanned electronic copies via email of the following documents.

FOR EACH PROJECT:

☐ The Supplemental Application Cover Sheet and Documentation Checklist (this form) for each project

☐ The appropriate “Renewal,” “New Project/First Time Renewal/First Time Renewal after Transfer,” or “New Coordinated Entry Project” Supplemental Application Form for each project

☐ The full project application (formerly known as “Exhibit 2”) from e-snaps for each project

  • IMPORTANT NOTE: Please DO NOT hit submit in e-snaps until after the local competition

☐ All project budget charts required by the HUD Project Application

FOR EACH AGENCY:

☐ Your agency’s most recent audited financial statement, single audit (A-133), and management letters if you did not already provide in response to the Request for Information submitted on or around May 23, 2016, one per agency

  • If your agency does not have an audit, you may wish to submit an explanation of why no audit has been submitted as part of your Narrative Response to Preliminary and Anticipated Scores

FOR EACH RENEWAL OR TRANSFER PROJECT USING THE “NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL” APPLICATION

☐ The program’s most recent Annual Performance Report (APR) submitted to HUD, if any
*PLEASE USE THIS APPLICATION FOR PROJECTS THAT MEET THE FOLLOWING CRITERIA

(1) second time renewal, or
(2) second time renewal after transfer; AND
(3) had at least 1 complete year of project data as of March 31, 2016.

All other housing projects, please use the application for “NEW/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER” projects.

THRESHOLD REQUIREMENTS

In addition to the scoring criteria, all renewal projects must meet threshold criteria. A threshold review will take place prior to the review and rank process to clarify baseline requirements. In order to be scored in the 2016 competition, all renewal projects must meet the following thresholds. **Please check each box to confirm each of the following is true:**

HMIS Implementation

- Project has full and active HMIS participation (unless the project is a victim service provider prohibited from entering client-level data in HMIS), indicated by:
  - Every HMIS user of the project passing the annual HMIS recertification exam; and
  - The project’s data quality report card score is at least a C, unless the project is a victim services agency. (This factor may be verified by the HMIS Lead).

OR

- If the project is a victim service provider prohibited from entering client-level data in HMIS, the project uses a comparable database system.

Coordinated Entry Participation

- Project is already participating in Coordinated Entry.

OR

- Project agrees to participate in Coordinated Entry when it is available for the project type.

Threshold HUD Requirements

- Project meets HUD threshold requirements for renewal projects including that the project has **none** of the following:
SUPPLEMENTAL APPLICATION (RENEWAL APPLICANTS ONLY)

- Outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon;
- Audit finding(s) for which a response is overdue or unsatisfactory;
- History of inadequate financial management accounting practices;
- Evidence of untimely expenditures on prior award;
- History of other major capacity issues that have significantly impacted the operation of the project and its performance;
- History of not reimbursing subrecipients for eligible costs in a timely manner, or at least quarterly; or
- History of serving ineligible persons, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.

If you are unable to check one of the boxes above, please provide an explanation (one page limit).

SCORING FACTORS

Factor 1E  Alignment with Housing First Principles. This will be scored on the overall application, but programs can submit an essay answer demonstrating their alignment with Housing First principles (one page limit).

Please check all that are true:

The project ensures participants are not screened out based on:

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

The program ensures participants are not terminated from the program for the following reasons:

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

Projects that fail to check all of the boxes are not Housing First.

Factor 1F, 3C  If this information was not provided in response to the Agency Capacity Request for Information (RFI): What was the total amount expended of HUD CoC funds for this grant in the 2014 grant year?

____________________
SUPPLEMENTAL APPLICATION (RENEWAL APPLICANTS ONLY)

Factor 5B, 5C  What percentage of the project’s CoC-funded beds are prioritized or dedicated for chronically homeless persons?

Factor 5C  Is the project dedicated to any of the following populations (check all that apply)?

- Youth
- Victims of Domestic Violence
- Families with Children
- Veterans
- None of the Above

NARRATIVE RESPONSE TO PRELIMINARY AND ANTICIPATED SCORES (THREE PAGE LIMIT)

You may provide a narrative of up to 3 pages to supplement the information contained in your HMIS Data/Project Evaluation Report regarding your program’s successes in the past operating year. Applicants can use this opportunity to direct the Review and Rank Committee Panelists to explanatory or qualifying information regarding those scoring factors on which their project may not score perfectly and to encourage Panelists to exercise discretion in changing the scores for those factors.

Projects will be provided preliminary score sheets for those scoring factors that are pre-scored and scaled. Please note that score sheets will not include certain factors, such as cost effectiveness and utilization, that are not scaled. Projects are encouraged to provide explanatory information for any scoring factor they believe may not accurately reflect the project’s performance, including those for which they did not receive a preliminary score.

Applicants may use data and past performance information to support their arguments, including, e.g., information regarding the special nature of the population served, unusual or unforeseeable circumstances beyond the project’s control, or other reasons the project’s data does not adequately reflect its work. Note that your preliminary scores can go UP or DOWN during the Panel’s review.

Please do not exceed THREE pages for this narrative response, using a 12-point font and 1” margins.
**PLEASE USE THIS APPLICATION FOR PROJECTS THAT MEET THE FOLLOWING CRITERIA**

(1) New projects; or  
(2) Projects that did not have a complete year of data as of March 31, 2016; or  
(3) Transfer projects that did not have a complete year of post-transfer data (i.e., data relating to performance AFTER transfer to the project’s current agency) as of March 31, 2016.

All other housing projects, please use the application for “RENEWAL” projects.

**FUNDING REQUEST TYPE**

Is this application for reallocated funding or Permanent Housing Bonus funding, or would you like it to be considered for both opportunities?

- [ ] Reallocated funding  
- [ ] Bonus funding  
- [ ] Consider for both reallocated funding and bonus funding  
- [ ] Transfer of an existing grant  
- [ ] None of the Above: renewal or transfer project without a full year of data

**THRESHOLD REQUIREMENTS**

In addition to the scoring criteria, all projects must meet a number of threshold criteria. A threshold review will take place prior to the review and rank process to clarify baseline requirements. Please check each box to confirm each of the following is true:

**Eligible New Project Type**

The application proposes:

- [ ] Permanent Supportive Housing (serving only chronically homeless individuals and families);  
- [ ] Rapid Rehousing (serving individuals, families, or unaccompanied youth who come directly from the streets, shelters, or are fleeing domestic violence or otherwise meet the criteria of paragraph (4) of the definition of homelessness); or  
- [ ] An otherwise eligible transfer of an existing grant

**HMIS Implementation**

- [ ] The project (unless a victim service provider prohibited from entering client-level data in HMIS) agrees to full and active participate in the CoC’s HMIS, which must already be implemented prior to HUD executing a grant agreement;

Updated July 25, 2016
SUPPLEMENTAL APPLICATION (NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER APPLICANTS ONLY)

OR

☐ If the project is a victim service provider prohibited from entering client-level data in HMIS, the project agrees to use a comparable database.

Coordinated Entry Participation

☐ The project agrees to participate in the CoC’s coordinated entry system, which must already be implemented prior to HUD executing a grant agreement.

Eligible Applicant

☐ Applicant and subrecipients (if any) are eligible to receive CoC funding, including: non-profit organizations, States, local governments, and instrumentalities of state and local governments.

SCORING FACTOR: PROJECT’S WORK IS CONSISTENT WITH COMMUNITY NEEDS

Factor 1A Are you proposing using grant funds for renewable activities (e.g., leasing, rental subsidies, housing operations as opposed to nonrenewable funds for acquisition, construction or rehabilitation)?

☐ Yes ☐ No

Factor 1B Does your proposal address an unmet need by serving an under-served area of the County, including areas outside of downtown San Jose?

☐ Yes ☐ No

If yes, please briefly describe (1/3 page limit).

Factor 1C Will the project be ready to start by HUD’s statutory guidelines? Consider:

• For Construction/Rehabilitation/Acquisition:
  o When will you have site control?
  o When will construction/rehabilitation begin?
  o When will construction/rehabilitation be complete?

• For Leasing:
  o When will you start leasing units?

• For Rental Assistance:
  o When will you start rental assistance?

What regulatory obstacles, if any, do you anticipate confronting, such as tenant displacement or relocation, environmental or zoning issues? How will these obstacles be overcome so that the project will be timely (one page limit)?

Updated July 25, 2016
SCORING FACTOR: PROJECT ABILITY TO ENHANCE SYSTEM PERFORMANCE

Factor 2A  Describe the population to be served, establishing that it is well-defined and eligible. Explain how the project will prioritize serving project participants with the highest need (1/2 page limit).

Factor 2B/2D/2E  Does program design include provision of comprehensive/intensive case management and appropriate supportive services of the type, scale and location to meet the needs of program participants, as well as transportation if necessary, using a Housing First Model? Are the program’s policies and procedures, and the housing where participants will reside appropriate to the program design? If not included in your HUD application, please briefly describe (two page limit):

a. The services, housing, policies and procedures used by/proposed for this project
b. The number and type of staff used by/proposed for this project (services and operations staff)
c. How staff are/will be trained to meet the needs of the population to be served (services and operations staff)
d. If unhoused or formerly unhoused people are/will be involved in designing the program; how tenants will be involved in policy decisions related to the program and in operating the program

e. How the program is/will be accessible to those of different abilities and cultures, including physical accessibility to persons with disabilities
f. How the project links participants to other services, including mainstream health and social service programs; policies and procedures to ensure clients are individually assisted to pursue mainstream benefits
g. How the project’s policies and procedures actively reduce barriers to access and retention
h. The evidence-based practices the project uses/will use to serve participants

Factor 2C  If not included in your HUD application, please state the goals and/or outcome objectives for your project, including estimated outcomes in retention or exits to permanent housing and increase in employments and benefits, as set forth below (1/2 page limit).

Minimum project outcomes should include:
- The percentage of formerly homeless individuals who remain housed in the HUD permanent housing project at the end of the operating year or exited to other permanent housing is at least 90%
- The percentage of leavers that increase employment income from entry to exit is at least 20% for PSH and 38% for RRH
- The percentage of leavers that increase non-employment income from entry to exit is at least 54%
- The percentage of adult leavers and stayers in all CoC-funded projects that have non-cash mainstream benefits is at least 80% for PSH and 51% for RRH

Factor 2G  Please check all that are true:
The project will ensure participants are not screened out based on:

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

The program will ensure participants are not terminated from the program for the following reasons:

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

Proposals that fail to check all of the boxes are not Housing First and will receive 0 points.

**SCORING FACTOR: AGENCY/COLLABORATIVE CAPACITY TO ENHANCE SYSTEM PERFORMANCE**

**PLEASE NOTE:** Agencies that completed a pre-NOFA Panel Agency Capacity Request for Information (RFI), submitted on or around May 23, 2016, do **NOT** need to fill out this section (Factors 4A, 4B, and 4C).

**Factor 4A**

Does/will the agency have the following HEARTH required policies and procedures in place?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Policies</th>
</tr>
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<tbody>
<tr>
<td></td>
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<td>Conflict of interest</td>
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<td>For agency conflicts</td>
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<td>For individual conflicts</td>
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<td>Homeless person participation</td>
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<td>In policy making bodies</td>
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<td>In project operations</td>
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<td>Faith based activities</td>
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<td>Equal treatment of program participants</td>
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<td>Separation of explicitly religious activities</td>
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<td>Fair housing</td>
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<td>Non-discrimination and equal opportunity</td>
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<td>Affirmatively furthers fair housing</td>
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<td>Age and gender of a child under age 18 must not be used as a basis for denying any family's admission to a project</td>
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</tbody>
</table>
SUPPLEMENTAL APPLICATION (NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER APPLICANTS ONLY)

In the past five years, has your agency previously managed a significant state/federal grant, for example, a grant for at least $200,000 per year for a three-year period?

□ Yes  □ No

Factor 4B  A) Are there any unresolved HUD monitoring findings or concerns or outstanding HUD audit findings related to any project of your agency?

□ Yes  □ No

(2) Has HUD instituted any sanctions on any project of your agency, including, but not limited to, suspending disbursements (e.g., freezing LOCCS), requiring repayment of grant funds, or de-obligating grant funds due to performance issues?

□ Yes  □ No

If yes to either (1) or (2) above, please attach the written communications between HUD and the project concerning those matters and describe the issue and status here, including the extent to which you have advised the Collaborative Applicant of the outstanding HUD findings or concerns (one page limit).

Factor 4C  Does/will the project and the agency align and support CoC priorities, including through: program model and philosophy, performance goals, CoC participation (meeting attendance, etc.), or other factors?

Note: This is scored based on the overall application, but if you wish, you may also submit a brief essay demonstrating CoC alignment (one page limit).

SCORING FACTOR: HMIS PARTICIPATION

Factor 5  Does the project agency’s other programs, if any, demonstrate HMIS participation and good data quality (e.g., minimal percentage of null/missing, “don’t know” or “refused” data; percentage of clients with exit to known destinations; percentage of clients with known income and benefits)? Please explain. (1/3 page limit) Victim service providers prohibited from using HMIS will receive points based on use of a comparable database.

NARRATIVE RESPONSE TO PRELIMINARY AND ANTICIPATED SCORES (THREE PAGE LIMIT)

If you received preliminary scores for your project, including for agency capacity, you may provide a narrative of up to 3 pages to supplement the information contained in your HMIS Data/Project Evaluation Report regarding your program’s successes in the past operating year. Applicants can use this opportunity to direct the Review and Rank Committee Panelists to explanatory or qualifying information regarding those scoring factors on which their project may not score perfectly and to encourage Panelists to exercise discretion in changing the scores for those factors.
SUPPLEMENTAL APPLICATION (NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER APPLICANTS ONLY)

Projects will be provided preliminary score sheets for those scoring factors that are pre-scored and scaled. New, first time renewal, and first time renewal after transfer projects may not have any pre-scored factors or may have pre-scored factors for agency capacity only. Projects are encouraged to provide explanatory information for any scoring factor they believe may not accurately reflect the project’s performance, including those for which they did not receive a preliminary score.

Applicants may use data and past performance information to support their arguments, including, e.g., information regarding the special nature of the population served, unusual or unforeseeable circumstances beyond the project’s control, or other reasons the project’s data does not adequately reflect its work. Note that your preliminary scores can go UP or DOWN during the Panel’s review.

Please do not exceed THREE pages for this narrative response, using a 12-point font and 1” margins.
2016 Continuum of Care Grants
Supplemental Application
NEW COORDINATED ENTRY PROJECTS***

***PLEASE USE THIS APPLICATION FOR PROJECTS THAT MEET THE FOLLOWING CRITERIA

(1) New Support Services Only (SSO) Projects for Coordinated Entry

FUNDING REQUEST TYPE

Note that this application MUST be for reallocated funding.

THRESHOLD REQUIREMENTS

In addition to the scoring criteria, all projects must meet a number of threshold criteria. A threshold review will take place prior to the review and rank process to clarify baseline requirements. Please check the box to confirm the following is true:

Eligible Applicant

☐ Applicant and subrecipients (if any) are eligible to receive CoC funding, including: non-profit organizations, States, local governments, and instrumentalities of state and local governments.

SCORING FACTOR: PROJECT’S WORK IS CONSISTENT WITH COMMUNITY NEEDS

Factor 1A Are you proposing using grant funds for renewable activities (e.g., leasing, rental subsidies, housing operations as opposed to nonrenewable funds for acquisition, construction or rehabilitation)?

☐ Yes ☐ No

Factor 1B Does your proposal address an unmet need by serving an under-served area of the County, including areas outside of downtown San Jose?

☐ Yes ☐ No

If yes, please briefly describe (1/3 page limit).

Factor 1C Will the project be ready to start by HUD’s statutory guidelines? Consider:

- For Coordinated Entry:
  - When will the proposed coordinated entry process proposed by this grant begin?
SUPPLEMENTAL APPLICATION (NEW COORDINATED ENTRY PROJECTS ONLY)

What obstacles, if any, do you anticipate confronting? How will these obstacles be overcome so that the project will be timely (one page limit)?

SCORING FACTOR: PROJECT ABILITY TO ENHANCE SYSTEM PERFORMANCE

Factor 2A  Describe the population to be served, establishing that it it well-defined and eligible. Explain how the project will prioritize serving project participants with the highest need (1/2 page limit).

Factor 2B  Does the program design include outreach, access, assessment, and referrals? If not included in your HUD application, please briefly describe (1 page limit):

a. How the design will reflect an effective approach to outreach, access, assessment and referrals
b. How community partners will be involved
c. How other, non-CoC funds will be leveraged to support implementation and operation
d. How the project is staffed to achieve its goals
e. How the program includes involvement of clientele in designing and operating a low barrier system
f. How the project design intentionally is inclusive of and accessible to all eligible clients
g. The evidence-based practices the project uses/will use to serve participants

Factor 2C  If not included in your HUD application, please state the goals and/or outcome objectives for your project, including estimated outcomes, and how the estimated schedule for proposed activities, management and methods will assure effective and timely completion of the proposed project (1/2 page limit).

Factor 2D  Will the proposed project cover the CoC’s entire geographic area? If not, please explain (1/2 page limit).

Factor 2E  If not included in your HUD application, please describe the program policies and procedures, consistent with the program design proposed, including how the coordinated entry will be easily accessible to individuals and families with the highest barriers to access and how it will include affirmative fair housing strategies (1/2 page limit).

Factor 2F  If not included in your HUD application, please explain how the advertisement strategy for coordinated entry is designed to reach those with the highest barriers to accessing assistance, including persons with disabilities and persons with limited English Proficiencies (1/2 page limit).

Factor 2G  If not included in your HUD application, please explain whether the standardized assessment process is comprehensive according to the housing and services available in the community. Will the process be standardized in structure, delivery, and evaluation across all assessments using coordinated entry?
SUPPLEMENTAL APPLICATION (NEW COORDINATED ENTRY PROJECTS ONLY)

Factor 2H  If not included in your HUD application, how does the coordinated entry process ensure participants are directed to appropriate housing or services? Please briefly describe:
   a. How the referral process for homelessness resources will be coordinated across CoC and ESG providers
   b. How the process will include a list of all available resources and uniform decision making
   c. How the process will include program participant choice
   d. Whether there will be a process to reconcile unsuccessful or rejected placements

Factor 2I  Please check all that are true:

The project will ensure participants are not screened out based on:

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

Proposals that fail to check all of the boxes are not Housing First and will receive 0 points.

SCORING FACTOR: AGENCY/COLLABORATIVE CAPACITY TO ENHANCE SYSTEM PERFORMANCE

PLEASE NOTE: Agencies that completed a pre-NOFA Panel Agency Capacity Request for Information (RFI), submitted on or around May 23, 2016, do NOT need to fill out this section (Factors 3A, 3B, and 3C).

Factor 3A  Does/will the agency have the following HEARTH required policies and procedures in place?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Policies</th>
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<tbody>
<tr>
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<td>Conflict of interest</td>
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<td>For individual conflicts</td>
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<td>Faith based activities</td>
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<td>Equal treatment of program participants</td>
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<td>Separation of explicitly religious activities</td>
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<td>Fair housing</td>
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<td>Non-discrimination and equal opportunity</td>
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<td>Affirmatively furthers fair housing</td>
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</table>

Updated July 25, 2016
SUPPLEMENTAL APPLICATION (NEW COORDINATED ENTRY PROJECTS ONLY)

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Policies</th>
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<td>as a basis for denying any family’s admission to a project</td>
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</table>

In the past five years, has your agency previously managed a significant state/federal grant, for example, a grant for at least $200,000 per year for a three-year period?

☐ Yes  ☐ No

Factor 3B  
A) Are there any unresolved HUD monitoring findings or concerns or outstanding HUD audit findings related to any project of your agency?

☐ Yes  ☐ No

(3) Has HUD instituted any sanctions on any project of your agency, including, but not limited to, suspending disbursements (e.g., freezing LOCCS), requiring repayment of grant funds, or de-obligating grant funds due to performance issues?

☐ Yes  ☐ No

If yes to either (1) or (2) above, please attach the written communications between HUD and the project concerning those matters and describe the issue and status here, including the extent to which you have advised the Collaborative Applicant of the outstanding HUD findings or concerns (one page limit).

Factor 3C  
Does/will the project and the agency align and support CoC priorities, including through: program model and philosophy, performance goals, CoC participation (meeting attendance, etc.), or other factors?

Note: This is scored based on the overall application, but if you wish, you may also submit a brief essay demonstrating CoC alignment (one page limit).
WHERE TO GET THE DOCUMENTS OR HELP YOU MAY NEED

**Timeline:**
Please refer to the 2016 Supplemental Application Form and the Detailed Application Submission Timeline to see when documents are due.

**HUD Documents:**
1. **Project application (formerly known as Exhibit 2)**
   Will be completed online after the recipient (which may be you) completes the Applicant Documentation at: [http://www.hud.gov/esnaps](http://www.hud.gov/esnaps)

2. **HUD 2880 – Applicant/Recipient Disclosure/Update Report**

**HUD TA Resources:**
The Notice of Funding Availability in its entirety:
[https://www.hudexchange.info/resource/5068/fy-2016-coc-program-nofa/](https://www.hudexchange.info/resource/5068/fy-2016-coc-program-nofa/)

Notices, updates and HUD releases related to the 2016 Competition:
[https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition/](https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition/)

HUD’s E-SNAPS Training Modules:
[https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/](https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/)

HUD’s Ask A Question (to submit questions):
[https://www.hudexchange.info/get-assistance/my-question/](https://www.hudexchange.info/get-assistance/my-question/)

A searchable list of related Frequently Asked Questions:
[https://www.hudexchange.info/coc/faqs/](https://www.hudexchange.info/coc/faqs/)

Resources related to the CoC Program:
[https://www.hudexchange.info/coc](https://www.hudexchange.info/coc)

**Local TA Resources:**
HomeBase: sccnofa@homebaseccc.org

Nikka Rapkin, Staff Attorney, (415) 788-7961, ext. 303, or [Nikka@homebaseccc.org](mailto:Nikka@homebaseccc.org)
Elizabeth Roehm, Staff Attorney, (415) 788-7961, ext. 328 or [Elizabeth@homebaseccc.org](mailto:Elizabeth@homebaseccc.org)
Sasha Drozdova, Staff Attorney, (415) 788-7961, ext. 329 or [Sasha@homebaseccc.org](mailto:Sasha@homebaseccc.org)

GOOD LUCK!
<table>
<thead>
<tr>
<th>Event/ Activity</th>
<th>Responsible</th>
<th>Original Date/Time</th>
<th>Modifications to Date/Time</th>
<th>Place</th>
<th>Notes</th>
</tr>
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<tbody>
<tr>
<td>NOFA Released</td>
<td>HUD</td>
<td>June 29, 2016</td>
<td></td>
<td>N/A</td>
<td>HUD releases the Notice of Funding Availability</td>
</tr>
<tr>
<td>Draft Project Evaluations</td>
<td>HomeBase</td>
<td>June 29, 2016</td>
<td></td>
<td>Via email</td>
<td>Draft Project Evaluations for renewal projects sent to agencies for review.</td>
</tr>
<tr>
<td>Project Evaluations Returned</td>
<td>Applicants</td>
<td>July 12 @ noon</td>
<td></td>
<td>Via email</td>
<td>Projects return Draft Project Evaluations with edits.</td>
</tr>
<tr>
<td>TA Workshop</td>
<td>OSH, HomeBase</td>
<td>July 15 @ 1-3 p.m.</td>
<td></td>
<td>Health Trust Board Room; 3180 Newberry Dr., Ste. 200</td>
<td>Release information about local priorities and HUD guidelines for proposals. Agencies will be given a proposal package and training on how to complete the application.</td>
</tr>
<tr>
<td>Agencies write Proposals</td>
<td>Agencies</td>
<td>July 15 - August 3, 2016</td>
<td></td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>HUD application available in e-snaps</td>
<td>HUD</td>
<td></td>
<td>July 25, 2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proposals are due</td>
<td>Agencies</td>
<td>August 3 @ noon</td>
<td>August 5, 2016 @ noon</td>
<td>Via email</td>
<td>See Supplemental Application Checklist for list of required documents and information about where and how to turn in documents.</td>
</tr>
<tr>
<td>Rank &amp; Review Panel Training</td>
<td>OSH, HomeBase</td>
<td>August 10, 2016 @ 10-11:30 a.m.</td>
<td>Online</td>
<td>Rank &amp; Review Panel receives training for scoring projects.</td>
<td></td>
</tr>
<tr>
<td>Rank &amp; Review Panel meets</td>
<td>OSH, HomeBase</td>
<td>August 16 -August 18, 2016 Aug. 18 is “if needed”</td>
<td>The Health Trust, 3180 Newberry Drive, Ste. 100 San Jose</td>
<td>Rank &amp; Review Panel meets to discuss proposals and determine how projects will be ranked in the 2016 application.</td>
<td></td>
</tr>
<tr>
<td>Posting of Preliminary Priority List</td>
<td>OSH</td>
<td>August 19, 2016 @ 10am</td>
<td>Via e-mail</td>
<td>Preliminary priority list emailed to agencies.</td>
<td></td>
</tr>
<tr>
<td>Notification of Appeal</td>
<td>Agencies</td>
<td>August 19, 2016 @ 5pm</td>
<td>Via e-mail</td>
<td>Applicants who intend to appeal their ranking on the preliminary priority list must notify HomeBase of their intent to appeal.</td>
<td></td>
</tr>
<tr>
<td>Sponsor Appeals due</td>
<td>Agencies</td>
<td>August 23, 2016 @ 5pm</td>
<td>Via e-mail</td>
<td>Agencies may inspect their scores and formulate a written appeal based on appeal policy.</td>
<td></td>
</tr>
<tr>
<td>Appeal Committee meets</td>
<td>Appeal Committee</td>
<td>August 25, 2016</td>
<td>Online</td>
<td>Review appeals and recalculate scores, if necessary.</td>
<td></td>
</tr>
<tr>
<td>Priority List is distributed to applicants</td>
<td>OSH</td>
<td>August 26, 2016 @ 11:59:59pm</td>
<td>Via e-mail</td>
<td>Final priority list to be approved at a meeting scheduled for CoC Board and emailed to agencies.</td>
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<tr>
<td>Event</td>
<td>Responsible Parties</td>
<td>Dates</td>
<td>Method</td>
<td>Notes</td>
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</tr>
<tr>
<td>CoC Board Approval of Priority List</td>
<td>OSH</td>
<td>August 29, 2016</td>
<td>In Person or Online</td>
<td>Present the Final Priority List to CoC Board for approval. Final Priority List published on CoC website.</td>
<td></td>
</tr>
<tr>
<td>HomeBase and OSH review project applications</td>
<td>HomeBase, OSH</td>
<td>August 3 - September 9, 2016</td>
<td>N/A</td>
<td>HomeBase and OSH work with agencies to finalize project applications for submission.</td>
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</tr>
<tr>
<td>Final Project Applications to e-snaps</td>
<td>Agencies</td>
<td>September 9, 2016 @ 5pm</td>
<td>Online</td>
<td>Agencies upload final applications to e-snaps, including all necessary attachments.</td>
<td></td>
</tr>
<tr>
<td>CoC Consolidated Application Posting</td>
<td>OSH, HomeBase</td>
<td>September 12, 2016</td>
<td>Online</td>
<td>CoC consolidated application is posted on CoC website.</td>
<td></td>
</tr>
<tr>
<td>Application is due to HUD</td>
<td>OSH, HomeBase</td>
<td>September 14, 2016</td>
<td>N/A</td>
<td>Application is packaged and submitted to HUD.</td>
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</table>
Hello CoC members-

On June 29, HUD released its Notice of Funding Availability (NOFA) for the 2016 Continuum of Care (CoC) Program Competition. In FY 2015, Santa Clara County received $20,204,762 in funding through the CoC Program for housing and services for the homeless, as well as some of the infrastructure to support our homeless services system of care.

Please join us for Santa Clara County CoC’s mandatory informational Technical Assistance (TA) Workshop on Friday, July 15 from 1-3pm. This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications.

July 15, 2016, 1:00pm - 3:00pm
Technical Assistance (TA) Workshop
Location: HealthTrust Board Room, 3180 Newberry Drive, Suite 200, San Jose

All prospective applicants should attend. RSVP with the following form:
http://goo.gl/forms/Wimbz0TatT5Kpjoy1

Further information regarding the SCC CoC NOFA local process, including key dates, is below.

Thank you!
Hilary

Hilary Barroga
Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-0570

2016 CoC Program Competition Process Overview
The following provides information about the local process required by HUD as part of this competition, including key dates. You can find more information about the 2016 CoC NOFA on HUD’s website [link: https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition/]. As in prior years, HomeBase will facilitate the local process on behalf of the SCC CoC.

NOFA Overview
This year’s NOFA and scoring criteria are very focused on HUD’s policy priorities, including system performance measures and demonstrated ability to reallocate resources to higher performing projects, as well as making further progress on ending chronic, veteran, youth, and family homelessness. As in past years, CoC funding is divided into two tiers, with projects prioritized into Tier 1 being more likely to be funded than projects of lower priority that fall into Tier 2.

The CoC may apply for new projects. Funding for new projects can come from reallocation of resources or from bonus funding. Bonus projects may include:
· New PSH for the chronically homeless
· New RRH for certain individuals and families who come directly from the streets, emergency shelters, or are fleeing domestic violence

Reallocated funds can be used for those project types, and for:
· New Supportive Services Only projects for Coordinated Assessment
· New HMIS projects

Funding Available
Our CoC may apply for the following estimated awards:
· Annual Renewal Demand - $19,009,820
· Permanent Housing Bonus - $950,941
· Planning Funding - $570,294

Key Dates
The following dates outline steps in our local process:

July 15, 2016 - 1:00pm - 3:00pm
Technical Assistance (TA) Workshop
Location: HealthTrust Board Room, 3180 Newberry Drive, Suite 200, San Jose
This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications. 
All prospective applicants should attend. Please RSVP with the following form:
http://goo.gl/forms/WimbzOTatT5Kpjoy1

August 3, 2016 - by 12:00pm (noon) local time
Local proposals due. Submissions will occur online.

August 16-18, 2016
Review and Rank Panel
Location: Office of Supportive Housing, 3180 Newberry Drive, San Jose
The panel will meet with applicants and deliberate on August 16 and 17, if necessary, August 18.

August 19, 2016
Collaborative Applicant will post the preliminary Priority Listing.

August 29, 2016
CoC Board will review and vote on Priority List recommendations made by the Review and Rank Panel. (Note: An appeals process has been scheduled between August 19 and August 25, should applicants wish to submit an appeal to their Priority Listing.)

September 12, 2016
The Collaborative Applicant will post the CoC's Consolidated Application on the CoC website [link: https://www.sccgov.org/sites/oah/coc/Pages/home.aspx] and will submit the application to HUD.

Contact the Collaborative Applicant
The County of Santa Clara’s Office of Supportive Housing is the Collaborative Applicant for the Santa Clara County CoC. If you have questions or comments regarding the CoC or local NOFA process, please contact Hilary Barroga at hilary.barroga@hhs.sccgov.org. You may also direct questions about the NOFA process to HomeBase at sccnofa@homebaseccc.org.

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printing, copying, or disclosing the message or content to others and must delete the message from your computer. If you have received this message in error, please notify the sender by return email.
2016 HUD COC PROGRAM NOTICE OF FUNDING AVAILABILITY

Local Grants Competition Technical Assistance Workshop

JULY 15, 2016
1 P.M. - 3 P.M.

AGENDA

I. Welcome

II. 2016 HUD CoC Notice of Funding Availability

III. Local Competition Process and Timeline

IV. Renewal Projects

V. E-SNAPS and HUD Documents

VI. New Projects (including overview of CoC Program requirements)
Dear all,

The materials for the 2016 HUD Continuum of Care competition are attached and will be available on the Santa Clara County Continuum of Care website here by tomorrow morning. Please note that HUD has now opened e-snaps, the electronic system that projects must use to draft their applications, available at www.hud.gov/esnaps.

Because of the delay in e-snaps availability, the August 3, 2016, local deadline for project applications is now extended to Friday, August 5.

The HUD Continuum of Care program Notice of Funding Availability (NOFA) was released on June 29, 2016, making available approximately $1.9 billion to serve people experiencing homelessness nationally. This year, Santa Clara County's CoC is eligible to apply for $19,009,820 in renewal funds, as well as $950,491 in new permanent housing bonus and $570,294 in planning funds.

Some important dates and key resources are available below. In addition, please do not hesitate to contact HomeBase at sccnofa@homebaseccc.org with any questions.

Thank you!

Hilary

Hilary Barroga

Continuum of Care Quality Improvement Manager

Office of Supportive Housing

County of Santa Clara

3180 Newberry Drive, Suite 150

San Jose, CA 95118

(408) 793-0570
Important Dates:

- **August 5 (by noon):** Project Applications Due
- **August 16-18:** Review and Rank Panel Committee meets
- **August 19 (by 10 a.m.):** Preliminary Priority List available
- **August 19 (by 5 p.m.):** Notification of Appeal due to sccnofa@homebaseccc.org
- **August 25:** Appeals Committee meets

Key Resources:

**2016 CoC NOFA:** [https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-NOF.pdf](https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-NOF.pdf)


**Program Resources:** [https://www.hudexchange.info/homelessness-assistance/](https://www.hudexchange.info/homelessness-assistance/)

- CoC Program Interim Rule training materials and program resources

**Application Resources:** [https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/](https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/)

- Application Instructional Guides
- Application Detailed Instructions
- FAQs

**HUD Exchange e-snaps Ask A Question (AAQ):** [http://www.hudexchange.info/get-assistance/](http://www.hudexchange.info/get-assistance/)

**To join the HUD listserv:** [www.hudexchange.info/mailinglist](http://www.hudexchange.info/mailinglist)

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6 attachments
## Attachment: CoC Rating & Review: Public Posting Evidence

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<td>7/25/16 - Email to Project Applicants &amp; CoC Listserv with link and attachments of Local Competition Materials</td>
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<td>3</td>
<td>7/25/16 - Screen Shot of 2016 HUD CoC NOFA Public Posting of Local Competition Materials on CoC Website</td>
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</tbody>
</table>
Hello CoC members-

On June 29, HUD released its Notice of Funding Availability (NOFA) for the 2016 Continuum of Care (CoC) Program Competition. In FY 2015, Santa Clara County received $20,204,762 in funding through the CoC Program for housing and services for the homeless, as well as some of the infrastructure to support our homeless services system of care.

Please join us for Santa Clara County CoC's mandatory informational Technical Assistance (TA) Workshop on Friday, July 15 from 1-3pm. This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications.

July 15, 2016, 1:00pm - 3:00pm

Technical Assistance (TA) Workshop
Location: HealthTrust Board Room, 3180 Newberry Drive, Suite 200, San Jose

All prospective applicants should attend. RSVP with the following form: http://goo.gl/forms/Wimbz0TatT5Kpjoy1

Further information regarding the SCC CoC NOFA local process, including key dates, is below.

Thank you!

Hilary

Hilary Barroga
Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-0570

--------------------------------------------------------------------------------------

2016 CoC Program Competition Process Overview
The following provides information about the local process required by HUD as part of this competition, including key dates. You can find more information about the 2016 CoC NOFA on HUD's website [link: https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition/].

As in prior years, HomeBase will facilitate the local process on behalf of the SCC CoC.

NOFA Overview
This year’s NOFA and scoring criteria are very focused on HUD’s policy priorities, including system performance measures and demonstrated ability to reallocate resources to higher performing projects, as well as making further progress on ending chronic, veteran, youth, and family homelessness. As in past years, CoC funding is divided into two tiers, with projects prioritized into Tier 1 being more likely to be funded than projects of lower priority that fall into Tier 2.

The CoC may apply for new projects. Funding for new projects can come from reallocation of resources or from bonus funding. Bonus projects may include:
- New PSH for the chronically homeless
- New RRH for certain individuals and families who come directly from the streets, emergency shelters, or are fleeing domestic violence

Reallocated funds can be used for those project types, and for:
- New Supportive Services Only projects for Coordinated Assessment
- New HMIS projects

**Funding Available**
Our CoC may apply for the following estimated awards:
- Annual Renewal Demand - $19,009,820
- Permanent Housing Bonus - $950,941
- Planning Funding - $570,294

**Key Dates**
The following dates outline steps in our local process:

**July 15, 2016 - 1:00pm - 3:00pm**
Technical Assistance (TA) Workshop
Location: HealthTrust Board Room, 3180 Newberry Drive, Suite 200, San Jose
This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications. *All prospective applicants should attend. Please RSVP with the following form:*
http://goo.gl/forms/Wimbz0TatT5Kpjoy1

**August 3, 2016 - by 12:00pm (noon) local time**
Local proposals due. Submissions will occur online.

**August 16-18, 2016**
Review and Rank Panel
Location: Office of Supportive Housing, 3180 Newberry Drive, San Jose
The panel will meet with applicants and deliberate on August 16 and 17, if necessary, August 18.

**August 19, 2016**
Collaborative Applicant will post the preliminary Priority Listing.

**August 29, 2016**
CoC Board will review and vote on Priority List recommendations made by the Review and Rank Panel. (Note: An appeals process has been scheduled between August 19 and August 25, should applicants wish to submit an appeal to their Priority Listing.)

September 12, 2016
The Collaborative Applicant will post the CoC’s Consolidated Application on the CoC website [link: https://www.sccgov.org/sites/oah/coc/Pages/home.aspx] and will submit the application to HUD.

Contact the Collaborative Applicant

The County of Santa Clara’s Office of Supportive Housing is the Collaborative Applicant for the Santa Clara County CoC. If you have questions or comments regarding the CoC or local NOFA process, please contact Hilary Barroga at hilary.barroga@hhs.sccgov.org. You may also direct questions about the NOFA process to HomeBase at sccnofa@homebaseccc.org.

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--

This mailing list is administered by HomeBase/The Center for Common Concerns Legal and Technical Assistance | Advancing Solutions to Homelessness 870 Market Street | Suite 1228 | San Francisco, CA 94102 | www.homebaseccc.org

To join, please send email to info@santaclaracountycoc.org specifying the mailing list and your email address

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You received this message because you are subscribed to the Google Groups "SCC CoC - CoC" group. To unsubscribe from this group and stop receiving emails from it, send an email to CoC+unsubscribe@santaclaracountycoc.org.

To post to this group, send email to CoC@santaclaracountycoc.org.

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printing, copying, or disclosing the message or content to others and must delete the message from your computer. If you have received this message in error, please notify the sender by return email.
Dear all,

The materials for the 2016 HUD Continuum of Care competition are attached and will be available on the Santa Clara County Continuum of Care website [here](#) by tomorrow morning. Please note that HUD has now opened e-snaps, the electronic system that projects must use to draft their applications, available at [www.hud.gov/esnaps](http://www.hud.gov/esnaps).

**Because of the delay in e-snaps availability, the August 3, 2016, local deadline for project applications is now extended to Friday, August 5.**

The HUD Continuum of Care program Notice of Funding Availability (NOFA) was released on June 29, 2016, making available approximately $1.9 billion to serve people experiencing homelessness nationally. This year, Santa Clara County's CoC is eligible to apply for $19,009,820 in renewal funds, as well as $950,491 in new permanent housing bonus and $570,294 in planning funds.

Some important dates and key resources are available below. In addition, please do not hesitate to contact HomeBase at [sccnofa@homebaseccc.org](mailto:sccnofa@homebaseccc.org) with any questions.

Thank you!

Hilary

Hilary Barroga

Continuum of Care Quality Improvement Manager

Office of Supportive Housing

County of Santa Clara

3180 Newberry Drive, Suite 150

San Jose, CA 95118

(408) 793-0570
Important Dates:

- **August 5 (by noon):** Project Applications Due
- **August 16-18:** Review and Rank Panel Committee meets
- **August 19 (by 10 a.m.):** Preliminary Priority List available
- **August 19 (by 5 p.m.):** Notification of Appeal due to scnpofoa@homebaseccc.org
- **August 25:** Appeals Committee meets

Key Resources:

**2016 CoC NOFA:** [https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-NOFA.pdf](https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-NOFA.pdf)


**Program Resources:** [https://www.hudexchange.info/homelessness-assistance/](https://www.hudexchange.info/homelessness-assistance/)

- CoC Program Interim Rule training materials and program resources

**Application Resources:** [https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/](https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/)

- Application Instructional Guides
- Application Detailed Instructions
- FAQs

**HUD Exchange e-snaps Ask A Question (AAQ):** [http://www.hudexchange.info/get-assistance/](http://www.hudexchange.info/get-assistance/)

**To join the HUD listserv:** [www.hudexchange.info/mailinglist](http://www.hudexchange.info/mailinglist)

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6 attachments
2016 HUD CFC NOFA - Local Competition Supplemental Applications

- 2016 CFC NOFA 2015 Letter of Enquiry Template (PDF)
- 2016 CFC NOFA 2015 Local Materials (PDF)
- 2016 CFC NOFA 2015 Local Assistance Form (PDF)
- 2016 CFC NOFA 2015 Local Assistance Handbook (PDF)
- 2016 CFC NOFA 2015 Application (PDF)
- 2016 CFC NOFA 2015 NHS Program (PDF)

2016 HUD CFC NOFA - Local Competition Materials

Information about the funding opportunity is available online in the annual competition.

One of the programs through which the US Department of Housing and Urban Development (HUD) funds

Housing Counseling Funding in Santa Clara County

Published on 7/25/2016 10:34 AM
1) Documentation that demonstrates the CoC encouraged new and existing providers to apply for new projects through reallocation

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<td>1a</td>
<td>Local Competition Ranking &amp; Reviewing (Reallocation)</td>
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<td>Scoring Tool – Renewal Projects</td>
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<td>Scoring Tool – New Coordinated Entry Projects</td>
<td>23</td>
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<td>1g</td>
<td>Supplemental Application – New, Renewal, New Coordinated Entry</td>
<td>28</td>
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<tr>
<td>2</td>
<td>Technical Assistance Handbook (Excerpts)</td>
<td>45-58</td>
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<tr>
<td>2a</td>
<td>Reallocation Information</td>
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<td>5</td>
<td>7/25/16 - Screen Shot of 2016 HUD CoC NOFA Public Posting of Local Competition Materials on CoC Website (includes Process for Reallocating)</td>
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2) Documentation that demonstrates the CoC has cumulatively reallocated at least 20 percent of the CoC’s ARD in the FY 2013, FY 2014, and FY 2015 CoC Program Competitions

<table>
<thead>
<tr>
<th>#</th>
<th>Amount Reallocated</th>
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<tr>
<td>6</td>
<td>$495,059 reallocated in 2013: Excerpt from SCC 2013 CoC Application, “3I. Reallocation: Balance Summary”</td>
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<td>$1,651,568 reallocated in 2015: Attachment from SCC 2015 CoC Application, Priority Listing</td>
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<tr>
<td></td>
<td>Further evidence of $1,651,568 reallocated in 2015: Attachment from SCC 2015 CoC Application, Priority Listing</td>
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</tr>
<tr>
<td>---</td>
<td>-------------------------------------------------------------------------------------------------------------</td>
<td>----</td>
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<tr>
<td><strong>10</strong></td>
<td>$12,628,387 ARD in 2013: SCC HUD-Approved FY 2013 GIW</td>
<td>74</td>
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Santa Clara County Continuum of Care

HUD CONTINUUM OF CARE PROGRAM

Technical Assistance Workshop
2016 NOFA Competition

LOCAL COMPETITION MANUAL

Revised July 25, 2016
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This section is intended to explain the Review and Rank Process that is used to review and evaluate all project applications submitted in the local competition.

Prior to NOFA release:

- The 2016 NOFA Committee met, reviewed and made recommendations based on feedback from FY 2015 applicants and the 2015 Review and Rank Panel Committee to modify the competition process and scoring materials.
- The Executive Committee of the CoC Board reviewed and approved the NOFA Committee’s recommended changes to the process and scoring materials, subject to necessary changes due to the NOFA.
- At least 4-5 non-conflicted Review and Rank panelists were recruited by HomeBase and the Collaborative Applicant. The panel includes at least one CoC Board member and a non-conflicted provider (ideally a provider with experience administering Federal, non-CoC grants). In addition, a Collaborative Applicant representative will attend panel meetings to act as a resource (leaving the room when a conflict requires it).
- HomeBase has assembled supplemental information for the Review and Rank Committee, including HMIS performance data.
- Renewal Applicants responded to the Pre-NOFA Agency Capacity Panel request for information (RFI) by May 23, 2016.
- The Pre-NOFA Agency Capacity Review and Rank Panel met and created preliminary scores for agency capacity factors for agencies with renewal projects on June 6, 2016.

The Ranking and Reviewing process will proceed as follows:

- TA Workshop to release information about 2016 CoC NOFA and Local Competition open to all prospective applicants will be held on July 15, 2016.
- All applicants will prepare and submit project application materials.
  - Late Applications. Applications received after the deadline will receive zero points in the scoring process. Since this may result in the project not being funded, this can be considered an appealable ranking decision.
  - Administrative Errors. Panelists shall have discretion to deduct up to 10 points from a project’s total score for administrative errors, taking into consideration factors such as the extent of the error, due diligence in resolving the error, impact on the competition, and other factors subject to panelist discretion.
- Low performing projects will be encouraged to reallocate and potential applicants are encouraged to apply for new projects through reallocation.
- Review and Rank Panel members will be oriented to the process and will receive applications, project performance data and scoring materials.
• Review and Rank Panel Committee members will review and tentatively score the applications prior to their first meeting in a HomeBase-developed web-based platform called PRESTO.
  o HomeBase/CoC staff will ensure all applications meet certain Threshold Requirements (additional detail below).

• Review and Rank Panel will meet over the course of 2-3 days to jointly discuss each application, conduct short in-person interview sessions with applicants to have questions answered and to provide feedback on ways to improve the application, and individually score applications:
  o Ranked list(s) will be prepared based on raw scores, then translated to a tiered list.
  o HMIS projects will be automatically ranked in Tier One, immediately above the project that straddles Tier One and Two, if any. Another mechanism will be used to evaluate HMIS outside the CoC NOFA Review and Rank process.
  o The Panel will consider reallocating renewal projects. (See additional detail below). In the event that the Review and Rank Panel identifies a renewal project (or projects) whose funding should not be renewed (or funding should be decreased), the Panel will then determine whether any new proposed projects should be awarded and will proceed with reallocation (see detail below).

• Panel releases scoring results to applicants with reminder of appeals process.
• Appellate hearings are held, if requested. Results from appeal(s) are distributed.
• CoC Board or its designee considers and modifies/approves Priority List of Projects, which is then included in the County’s Consolidated NOFA Application.
• Projects are given feedback from Committee on quality of application and ways to improve.
• County’s Consolidated NOFA Application is made available for public review and reference.
• 2016 Process Debriefs are held with Review and Rank Panel Committee members, project applicants, and the collaborative applicant. This information will support the 2017 NOFA Committee in making recommendations for improvement for the 2017 competition.

Reallocated
It is possible that funds will be reallocated from projects that will not receive renewal funding, or whose funding will be reduced. This is a decision made by the Review and Rank Panel Committee after extensive deliberation. When considering reallocation, the Review and Rank Panel Committee will:
• Consider unspent funds and the ability to cut grants without cutting service/housing levels.
  o Panel members will receive training about the limitations related to spending CoC funds.
For projects receiving leasing or rental assistance, information about unspent funds will be presented together with information about agency capacity (serving the number of people the project is designed to serve).

- Consider history of reductions (e.g., if grant reduced one year, will not be apparent in spending the following year)
- Consider specific new permanent supportive housing or rapid re-housing project(s) and specific renewal project(s) at risk of not being funded
- Consider alternative funding sources available to support either new or renewal project(s) at risk of not being funded
- Consider renewal HUD “covenant” concerns
- Consider impact on system performance and consolidated application’s score
- Consider impact on the community in light of community needs

The impact of this policy is that high scoring projects may be reallocated if these considerations warrant that decision. In addition, if a project receives less than 75 points, then the Panel should strongly consider reallocation of funding.

Threshold
In addition to the scoring criteria, all new and renewal projects must meet a number of threshold criteria. A threshold review will take place prior to the review and rank process to ensure baseline requirements are met. These threshold criteria may be found in the Scoring Factors in the sections below.
The Review and Rank Panel Committee reviews all applications and ranks them for funding recommendations to HUD. That ranking decision will be communicated to all applicants by email by **10:00 a.m. on August 19, 2016**. All applicants are directed to contact HomeBase at sccnofa@homebaseccc.org or 415-788-7961, ext. 328, if no email notice is received.

1. **Who May Appeal**

An agency may appeal an “appealable ranking decision,” defined in the next paragraph, made by the Review and Rank Panel concerning a project application submitted by that agency. If the project was submitted by a collaboration of agencies, only one joint appeal may be made.

2. **What May Be Appealed**

“An appealable ranking decision” is a rank assigned by the Review and Rank Panel to a project that meets any of the following criteria:
   a) likely to result in the project not being funded, in whole or in part,
   b) places the project in the bottom 15% of Tier 1, or
   c) places the project in Tier 2.

3. **Timing:**

The ranking decision is communicated to all applicants by **10:00 a.m. on Friday, August 19, 2016**. Applicants have until **5:00 PM on Friday, August 19** to decide if they are going to appeal and notify HomeBase (sccnofa@homebaseccc.org) for more information, with a formal written appeal (no longer than 2 pages) due by **Tuesday, August 23, at 5:00 p.m.** If an appeal will be filed, other agencies whose rank may be affected will be notified as a courtesy. Such agencies will not be able to file an appeal after the appeals process is complete. They may file an appeal within the original appeals timeline.

4. **Initiating the Formal Appeal**

The Formal Appeal must be submitted by **5:00 p.m. on August 23, 2016** to HomeBase at sccnofa@homebaseccc.org. The appeal document must consist of a short, written (no longer than 2 pages) statement of the agency’s appeal of the Review and Rank Panel Committee’s decision. The statement can be in the form of a letter, a memo, or an email transmittal.
5. Members of the Appeal Panel

A 3-member Appeals Panel will be selected from the CoC Board or its designees. These individuals have no conflict of interest in serving, as defined by the existing Review and Rank Panel Committee conflict of interest rules. Voting members of the Appeal Panel shall not serve simultaneously on the Review and Rank Panel Committee; however, a Review and Rank Panel member and a staff person of the Collaborative Applicant will participate in the Appeals Panel meeting to inform discussion.

6. The Appeal Process, Including Involvement of Other Affected Agencies

The Appeal Panel will conduct a telephone meeting with a representative or representatives of the agency/collaborative who filed the appeal to discuss it on August 25, 2016 if needed. The Panel will then deliberate.

The Appeal Panel will inform appealing agencies of its decision by August 26, 2016 at 11:59:59 p.m.

The CoC Board or its designee will approve the final project list for submission. The decision of the CoC Board will be final.
2016 Continuum of Care Program Grants
DETAILED APPLICATION SUBMISSION TIMELINE

This timeline highlights the steps that your agency will take to participate in the local competition for NOFA funding. Please mark these dates in your calendar!

7/15 at 1-3pm  TA Workshop for all new and renewal grant recipients
During this session, HomeBase will review all application materials. To receive materials electronically, please email sccnofa@homebaseccc.org

7/15  Enter E-SNAPS and start your project application (formerly Exhibit 2).
- E-snaps can be accessed at http://www.hud.gov/esnaps
- Please read all HUD-published guidance and training modules before calling HomeBase for technical assistance. The training modules can be accessed at https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/
- Additional and updated information about the 2016 competition can be found at https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition/

8/5* by Noon  Submit Complete Application Package via email for Review and Rank
- Please see the 2016 Supplemental Application Form for a list of all the materials to submit.

PLEASE SUBMIT THESE MATERIALS to sccnofa@homebaseccc.org

LATE APPLICATIONS WILL RECEIVE 0 POINTS IN THE SCORING. PLEASE PLAN AHEAD!

8/16 – 8/18  Review and Rank Interviews:
- Applicants will participate in an Interview with the Review and Rank Committee during the assigned time slots. These sessions are designed to permit the Review and Rank Committee to ask questions about your applications and to give applicants ideas about how to improve applications. You do not need to prepare a presentation; come prepared to engage in a discussion. You may bring as many people as you

* Project Application deadline for local competition was changed to August 5, 2016, updated on July 25, 2016 after HUD opened the application on e-snaps.
feel is necessary to represent your project well, but please be
sure to bring those who know the most about the application
and supplemental materials.
- Applicants will be assigned a specific time to meet with the
Review & Rank Panel. All appointments will be held at 3180
Newberry Drive, Suite 100, San Jose, California.

8/19 by 10:00am  Applicant Notification
- Applicants will receive email notification of the results of the
Review and Rank process.
- If you receive notification that your project will be placed on
the ranked list, you should begin finalizing your application for
submission.

8/19 by 5pm  Notification of Appeals Due
- Applicants who intend to appeal should contact HomeBase at
sccnofa@homebaseccc.org to request scoring information.

8/23 by 5pm  Appeals Due
- Appeals to the Review and Rank decision must be submitted
in writing to HomeBase at sccnofa@homebaseccc.org.
- The Appeals Panel will meet on August 25, 2016 and any
revisions to the preliminary priority list will be sent out by
midnight on August 26, 2016.

9/9 by 5pm  Final Applications Uploaded to E-Snaps
- THIS INCLUDES ENSURING THAT ALL NECESSARY
ATTACHMENTS ARE UPLOADED TO E-SNAPS. HomeBase will
review every submission for omissions or inconsistencies and
work with grant recipients to correct them. During the final
two weeks, please be sure that someone at your agency is
available to answer last minute application questions!

9/12  CoC Consolidated Application Posted.
- Complete consolidated application is posted on CoC website
for public review.

9/14  HUD deadline for all NOFA materials.
2016 Continuum of Care Grants
RENEWAL HOUSING PROJECTS

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<td>Threshold Requirements</td>
<td>Not Scored</td>
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<td>1. Outcomes Supporting System Performance Measures(^2)</td>
<td>40</td>
</tr>
<tr>
<td>2. Leverage</td>
<td>Not Scored</td>
</tr>
<tr>
<td>3. Agency/Collaborative Capacity</td>
<td>35</td>
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<tr>
<td>4. HMIS Data Quality</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>95</strong></td>
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<tr>
<td>Component/Population-Type Prioritization Bonus Points(^3)</td>
<td>Up to 17 per project</td>
</tr>
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I. Threshold Requirements

<table>
<thead>
<tr>
<th>Threshold Criteria</th>
<th>2016 Points</th>
</tr>
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<tbody>
<tr>
<td>These factors are required, but not scored. If the project indicates &quot;no&quot; for any threshold criteria, it is ineligible for CoC funding.</td>
<td></td>
</tr>
<tr>
<td><strong>HMIS Implementation:</strong> Projects are required to participate in HMIS, unless the project is a victim-service agency, serving survivors of domestic violence, or a legal services agency.</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Coordinated Entry:</strong> Projects are required to participate in Coordinated Entry, when it is available for the project type.</td>
<td>N/A</td>
</tr>
</tbody>
</table>

II. Detail

1. **Outcomes Supporting System Performance Measures: 40 Points**

   Overall, has the project been performing satisfactorily and effectively addressing the need(s) for which it was designed? Keep in mind that outcomes will naturally be lower in a more difficult-to-serve population (such as chronically homeless people and homeless people with mental and/or addictive illnesses).

\(^2\) All of the scoring factors in this tool measure projects’ contribution to improving Santa Clara County’s System Performance by strengthening the overall system of care, through data collection, coordination, prioritization and increasing resources available to end homelessness in Santa Clara County. Certain scoring factors relate to specific Performance Measures, as enumerated in each factor.

\(^3\) Bonus points help ensure fairness and equal footing across scoring tools, which otherwise strongly advantage projects without data, and support prioritization of proven strong performers, while encouraging reallocation of projects not advancing system performance.
Factors:

**1A: Utilization**

<table>
<thead>
<tr>
<th>Factor Description</th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the project serving the number of homeless people it was designed to serve?</td>
<td>Excellent</td>
<td>10</td>
</tr>
<tr>
<td>• Report utilization of total project beds at four points during the year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Panelists may exercise discretion based on factors including but not limited to</td>
<td>Very Good</td>
<td>8</td>
</tr>
<tr>
<td>project size, population served, and facility status issues beyond the project's</td>
<td>Good</td>
<td>6</td>
</tr>
<tr>
<td>project’s sphere of influence</td>
<td>Fair</td>
<td>2</td>
</tr>
<tr>
<td>HU D System Performance Measures 1, 3</td>
<td>Poor</td>
<td>0</td>
</tr>
</tbody>
</table>

**HUD System Performance Measures 1, 3**

**1B: Housing Stability (PSH Only)**

- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal
- Panelists may score programs up or down two points from the scaled score below, based on factors such as the population served or services provided

<table>
<thead>
<tr>
<th>2016 PSH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;98%</td>
<td>10</td>
</tr>
<tr>
<td>96-97.9%</td>
<td>9</td>
</tr>
<tr>
<td>94-95.9%</td>
<td>8</td>
</tr>
<tr>
<td>92-93.9%</td>
<td>7</td>
</tr>
<tr>
<td>90-91.9%</td>
<td>6</td>
</tr>
<tr>
<td>82.5%-89.9%</td>
<td>4</td>
</tr>
<tr>
<td>75-82.4%</td>
<td>3</td>
</tr>
<tr>
<td>67.5%-74.9%</td>
<td>2</td>
</tr>
<tr>
<td>60-67.4%</td>
<td>1</td>
</tr>
<tr>
<td>&lt;60%</td>
<td>0</td>
</tr>
</tbody>
</table>

For permanent housing: The percentage of formerly homeless individuals who remain housed in the HUD permanent housing project or exited to other permanent housing.

HUD Goal: 80%

Community Performance Measure: 90%

**HUD System Performance Measures 3, 7**

**1B: Housing Stability (RRH/TH Only)**

- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal
- Panelists may score programs up or down two points from the scaled score below, based on factors such as the population

<table>
<thead>
<tr>
<th>2016 RRH Scale</th>
<th>2016 TH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016 RRH Scale</td>
<td>2016 TH Scale</td>
<td>2016 Points</td>
</tr>
</tbody>
</table>
### SCORING TOOL FOR RENEWAL PROJECTS

**served or services provided**

<table>
<thead>
<tr>
<th>For rapid rehousing/transitional housing: The percentage of homeless persons who exit the project to/in a form of permanent housing.</th>
<th>&gt;98%</th>
<th>&gt;95%</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUD Goal: 80%</td>
<td>96-97.9%</td>
<td>90-94.9%</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>94-95.9%</td>
<td>85-89.9%</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>92-93.9%</td>
<td>80-84.9%</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>90-91.9%</td>
<td>75-79.9%</td>
<td>6</td>
</tr>
</tbody>
</table>

**Community Performance Measure:**

| RRH: 90% | 82.5-89.9% | 70-74.9% | 4 |
| TH: 75% | 75-82.4% | 65-69.9% | 3 |
| | 67.5-74.9% | 60-64.9% | 2 |
| | 60-67.4% | 55-59.9% | 1 |
| | <60% | <55% | 0 |

**2016 Points**

#### 1C: Client Cash Income Change

Panelists may score programs up or down one point from the scaled score below.

<table>
<thead>
<tr>
<th>The percentage of:</th>
<th>2016 PSH Scale</th>
<th>2016 RRH Scale</th>
<th>2016 TH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Stayers/Leavers that increase cash income from entry to latest status/exit</td>
<td>&gt;61.5%</td>
<td>&gt;61.5%</td>
<td>&gt;61.5%</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>54-61.4%</td>
<td>54-61.4%</td>
<td>54-61.4%</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>49-53.9%</td>
<td>49-53.9%</td>
<td>49-53.9%</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>44-48.9%</td>
<td>44-48.9%</td>
<td>44-48.9%</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>&lt;44%</td>
<td>&lt;44%</td>
<td>&lt;44%</td>
<td>0</td>
</tr>
</tbody>
</table>

**HUD Goal (Employment): 20%**

**HUD Goal (Non-Employment): 54%**

**No Related Community Performance Measure**

**HUD System Performance Measure 4**

#### 1D: Non-Cash Mainstream Benefits

Panelists may score programs up or down one point from the scaled score below.

<table>
<thead>
<tr>
<th>The percentage of</th>
<th>2016 PSH Scale</th>
<th>2016 RRH Scale</th>
<th>2016 TH Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;90%</td>
<td>&gt;61%</td>
<td>&gt;71%</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>
### SCORING TOOL FOR RENEWAL PROJECTS

<table>
<thead>
<tr>
<th>Stayers/Leavers with non-cash benefit sources</th>
<th>80-89.9%</th>
<th>51-60.9%</th>
<th>61-70.9%</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUD Goal: 54%</td>
<td>75-79.9%</td>
<td>46-50.9%</td>
<td>56-60.9%</td>
<td>2</td>
</tr>
<tr>
<td>CoC Goal: 54%</td>
<td>70-74.9%</td>
<td>41-45.9%</td>
<td>51-55.9%</td>
<td>1</td>
</tr>
<tr>
<td>No Related Community Performance Measure</td>
<td>&lt;70%</td>
<td>&lt;41%</td>
<td>&lt;51%</td>
<td>0</td>
</tr>
<tr>
<td><strong>HUD System Performance Measure 2, 7b</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 1E: Alignment with Housing First Principles
- This will be scored on the overall application, but programs can submit an essay answer demonstrating their alignment with Housing First principles.

Does the project ensure that participants are not screened out based on the following criteria?
- Having too little or no income
- Active, or history of, substance abuse
- Having a criminal record (with exceptions for state-mandated restrictions)
- History of domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement)

Does the project ensure that participants are not terminated from the program for the following reasons?
- Failure to participate in supportive services
- Failure to make progress on a service plan
- Loss of income or failure to improve income
- Being a victim of domestic violence
- Any other activity not covered in a lease agreement typically found in the project’s geographic area

If the answer is no to one or more criteria for either question, then the project is not Housing First and zero points will be awarded.

**HUD System Performance Measures 1, 3, 7**

#### 1F: Cost Effectiveness (PSH)
- Calculated based on grant expenditures and HMIS data

Does the program demonstrate a cost-effective use of CoC Program funding?
- The cost per formerly homeless individuals who remain housed in the HUD permanent housing project or exited to other permanent housing.

**2016 Points**
### SCORING TOOL FOR RENEWAL PROJECTS

#### HUD System Performance Measure 3

2. **Leverage:** NOT SCORED

3. **Agency/Collaborative Capacity:** 45 Points

**Factors:**

<table>
<thead>
<tr>
<th>3A: Administrative Capacity</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do the agencies (especially the lead agency) have the expertise, staff, procedural, and administrative structure needed to meet all administrative requirements? Consider:</td>
<td>10</td>
</tr>
<tr>
<td>- What was the agency response to HomeBase TA Visit Report?</td>
<td></td>
</tr>
<tr>
<td><em>This bullet not scored by 2016 pre-NOFA Panel due to timing</em></td>
<td></td>
</tr>
<tr>
<td>- Does the agency have HEARTH-required policies and procedures in place? (Agencies to complete checklist as part of materials)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3B: Compliance</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do the agencies (especially the lead agency) have the expertise, staff, procedural, and administrative structure needed to meet all grant audit and reporting requirements? Consider:</td>
<td>10</td>
</tr>
<tr>
<td>- Are there any outstanding HUD or financial audit findings or concerns?</td>
<td></td>
</tr>
<tr>
<td>- Has HUD instituted any sanctions on the grant, including – but not limited to – suspending disbursements (e.g., freezing LOCCS), requiring repayment of grant funds, or de-obligating grant funds due to performance issues?</td>
<td></td>
</tr>
<tr>
<td>- To what extent has the program advised the Collaborative Applicant of outstanding HUD findings or concerns?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3C: Unspent Grant Funds</th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panelists may score programs up or down one point from the scaled score below.</td>
<td>0-3%</td>
<td>10</td>
</tr>
<tr>
<td>- Has the agency left project grant funds unspent in the past 3 years?</td>
<td>3.1-9%</td>
<td>6</td>
</tr>
<tr>
<td>- Consider if the program is running at capacity (at four points during the year), and if the project receives leasing or rental assistance.</td>
<td>9.1-15%</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>15-100%</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3D: Alignment with CoC Priorities</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Agencies can submit an essay answer demonstrating</td>
<td></td>
</tr>
</tbody>
</table>
their CoC alignment.

Does the project and agency align and support CoC priorities, including:
- Performance goals
- CoC participation (meeting attendance)
- Other factors

4. **HMIS Data Quality: 20 Points**

Factors:

<table>
<thead>
<tr>
<th>4A: Exits to Known Destinations</th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>The numerical scale is a guide to support the panelists in scoring; panelists can exercise discretion where, for example, there are very few project exits.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of clients who exit to known destinations. <strong>PSH with 0 exits will receive full points.</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| | Excellent (~ 95-100%) | 5 |
| | Very Good (~80-94.9%) | 4 |
| | Good (~60-79.9%) | 3 |
| | Fair (~40-59.9%) | 2 |
| | Poor (~20-39.9%) | 1 |
| | Very Poor (~<20%) | 0 |

<table>
<thead>
<tr>
<th>4B: Complete Data</th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panelists may score programs up or down one point from the scaled score below.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of complete data (not null/missing, “don’t know” or “refused” data), except for Social Security numbers. Community goal: 95%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>99.5-100%</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>97-99.4%</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>94.5-96.9%</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>92-94.4%</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>90.1-91.9%</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>&lt;90%</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4C: Known Income and Benefits</th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>The numerical scale is a guide to support the panelists in scoring; panelists can exercise discretion where, for example, there are very few project exits.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of clients who exit with known income and</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Excellent | 5 |
SCORING TOOL FOR RENEWAL PROJECTS

5. Component/Population Type Prioritization: Up to 17 Bonus Points

Factors:

5A: Permanent Housing

Permanent supportive housing will be awarded 10 bonus points to demonstrate the CoC’s funding priorities.

Rapid rehousing projects will be awarded 5 bonus points to demonstrate the CoC’s funding priorities.

5B: Chronic Homelessness

<table>
<thead>
<tr>
<th>Percentage of beds dedicated to/prioritized for chronic homeless persons.</th>
<th>2016 Scale</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>&gt;75%</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

5C: Other Priority Populations

<table>
<thead>
<tr>
<th>Is the program dedicated to a priority population?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Youth</td>
</tr>
<tr>
<td>• Victims of Domestic Violence</td>
</tr>
<tr>
<td>• Families with Children</td>
</tr>
<tr>
<td>• Veterans</td>
</tr>
</tbody>
</table>

**Shaded Factors are scored by the Pre-NOFA Agency Capacity Panel.**
**2016 Continuum of Care Grants**
**NEW/TRANSFER AND FIRST TIME RENEWAL HOUSING PROJECTS**

<table>
<thead>
<tr>
<th>Summary of Factors</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Threshold Requirements</strong></td>
<td>Not Scored</td>
</tr>
<tr>
<td>1. Project’s Work Consistent with Community Needs</td>
<td>25</td>
</tr>
<tr>
<td>2. Project Ability to Enhance System Performance⁴</td>
<td>35</td>
</tr>
<tr>
<td>3. Leverage</td>
<td>Not Scored</td>
</tr>
<tr>
<td>4. Agency/Collaborative Capacity to Enhance System Performance</td>
<td>25</td>
</tr>
<tr>
<td>5. HMIS Participation</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>95</td>
</tr>
<tr>
<td>Component/Population-Type Prioritization Bonus Points⁵</td>
<td>Up to 10 Per Project</td>
</tr>
</tbody>
</table>

### I. Threshold Requirements

**Threshold Criteria**
- These factors are required, but not scored. If the project indicates “no” for any threshold criteria, it is ineligible for CoC funding.

<table>
<thead>
<tr>
<th>HMIS Implementation: Projects are required to participate in HMIS, unless the project is a victim-service agency, serving survivors of domestic violence, or a legal services agency.</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinated Entry: Projects are required to participate in Coordinated Entry, when it is available for the project type.</td>
<td>N/A</td>
</tr>
<tr>
<td>Eligible Applicant: Applicants and subrecipients (if any) are eligible to receive CoC funding, including: non-profit organizations, States, local governments, and instrumentalities of state and local governments.</td>
<td>N/A</td>
</tr>
<tr>
<td>Eligible New Project Type: If the project is a new project in 2016, it is either:</td>
<td>N/A</td>
</tr>
</tbody>
</table>
- Permanent supportive housing, serving only chronically homeless individuals and families; |

---

⁴ All of the scoring factors in this tool measure projects’ anticipated contribution to improving Santa Clara County’s System Performance by strengthening the overall system of care, through data collection, coordination, prioritization and increasing resources available to end homelessness in Santa Clara County. Certain scoring factors relate to specific Performance Measures, as enumerated in each factor.

⁵ Bonus points help ensure fairness and equal footing across scoring tools, which otherwise strongly advantage projects without data, and support prioritization of proven strong performers, while encouraging reallocation of projects not advancing system performance.
II. Detail

1. **Project’s Work Consistent with Community Needs: 25 Points**

   Factors:

   - **1A: Renewable Activities**
     
     Extent to which the project utilizes the grant funds for renewable activities (e.g., leasing rental subsidies, and housing operations) as opposed to non-renewable funds (e.g., acquisition, construction, and rehabilitation).
     
     | 2016 Points |
     |-------------|
     | 10          |

   - **1B: Unmet Need**
     
     Extent to which the project addresses an unmet need by serving an under-served area of the County, including areas outside downtown San Jose.
     
     | 2016 Points |
     |-------------|
     | 10          |

   - **1C: Project Readiness**
     
     The project will be ready to start by HUD’s statutory deadlines. Consider:
     
     - Regulatory obstacles such as tenant displacement or relocation, environmental or zoning issues anticipated.
     
     | 2016 Points |
     |-------------|
     | 5           |

2. **Project Ability to Enhance System Performance 35 Points**

   Consider the overall design of the project in light of its outcome objectives, and the Continuum of Care’s goal that permanent housing programs for homeless people result in stable housing and increased income (through benefits or employment).

   - **2A: Population Served**
     
     Population to be served is well defined and eligible, and will prioritize serving project participants with the highest need.
     
     | 2016 Points |
     |-------------|
     | 5           |

*HUD System Performance Measures 1, 7*
### 2B: Program Design

Program design includes provision of comprehensive/intensive case management and appropriate supportive services of the appropriate type, scale and location to meet the needs of program participants (as well as transportation if necessary), using a Housing First model. Consider:

- Is the project staffed appropriately to provide the services?
- Is the staff trained to meet the needs of the population to be served?
- Does the program include involvement of clientele in designing and operating a low barrier program?
- Is the program design intentionally inclusive of and accessible to all eligible clients?
- Are links to other services described?
- Does the project use evidence-based practices?

**HUD System Performance Measures 2, 3, 7b**

<table>
<thead>
<tr>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
</tr>
</tbody>
</table>

### 2C: Program Outcomes

Program outcomes are realistic but sufficiently challenging given the scale of the project. Outcomes are measurable and appropriate to the population being served. Minimum project outcomes should include:

- The percentage of formerly homeless individuals who remain housed in the HUD permanent housing project at the end of the operating year or exited to other permanent housing is at least 90%.
- The percentage of leavers that increase employment income from entry to exit is at least 20% for PSH and 38% for RRH.
- The percentage of leavers that increase non-employment income from entry to exit is at least 54%.
- The percent of adult leavers and stayers in all CoC-funded projects that have non-cash mainstream benefits is at least 80% for PSH and 51% for RRH.

**HUD System Performance Measures 2, 3, 4, 7b**

<table>
<thead>
<tr>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
</tr>
</tbody>
</table>

### 2D: Housing

Housing where participants will reside is fully described and appropriate to the program design proposed. Consider:

- Is the project staffed appropriately to operate the housing?
- Is the staff trained to meet the needs of the population to be served?
- Will the program be physically accessible to persons with disabilities?

<table>
<thead>
<tr>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
</tr>
</tbody>
</table>
**2E: Policies and Procedures**

Program policies and procedures are fully described and consistent with the program design proposed. Consider:

- Are unhoused or formerly unhoused people involved in designing the program?
- Are tenants involved in policy decisions related to the program and in operating the program?
- Do policies and procedures ensure homeless clients will be individually assisted to pursue mainstream benefits?
- Do policies and procedures actively reduce barriers to access and retention?

**HUD System Performance Measures 2, 3, 7b**

<table>
<thead>
<tr>
<th>2E: Policies and Procedures</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program policies and procedures are fully described and consistent with the program design proposed. Consider:</td>
<td></td>
</tr>
<tr>
<td>- Are unhoused or formerly unhoused people involved in designing the program?</td>
<td>5</td>
</tr>
<tr>
<td>- Are tenants involved in policy decisions related to the program and in operating the program?</td>
<td></td>
</tr>
<tr>
<td>- Do policies and procedures ensure homeless clients will be individually assisted to pursue mainstream benefits?</td>
<td></td>
</tr>
<tr>
<td>- Do policies and procedures actively reduce barriers to access and retention?</td>
<td></td>
</tr>
</tbody>
</table>

**2F: Cost Effectiveness**

<table>
<thead>
<tr>
<th>2F: Cost Effectiveness</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost Effectiveness</td>
<td>Not Scored</td>
</tr>
</tbody>
</table>

**2G: Housing First**

Housing First: Program uses/will use a Housing First approach that:

- Ensures participants are not screened out based on the following criteria:
  - Having little or no income
  - Active, or history of, substance abuse
  - Having a criminal record (exceptions for state-mandated restrictions)
  - History of experiencing domestic violence (e.g., lack of protective order)
- Ensures participants are not terminated from the program for the following reasons:
  - Failure to participate in supportive services
  - Failure to make progress on a service plan
  - Loss of income or failure to improve income
  - Being a victim of domestic violence
  - Any other activity not covered in a lease agreement typically found in project’s geographic area

<table>
<thead>
<tr>
<th>2G: Housing First</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing First: Program uses/will use a Housing First approach that:</td>
<td></td>
</tr>
<tr>
<td>- Ensures participants are not screened out based on the following criteria:</td>
<td>5</td>
</tr>
<tr>
<td>- Having little or no income</td>
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<tr>
<td>- Active, or history of, substance abuse</td>
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<tr>
<td>- Having a criminal record (exceptions for state-mandated restrictions)</td>
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<tr>
<td>- History of experiencing domestic violence (e.g., lack of protective order)</td>
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<tr>
<td>- Ensures participants are not terminated from the program for the following reasons:</td>
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<tr>
<td>- Failure to participate in supportive services</td>
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<tr>
<td>- Failure to make progress on a service plan</td>
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<tr>
<td>- Loss of income or failure to improve income</td>
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<td>- Being a victim of domestic violence</td>
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<tr>
<td>- Any other activity not covered in a lease agreement typically found in project’s geographic area</td>
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</tr>
</tbody>
</table>

3. **Leverage: NOT SCORED**

4. **Agency/Collaborative Capacity to Enhance System Performance: 25 Points**

<table>
<thead>
<tr>
<th>4A: Administrative Capacity</th>
<th>2016 Points</th>
</tr>
</thead>
</table>
### SCORING TOOL FOR NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER PROJECTS

<table>
<thead>
<tr>
<th>Question</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do the agencies (especially the lead agency) have the expertise, staff, procedural, and administrative structure needed to meet all administrative requirements? Consider: Does/will the agency have HEARTH-required policies and procedures in place? (Agencies to complete checklist as part of materials)</td>
<td>10</td>
</tr>
</tbody>
</table>

#### 4B: Compliance

Do the agencies (especially the lead agency) have the expertise, staff, procedural, and administrative structure needed to meet all grant audit and reporting requirements? Consider:

- Are there any outstanding HUD or financial audit findings or concerns?
- Has HUD instituted any sanctions on the grant, including – but not limited to – suspending disbursements (e.g., freezing LOCCS), requiring repayment of grant funds, or de-obligating grant funds due to performance issues?
- To what extent has the program advised the Collaborative Applicant of outstanding HUD findings or concerns?  

<table>
<thead>
<tr>
<th>Score</th>
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<td>10</td>
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#### 4C: Alignment with CoC Priorities

- Agencies can submit an essay answer demonstrating their CoC alignment.

<table>
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<tr>
<th>Score</th>
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<tr>
<td>5</td>
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</table>

#### 5. HMIS Participation: 10 Points

- Does the application indicate clearly that the agency intends to participate in HMIS in the event that the project is funded? Projects prohibited by law from using HMIS will receive points based on use of a parallel database.
- If the agency has other programs, do they demonstrate HMIS participation? Consider:
  - Percentage of null/missing, “don’t know,” or “refused” data
  - The percentage of clients that exit to known destinations
  - The percentage of clients with known income and benefits

#### 6. Component/Population-Type Prioritization: Up to 10 Bonus Points for held-harmless transfer projects and those identified as priority new projects in FY 2014 or 2015.
Factors:

<table>
<thead>
<tr>
<th>6A: Permanent Supportive Housing</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent supportive housing serving chronically homeless individuals and families will be awarded bonus points to demonstrate the CoC’s funding priorities.</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6B: Rapid Rehousing</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapid rehousing projects serving high priority populations (such as families and transition-aged youth coming directly from streets, shelter, or other places not meant for human habitation, or persons fleeing domestic violence or trafficking) will be awarded bonus points to demonstrate the CoC’s funding priorities.</td>
<td>5</td>
</tr>
</tbody>
</table>

**Shaded Factors are scored by the Pre-NOFA Agency Capacity Panel.**
SCORING TOOL FOR NEW COORDINATED ENTRY PROJECTS

2016 Continuum of Care Grants
NEW COORDINATED ENTRY PROJECTS

Summary of Factors | 2016 Points
---|---
Threshold Requirements | 
1. Project's Work Consistent with Community Needs | 20
2. Project Ability to Enhance System Performance | 50
3. Agency/Collaborative Capacity to Enhance System Performance | 25
Total | 95

I. **Threshold Requirements**

Threshold Criteria
- These factors are required, but not scored. If the project indicates “no” for any threshold criteria, it is ineligible for CoC funding.

| Eligible Applicant: | Applicants and subrecipients (if any) are eligible to receive CoC funding, including: non-profit organizations, States, local governments, and instrumentalities of state and local governments. | N/A |
| Eligible New Project Type: | If the project is a new project in 2016, it is either: | N/A |
- Permanent supportive housing, serving only chronically homeless individuals and families;
- Rapid rehousing, serving individuals, families, or unaccompanied youth who come directly from streets, shelters, or are fleeing domestic violence or otherwise meet the criteria of paragraph (4) of the definition of homelessness;
- Supportive services only for coordinated entry (reallocation only); or
- Homeless Management Information System (HMIS) (reallocation only). |

II. **Detail**

1. **Project's Work Consistent with Community Needs: 20 Points**

Factors:

| 1A: Renewable Activities | 2016 Points |
### 1B: Unmet Need

<table>
<thead>
<tr>
<th>Points</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extent to which the project addresses an unmet need by serving an under-served area of the County, including areas outside downtown San Jose.</td>
<td>10</td>
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</tbody>
</table>

### 1C: Project Readiness

<table>
<thead>
<tr>
<th>Points</th>
<th>2016 Points</th>
</tr>
</thead>
</table>
| The project will be ready to start by HUD’s statutory deadlines. Consider:  
- Regulatory obstacles such as tenant displacement or relocation, environmental or zoning issues anticipated. | 5 |

### 2. Project Ability to Enhance System Performance 50 Points

Consider the overall design of the project in light of its outcome objectives, and the Continuum of Care’s goal that services for homeless people result in stable housing and resources be prioritized for households with the highest needs.

### 2A: Population Served

<table>
<thead>
<tr>
<th>Points</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population to be served is well defined and eligible, and will prioritize serving project participants with the highest need.</td>
<td>5</td>
</tr>
</tbody>
</table>

### 2B: Program Design

<table>
<thead>
<tr>
<th>Points</th>
<th>2016 Points</th>
</tr>
</thead>
</table>
| Program design sets forth the community’s approach to coordinated entry including how outreach, access, assessment, and referrals will be conducted and how community partners will be involved. Consider:  
- Does the design reflect an effective approach to outreach, access, assessment and referrals?  
- How will community partners be involved in coordinated entry?  
- How will other funds be leveraged to support CoC program funds during implementation and operation?  
- Is the project staffed appropriately to achieve its goals?  
- Does the program include involvement of clientele in designing and operating a low barrier system?  
- Is the program design intentionally inclusive of and accessible to all eligible clients?  
- Does the project use evidence-based practices? | 10 |

### 2C: Program Outcomes
## SCORING TOOL FOR NEW COORDINATED ENTRY PROJECTS

<table>
<thead>
<tr>
<th>2D: Geographic Area</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will the proposed coordinated entry project cover the CoC’s entire geographic area?</td>
<td>5</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>2E: Policies and Procedures</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program policies and procedures are fully described and consistent with the program design proposed. Consider: • How will the coordinated entry be easily accessible to individuals and families with the highest barriers to access? • How will the coordinated entry include affirmative fair housing strategies?</td>
<td>5</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>2F: Advertisement Strategy</th>
<th>2016 Points</th>
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</thead>
<tbody>
<tr>
<td>Is the advertisement strategy for coordinated entry designed to reach those with the highest barriers to accessing assistance, including persons with disabilities and persons with limited English proficiency?</td>
<td>5</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>2G: Standardized Assessment</th>
<th>2016 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the standardized assessment process that will be used by coordinated entry comprehensive according to the housing and services available in the community and standardized in structure, delivery, and evaluation across all assessments conducted using coordinated entry? Note: Exceptions to standardization can be made for the following subpopulations: individuals, households with children, youth, and persons fleeing domestic violence.</td>
<td>5</td>
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<table>
<thead>
<tr>
<th>2H: Referral Process</th>
<th>2016 Points</th>
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<tbody>
<tr>
<td>Does the coordinated entry process ensure participants are</td>
<td>5</td>
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</tbody>
</table>
directed to appropriate housing and/or services? Consider:
- Will the referral process for homelessness resources be coordinated across CoC and ESG providers?
- Will the process include a list of all available resources and uniform decision making?
- How will the process include program participant choice?
- Will there be a process to reconcile unsuccessful or rejected placements?

<table>
<thead>
<tr>
<th>2I: Housing First</th>
<th>2016 Points</th>
</tr>
</thead>
</table>
| **Housing First:** Will the coordinated entry use a low barrier approach that does not screen out participants based on the following criteria:  
  o Having little or no income  
  o Active, or history of, substance abuse  
  o Having a criminal record (exceptions for state-mandated restrictions)  
  o History of experiencing domestic violence (e.g., lack of protective order) | 5 |

3. **Agency/Collaborative Capacity to Enhance System Performance: 25 Points**

<table>
<thead>
<tr>
<th>3A: Administrative Capacity</th>
<th>2016 Points</th>
</tr>
</thead>
</table>
| Do the agencies (especially the lead agency)/does the agency have the expertise, staff, procedural, and administrative structure needed to meet all administrative requirements? Consider:  
  - Does/will the agency have HEARTH-required policies and procedures in place? (Agencies to complete checklist as part of materials) | 10 |

<table>
<thead>
<tr>
<th>3B: Compliance</th>
<th>2016 Points</th>
</tr>
</thead>
</table>
| Do the agencies (especially the lead agency)/does the agency have the expertise, staff, procedural, and administrative structure needed to meet all grant audit and reporting requirements? Consider:  
  - Are there any outstanding HUD or financial audit findings or concerns?  
  - Has HUD instituted any sanctions on the grant, including – but not limited to – suspending disbursements (e.g., freezing LOCCS), requiring repayment of grant funds, or de-obligating grant funds due to performance issues? | 10 |
To what extent has the program advised the Collaborative Applicant of outstanding HUD findings or concerns?

### 3C: Alignment with CoC Priorities
- Agencies can submit an essay answer demonstrating their CoC alignment.

<table>
<thead>
<tr>
<th>Does the project and agency align and support CoC priorities, including:</th>
</tr>
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<tbody>
<tr>
<td>- Performance goals</td>
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<tr>
<td>- CoC participation (meeting attendance)</td>
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<tr>
<td>- Other factors</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2016 Points</th>
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<tr>
<td>5</td>
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</table>

**Shaded Factors are scored by the Pre-NOFA Agency Capacity Panel.**
This form and the requested attachments are due on August 5, 2016 by 12:00 p.m. (Noon) to HomeBase via email. Please send documents in PDF format to sccnofa@homebaseccc.org

**LATE APPLICATIONS WILL RECEIVE ZERO POINTS IN THE COMPETITION**

<table>
<thead>
<tr>
<th>Applicant(s) Name(s):</th>
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<table>
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<tr>
<th>Project Name:</th>
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<table>
<thead>
<tr>
<th>Person to contact concerning this application:</th>
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</table>

<table>
<thead>
<tr>
<th>Phone:</th>
<th>Email:</th>
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<table>
<thead>
<tr>
<th>Total grant amount requested:</th>
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</table>

Please submit the following:

1. The documents requested by the Documentation Checklist for each project or agency

2. The appropriate Supplemental Application and accompanying responses for each project – either:
   - Supplemental Application for Renewal Applicants,
   - Supplemental Application for New/Transfer/First Time Renewal/First Time Renewal After Transfer Applicants, OR
   - Supplemental Application for New Coordinated Entry Projects.

*All written narrative responses should be within the page limitations specified, single spaced in 12-point font, with 1” margins.*

†† Project Application deadline for local competition was changed to August 5, 2016, updated on July 25, 2016 after HUD opened the application on e-snaps.
All applicants - please submit scanned electronic copies via email of the following documents.

FOR EACH PROJECT:

☐ The Supplemental Application Cover Sheet and Documentation Checklist (this form) for each project

☐ The appropriate “Renewal,” “New Project/First Time Renewal/First Time Renewal after Transfer,” or “New Coordinated Entry Project” Supplemental Application Form for each project

☐ The full project application (formerly known as “Exhibit 2”) from e-snaps for each project

  • IMPORTANT NOTE: Please DO NOT hit submit in e-snaps until after the local competition

☐ All project budget charts required by the HUD Project Application

FOR EACH AGENCY:

☐ Your agency’s most recent audited financial statement, single audit (A-133), and management letters if you did not already provide in response to the Request for Information submitted on or around May 23, 2016, one per agency

  • If your agency does not have an audit, you may wish to submit an explanation of why no audit has been submitted as part of your Narrative Response to Preliminary and Anticipated Scores

FOR EACH RENEWAL OR TRANSFER PROJECT USING THE “NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL” APPLICATION

☐ The program’s most recent Annual Performance Report (APR) submitted to HUD, if any
2016 Continuum of Care Grants
Supplemental Application
RENEWAL APPLICANTS*

*PLEASE USE THIS APPLICATION FOR PROJECTS THAT MEET THE FOLLOWING CRITERIA

(1) second time renewal, or
(2) second time renewal after transfer; AND
(3) had at least 1 complete year of project data as of March 31, 2016.

All other housing projects, please use the application for “NEW/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER” projects.

THRESHOLD REQUIREMENTS

In addition to the scoring criteria, all renewal projects must meet threshold criteria. A threshold review will take place prior to the review and rank process to clarify baseline requirements. In order to be scored in the 2016 competition, all renewal projects must meet the following thresholds. Please check each box to confirm each of the following is true:

**HMIS Implementation**

☐ Project has full and active HMIS participation (unless the project is a victim service provider prohibited from entering client-level data in HMIS), indicated by:
  ○ Every HMIS user of the project passing the annual HMIS recertification exam; and
  ○ The project’s data quality report card score is at least a C, unless the project is a victim services agency. (This factor may be verified by the HMIS Lead).

**OR**

☐ If the project is a victim service provider prohibited from entering client-level data in HMIS, the project uses a comparable database system.

**Coordinated Entry Participation**

☐ Project is already participating in Coordinated Entry.

**OR**

☐ Project agrees to participate in Coordinated Entry when it is available for the project type.

**Threshold HUD Requirements**

☐ Project meets HUD threshold requirements for renewal projects including that the project has none of the following:
SUPPLEMENTAL APPLICATION (RENEWAL APPLICANTS ONLY)

- Outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon;
- Audit finding(s) for which a response is overdue or unsatisfactory;
- History of inadequate financial management accounting practices;
- Evidence of untimely expenditures on prior award;
- History of other major capacity issues that have significantly impacted the operation of the project and its performance;
- History of not reimbursing subrecipients for eligible costs in a timely manner, or at least quarterly; or
- History of serving ineligible persons, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.

If you are unable to check one of the boxes above, please provide an explanation (one page limit).

SCORING FACTORS

Factor 1E  Alignment with Housing First Principles. This will be scored on the overall application, but programs can submit an essay answer demonstrating their alignment with Housing First principles (one page limit).

Please check all that are true:

The project ensures participants are not screened out based on:

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

The program ensures participants are not terminated from the program for the following reasons:

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

Projects that fail to check all of the boxes are not Housing First.

Factor 1F, 3C  If this information was not provided in response to the Agency Capacity Request for Information (RFI): What was the total amount expended of HUD CoC funds for this grant in the 2014 grant year?

_____________________________
SUPPLEMENTAL APPLICATION (RENEWAL APPLICANTS ONLY)

Factor 5B, 5C  What percentage of the project’s CoC-funded beds are prioritized or dedicated for chronically homeless persons?

Factor 5C  Is the project dedicated to any of the following populations (check all that apply)?

- Youth
- Victims of Domestic Violence
- Families with Children
- Veterans
- None of the Above

NARRATIVE RESPONSE TO PRELIMINARY AND ANTICIPATED SCORES (THREE PAGE LIMIT)

You may provide a narrative of up to 3 pages to supplement the information contained in your HMIS Data/Project Evaluation Report regarding your program’s successes in the past operating year. Applicants can use this opportunity to direct the Review and Rank Committee Panelists to explanatory or qualifying information regarding those scoring factors on which their project may not score perfectly and to encourage Panelists to exercise discretion in changing the scores for those factors.

Projects will be provided preliminary score sheets for those scoring factors that are pre-scored and scaled. Please note that score sheets will not include certain factors, such as cost effectiveness and utilization, that are not scaled. Projects are encouraged to provide explanatory information for any scoring factor they believe may not accurately reflect the project’s performance, including those for which they did not receive a preliminary score.

Applicants may use data and past performance information to support their arguments, including, e.g., information regarding the special nature of the population served, unusual or unforeseeable circumstances beyond the project’s control, or other reasons the project’s data does not adequately reflect its work. Note that your preliminary scores can go UP or DOWN during the Panel’s review.

Please do not exceed THREE pages for this narrative response, using a 12-point font and 1” margins.
**PLEASE USE THIS APPLICATION FOR PROJECTS THAT MEET THE FOLLOWING CRITERIA**

(1) New projects; or
(2) Projects that did not have a complete year of data as of March 31, 2016; or
(3) Transfer projects that did not have a complete year of post-transfer data (i.e., data relating to performance AFTER transfer to the project’s current agency) as of March 31, 2016.

All other housing projects, please use the application for “RENEWAL” projects.

**FUNDING REQUEST TYPE**

Is this application for reallocated funding or Permanent Housing Bonus funding, or would you like it to be considered for both opportunities?

- Reallocated funding
- Bonus funding
- Consider for both reallocated funding and bonus funding
- Transfer of an existing grant
- None of the Above: renewal or transfer project without a full year of data

**THRESHOLD REQUIREMENTS**

In addition to the scoring criteria, all projects must meet a number of threshold criteria. A threshold review will take place prior to the review and rank process to clarify baseline requirements. Please check each box to confirm each of the following is true:

**Eligible New Project Type**

The application proposes:

- Permanent Supportive Housing (serving only chronically homeless individuals and families);
- Rapid Rehousing (serving individuals, families, or unaccompanied youth who come directly from the streets, shelters, or are fleeing domestic violence or otherwise meet the criteria of paragraph (4) of the definition of homelessness); or
- An otherwise eligible transfer of an existing grant

**HMIS Implementation**

- The project (unless a victim service provider prohibited from entering client-level data in HMIS) agrees to full and active participate in the CoC’s HMIS, which must already be implemented prior to HUD executing a grant agreement;
SUPPLEMENTAL APPLICATION (NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER APPLICANTS ONLY)

OR

☐ If the project is a victim service provider prohibited from entering client-level data in HMIS, the project agrees to use a comparable database.

Coordinated Entry Participation

☐ The project agrees to participate in the CoC’s coordinated entry system, which must already be implemented prior to HUD executing a grant agreement.

Eligible Applicant

☐ Applicant and subrecipients (if any) are eligible to receive CoC funding, including: non-profit organizations, States, local governments, and instrumentalities of state and local governments.

SCORING FACTOR: PROJECT’S WORK IS CONSISTENT WITH COMMUNITY NEEDS

Factor 1A Are you proposing using grant funds for renewable activities (e.g., leasing, rental subsidies, housing operations as opposed to nonrenewable funds for acquisition, construction or rehabilitation)?

☐ Yes ☐ No

Factor 1B Does your proposal address an unmet need by serving an under-served area of the County, including areas outside of downtown San Jose?

☐ Yes ☐ No

If yes, please briefly describe (1/3 page limit).

Factor 1C Will the project be ready to start by HUD’s statutory guidelines? Consider:

- For Construction/Rehabilitation/Acquisition:
  o When will you have site control?
  o When will construction/rehabilitation begin?
  o When will construction/rehabilitation be complete?

- For Leasing:
  o When will you start leasing units?

- For Rental Assistance:
  o When will you start rental assistance?

What regulatory obstacles, if any, do you anticipate confronting, such as tenant displacement or relocation, environmental or zoning issues? How will these obstacles be overcome so that the project will be timely (one page limit)?
SUPPLEMENTAL APPLICATION (NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER APPLICANTS ONLY)

SCORING FACTOR: PROJECT ABILITY TO ENHANCE SYSTEM PERFORMANCE

Factor 2A  Describe the population to be served, establishing that it is well-defined and eligible. Explain how the project will prioritize serving project participants with the highest need (1/2 page limit).

Factor 2B/2D/2E Does program design include provision of comprehensive/intensive case management and appropriate supportive services of the type, scale and location to meet the needs of program participants, as well as transportation if necessary, using a Housing First Model? Are the program’s policies and procedures, and the housing where participants will reside appropriate to the program design? If not included in your HUD application, please briefly describe (two page limit):

a. The services, housing, policies and procedures used by/proposed for this project
b. The number and type of staff used by/proposed for this project (services and operations staff)
c. How staff are/will be trained to meet the needs of the population to be served (services and operations staff)
d. If unhoused or formerly unhoused people are/will be involved in designing the program; how tenants will be involved in policy decisions related to the program and in operating the program
e. How the program is/will be accessible to those of different abilities and cultures, including physical accessibility to persons with disabilities
f. How the project links participants to other services, including mainstream health and social service programs; policies and procedures to ensure clients are individually assisted to pursue mainstream benefits
g. How the project’s policies and procedures actively reduce barriers to access and retention
h. The evidence-based practices the project uses/will use to serve participants

Factor 2C  If not included in your HUD application, please state the goals and/or outcome objectives for your project, including estimated outcomes in retention or exits to permanent housing and increase in employments and benefits, as set forth below (1/2 page limit).

Minimum project outcomes should include:

- The percentage of formerly homeless individuals who remain housed in the HUD permanent housing project at the end of the operating year or exited to other permanent housing is at least 90%
- The percentage of leavers that increase employment income from entry to exit is at least 20% for PSH and 38% for RRH
- The percentage of leavers that increase non-employment income from entry to exit is at least 54%
- The percentage of adult leavers and stayers in all CoC-funded projects that have non-cash mainstream benefits is at least 80% for PSH and 51% for RRH

Factor 2G  Please check all that are true:

Updated July 25, 2016
SUPPLEMENTAL APPLICATION (NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER APPLICANTS ONLY)

The project will ensure participants are not screened out based on:

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

The program will ensure participants are not terminated from the program for the following reasons:

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

Proposals that fail to check all of the boxes are not Housing First and will receive 0 points.

SCORING FACTOR: AGENCY/COLLABORATIVE CAPACITY TO ENHANCE SYSTEM PERFORMANCE

PLEASE NOTE: Agencies that completed a pre-NOFA Panel Agency Capacity Request for Information (RFI), submitted on or around May 23, 2016, do NOT need to fill out this section (Factors 4A, 4B, and 4C).

Factor 4A

Does/will the agency have the following HEARTH required policies and procedures in place?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Policies</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
<td>Conflict of interest</td>
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<td>For agency conflicts</td>
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SUPPLEMENTAL APPLICATION (NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER APPLICANTS ONLY)

In the past five years, has your agency previously managed a significant state/federal grant, for example, a grant for at least $200,000 per year for a three-year period?

☐ Yes  ☐ No

Factor 4B  

A) Are there any unresolved HUD monitoring findings or concerns or outstanding HUD audit findings related to any project of your agency?

☐ Yes  ☐ No

(2) Has HUD instituted any sanctions on any project of your agency, including, but not limited to, suspending disbursements (e.g., freezing LOCCS), requiring repayment of grant funds, or de-obligating grant funds due to performance issues?

☐ Yes  ☐ No

If yes to either (1) or (2) above, please attach the written communications between HUD and the project concerning those matters and describe the issue and status here, including the extent to which you have advised the Collaborative Applicant of the outstanding HUD findings or concerns (one page limit).

Factor 4C  

Does/will the project and the agency align and support CoC priorities, including through: program model and philosophy, performance goals, CoC participation (meeting attendance, etc.), or other factors?

Note: This is scored based on the overall application, but if you wish, you may also submit a brief essay demonstrating CoC alignment (one page limit).

SCORING FACTOR: HMIS PARTICIPATION

Factor 5  

Does the project agency’s other programs, if any, demonstrate HMIS participation and good data quality (e.g., minimal percentage of null/missing, “don’t know” or “refused” data; percentage of clients with exit to known destinations; percentage of clients with known income and benefits)? Please explain. (1/3 page limit) Victim service providers prohibited from using HMIS will receive points based on use of a comparable database.

NARRATIVE RESPONSE TO PRELIMINARY AND ANTICIPATED SCORES (THREE PAGE LIMIT)

If you received preliminary scores for your project, including for agency capacity, you may provide a narrative of up to 3 pages to supplement the information contained in your HMIS Data/Project Evaluation Report regarding your program’s successes in the past operating year. Applicants can use this opportunity to direct the Review and Rank Committee Panelists to explanatory or qualifying information regarding those scoring factors on which their project may not score perfectly and to encourage Panelists to exercise discretion in changing the scores for those factors.

Updated July 25, 2016
SUPPLEMENTAL APPLICATION (NEW/TRANSFER/FIRST TIME RENEWAL/FIRST TIME RENEWAL AFTER TRANSFER APPLICANTS ONLY)

Projects will be provided preliminary score sheets for those scoring factors that are pre-scored and scaled. New, first time renewal, and first time renewal after transfer projects may not have any pre-scored factors or may have pre-scored factors for agency capacity only. Projects are encouraged to provide explanatory information for any scoring factor they believe may not accurately reflect the project’s performance, including those for which they did not receive a preliminary score.

Applicants may use data and past performance information to support their arguments, including, e.g., information regarding the special nature of the population served, unusual or unforeseeable circumstances beyond the project’s control, or other reasons the project’s data does not adequately reflect its work. Note that your preliminary scores can go UP or DOWN during the Panel’s review.

Please do not exceed THREE pages for this narrative response, using a 12-point font and 1” margins.
Supplemental Application (New Coordinated Entry Projects Only)

2016 Continuum of Care Grants
Supplemental Application
NEW COORDINATED ENTRY PROJECTS***

***PLEASE USE THIS APPLICATION FOR PROJECTS THAT MEET THE FOLLOWING CRITERIA

(1) New Support Services Only (SSO) Projects for Coordinated Entry

FUNDING REQUEST TYPE

Note that this application MUST be for reallocated funding.

THRESHOLD REQUIREMENTS

In addition to the scoring criteria, all projects must meet a number of threshold criteria. A threshold review will take place prior to the review and rank process to clarify baseline requirements. Please check the box to confirm the following is true:

Eligible Applicant

☐ Applicant and subrecipients (if any) are eligible to receive CoC funding, including: non-profit organizations, States, local governments, and instrumentalities of state and local governments.

SCORING FACTOR: PROJECT’S WORK IS CONSISTENT WITH COMMUNITY NEEDS

Factor 1A Are you proposing using grant funds for renewable activities (e.g., leasing, rental subsidies, housing operations as opposed to nonrenewable funds for acquisition, construction or rehabilitation)?

☐ Yes ☐ No

Factor 1B Does your proposal address an unmet need by serving an under-served area of the County, including areas outside of downtown San Jose?

☐ Yes ☐ No

If yes, please briefly describe (1/3 page limit).

Factor 1C Will the project be ready to start by HUD’s statutory guidelines? Consider:

- For Coordinated Entry:
  - When will the proposed coordinated entry process proposed by this grant begin?
What obstacles, if any, do you anticipate confronting? How will these obstacles be overcome so that the project will be timely (one page limit)?

SCORING FACTOR: PROJECT ABILITY TO ENHANCE SYSTEM PERFORMANCE

**Factor 2A** Describe the population to be served, establishing that it it well-defined and eligible. Explain how the project will prioritize serving project participants with the highest need (1/2 page limit).

**Factor 2B** Does the program design include outreach, access, assessment, and referrals? If not included in your HUD application, please briefly describe (1 page limit):

a. How the design will reflect an effective approach to outreach, access, assessment and referrals
b. How community partners will be involved
c. How other, non-CoC funds will be leveraged to support implementation and operation
d. How the project is staffed to achieve its goals
e. How the program includes involvement of clientele in designing and operating a low barrier system
f. How the project design intentionally is inclusive of and accessible to all eligible clients
g. The evidence-based practices the project uses/will use to serve participants

**Factor 2C** If not included in your HUD application, please state the goals and/or outcome objectives for your project, including estimated outcomes, and how the estimated schedule for proposed activities, management and methods will assure effective and timely completion of the proposed project (1/2 page limit).

**Factor 2D** Will the proposed project cover the CoC’s entire geographic area? If not, please explain (1/2 page limit).

**Factor 2E** If not included in your HUD application, please describe the program policies and procedures, consistent with the program design proposed, including how the coordinated entry will be easily accessible to individuals and families with the highest barriers to access and how it will include affirmative fair housing strategies (1/2 page limit).

**Factor 2F** If not included in your HUD application, please explain how the advertisement strategy for coordinated entry is designed to reach those with the highest barriers to accessing assistance, including persons with disabilities and persons with limited English Proficiencies (1/2 page limit).

**Factor 2G** If not included in your HUD application, please explain whether the standardized assessment process is comprehensive according to the housing and services available in the community. Will the process be standardized in structure, delivery, and evaluation across all assessments using coordinated entry?
Factor 2H If not included in your HUD application, how does the coordinated entry process ensure participants are directed to appropriate housing or services? Please briefly describe:

a. How the referral process for homelessness resources will be coordinated across CoC and ESG providers
b. How the process will include a list of all available resources and uniform decision making
c. How the process will include program participant choice
d. Whether there will be a process to reconcile unsuccessful or rejected placements

Factor 2I Please check all that are true:

The project will ensure participants are not screened out based on:

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

Proposals that fail to check all of the boxes are not Housing First and will receive 0 points.

SCORING FACTOR: AGENCY/COLLABORATIVE CAPACITY TO ENHANCE SYSTEM PERFORMANCE

PLEASE NOTE: Agencies that completed a pre-NOFA Panel Agency Capacity Request for Information (RFI), submitted on or around May 23, 2016, do NOT need to fill out this section (Factors 3A, 3B, and 3C).

Factor 3A Does/will the agency have the following HEARTH required policies and procedures in place?

<table>
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<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Policies</th>
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SUPPLEMENTAL APPLICATION (NEW COORDINATED ENTRY PROJECTS ONLY)

Yes | No | N/A | Policies
--- | --- | --- | ---

as a basis for denying any family’s admission to a project

In the past five years, has your agency previously managed a significant state/federal grant, for example, a grant for at least $200,000 per year for a three-year period?

☐ Yes ☐ No

**Factor 3B**

A) Are there any unresolved HUD monitoring findings or concerns or outstanding HUD audit findings related to any project of your agency?

☐ Yes ☐ No

(3) Has HUD instituted any sanctions on any project of your agency, including, but not limited to, suspending disbursements (e.g., freezing LOCCS), requiring repayment of grant funds, or de-obligating grant funds due to performance issues?

☐ Yes ☐ No

If yes to either (1) or (2) above, please attach the written communications between HUD and the project concerning those matters and describe the issue and status here, including the extent to which you have advised the Collaborative Applicant of the outstanding HUD findings or concerns (one page limit).

**Factor 3C**

Does/will the project and the agency align and support CoC priorities, including through: program model and philosophy, performance goals, CoC participation (meeting attendance, etc.), or other factors?

*Note: This is scored based on the overall application, but if you wish, you may also submit a brief essay demonstrating CoC alignment (one page limit).*
WHERE TO GET THE DOCUMENTS OR HELP YOU MAY NEED

Timeline:
Please refer to the 2016 Supplemental Application Form and the Detailed Application Submission Timeline to see when documents are due.

HUD Documents:
1. Project application (formerly known as Exhibit 2)
Will be completed online after the recipient (which may be you) completes the Applicant Documentation at: http://www.hud.gov/esnaps

2. HUD 2880 – Applicant/Recipient Disclosure/Update Report

HUD TA Resources:
The Notice of Funding Availability in its entirety:
https://www.hudexchange.info/resource/5068/fy-2016-coc-program-nofa/

Notices, updates and HUD releases related to the 2016 Competition:
https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition/

HUD’s E-SNAPS Training Modules:
https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/

HUD’s Ask A Question (to submit questions):
https://www.hudexchange.info/get-assistance/my-question/

A searchable list of related Frequently Asked Questions:
https://www.hudexchange.info/coc/faqs/

Resources related to the CoC Program:
https://www.hudexchange.info/coc

Local TA Resources:
HomeBase: sccnofa@homebaseccc.org

Nikka Rapkin, Staff Attorney, (415) 788-7961, ext. 303, or Nikka@homebaseccc.org
Elizabeth Roehm, Staff Attorney, (415) 788-7961, ext. 328 or Elizabeth@homebaseccc.org
Sasha Drozdova, Staff Attorney, (415) 788-7961, ext. 329 or Sasha@homebaseccc.org

GOOD LUCK!
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<tr>
<th>Event/Activity</th>
<th>Responsible</th>
<th>Place</th>
<th>Date/Time</th>
<th>Notes</th>
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<tbody>
<tr>
<td>NOFA Released</td>
<td>HUD</td>
<td>N/A</td>
<td>June 29, 2016</td>
<td>HUD releases the Notice of Funding Availability to agencies for review.</td>
</tr>
<tr>
<td>Draft Project Evaluations</td>
<td>HomeBase</td>
<td>N/A</td>
<td>June 29, 2016</td>
<td>Projects return Draft Project Evaluations with edits.</td>
</tr>
<tr>
<td>Returned Draft Project Evaluations</td>
<td>Applicants</td>
<td>Health Trust Board Room; 3180 Newberry Dr., Ste. 200</td>
<td>July 15 @ 1-3 p.m.</td>
<td>Release information about local priorities and HUD guidelines for proposals. Agencies will be given a proposal package and training on how to complete the application.</td>
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<td>T.A. Workshop</td>
<td>OSH, HomeBase</td>
<td>Online</td>
<td>July 15 @ 3 p.m.</td>
<td>Rank &amp; Review Panel receives training for scoring projects.</td>
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<td>Agencies write Proposals</td>
<td>Agencies</td>
<td>N/A</td>
<td>Aug. 10 @ noon</td>
<td>Proposals are due</td>
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<tr>
<td>HUD application available in e-snap</td>
<td>Agencies</td>
<td>OSH, HomeBase, Priority Panel</td>
<td>Aug. 10-11:30 a.m.</td>
<td>Rank &amp; Review Panel reviews Proposals and determine how projects will be ranked in the 2016 application.</td>
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<tr>
<td>OSH, HomeBase, Priority Panel</td>
<td>Rank &amp; Review Panel</td>
<td>Online</td>
<td>Aug. 16-Aug. 18, 2016</td>
<td>Preliminary priority list emailed to agencies.</td>
</tr>
<tr>
<td>Notification of Appeal</td>
<td>Agencies</td>
<td>OSH, HomeBase</td>
<td>Aug. 19, 2016 @ 10 am</td>
<td>Applications who intend to appeal their ranking on the preliminary priority list must notify HomeBase of their intent to appeal.</td>
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<td>Sponsor Appeals due</td>
<td>Agencies</td>
<td>OSH, HomeBase</td>
<td>Aug. 23, 2016 @ 5 pm</td>
<td>Agencies may inspect their scores and formulate a written appeal based on appeal policy.</td>
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<td>Appeal Committee meets</td>
<td>Agencies</td>
<td>OSH</td>
<td>Aug. 25, 2016</td>
<td>Review appeals and recalculate scores, if necessary.</td>
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<td>Priority List is distributed to applicants</td>
<td>OSH</td>
<td>Online</td>
<td>Aug. 26, 2016 @ 11:59:59 pm</td>
<td>Final priority list to be approved at a meeting scheduled for CoC Board and emailed to agencies.</td>
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Santa Clara County Continuum of Care

HUD Homeless Assistance
FY 2016 Continuum of Care
NOFA Competition

Technical Assistance (TA) Handbook

Updated July 18, 2016
CONTEXT

The CoC Program (24 CFR part 578) is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by persons experiencing homelessness; and to optimize self-sufficiency among those experiencing homelessness.

Each year the U.S. Department of Housing and Urban Development (HUD) releases a Notice of Funding Availability (NOFA), signifying the beginning of a funding competition among approximately 450 Continuums of Care (CoC), the community stakeholder groups that guide local responses to homelessness.

The FY 2016 CoC Competition consolidated application responses to the NOFA will consist of three parts: the CoC Application, which describes the CoC planning body, governance structure, overall performance, and the strategic planning process; the CoC Project Listing, which ranks the project applications for HUD and identifies any rejected applications, showing the CoC's priorities for funding; and a number of Project Applications, each of which reflects one project seeking funding.

Before the application is submitted to HUD, the CoC is required to hold a local competition to determine which project applications will be included in the consolidated application, along with their relative priority. The results of the local competition dictate which projects the CoC will prioritize. This CoC Technical Assistance (TA) Workshop is intended to help projects prepare for the 2016 local competition for CoC Program funds.

As a project applicant, you must participate in the local review and rank process and have your project selected for submission with the CoC consolidated application in the national competition in order to be eligible for funding. You must follow local procedures and submit local documents, and you also need to prepare for the HUD submission of the project application. HUD requires the use of a web-based application and grants management system called e-snaps.

The materials provided at this TA Workshop will guide you in preparing your applications. The Local Competition Manual includes information about the local process in Santa Clara County, and this TA Handbook contains information you need to know for the HUD process.

There are three things to keep in mind when preparing your application:

1. Ensuring your application is competitive for funding in your CoC's local competition,
2. Ensuring the project you are applying for is eligible for HUD funding and compliant with HUD requirements, and
3. Ensuring your application is filled out correctly.

Of these three, the Local Competition Manual will answer any questions you have about number 1, and this TA Handbook will answer the other two. Designing Your Project and Program Requirements sections speak to HUD eligibility and requirements. Completing an Application in HUD's Web-Based Application System: e-snaps will help you ensure your application is filled out correctly.
HOW TO USE THIS TA HANDBOOK

This handbook is written to be a reference guide for recipient and subrecipient staff that are completing the project application or participating in project implementation. While you are welcome to read this document front to back, you may find it most useful to start from the Table of Contents.
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On June 29, 2016, the U.S. Department of Housing and Urban Development (HUD) released a Notice of Funding Availability (NOFA) for the McKinney-Vento Continuum of Care Homeless Assistance Grants for FY 2016. In 2016, the Santa Clara County CoC expects to be eligible to apply for approximately $19,960,311 in funding to support housing and services for homeless households, and approximately $570,294.60 for CoC Planning Funds.

**Annual Renewal Demand Funding:** $19,009,820
This funding supports the CoC’s existing housing and services. The CoC has the option to continue to support those programs, or to redirect those resources, in whole or in part, to (i) new permanent supportive housing projects dedicated for chronically homeless individuals and families; (ii) new rapid re-housing projects that will serve individuals and families who come directly from the streets or emergency shelters, or are fleeing domestic violence; (iii) new projects for dedicated HMIS; or (iv) new Supportive Services Only projects for a centralized or coordinated assessment system.

**Permanent Housing Bonus Funding:** $950,491
This funding supports (i) new permanent supportive housing projects that will serve 100% chronically homeless individuals and families or (ii) new rapid re-housing projects that will serve individuals and families who come directly from the streets or emergency shelters, or are fleeing domestic violence.

**CoC Planning Funds:** $570,294.60
This funding supports CoC planning activities, and only the collaborative applicant, Santa Clara County by and through the Office of Supportive Housing, may apply for it. The planning grant will not be ranked in this year’s competition and is not competitive with housing or service projects. As such, this Handbook does not include comprehensive information about applying for planning grants.

As in past years, the funding that CoCs can apply for is divided into tiers, with projects prioritized in Tier 1 being more likely to be funded than projects of lower priority that are placed in Tier 2. In 2016, the amount of funding in Tier 1 is equal to the CoC’s approved FY 2016 Annual Renewal Demand (ARD) less 7 percent (in 2015 it was 15 percent). The amount of funding in Tier 2 is equal to the amount remaining in the CoC’s FY 2016 ARD plus the
Permanent Housing Bonus amount. Bonus projects will be ranked and reviewed in the same way as other projects, but applications for CoC planning will be submitted outside of the Tiering process.

Projects in Tier 2 will be selected and funded based on a score related to: the overall CoC score, the project’s ranked order, project type, and their level of Housing First implementation. Compared to last year, HUD increased the points associated with a project ranked order, and decreased the points attributed to the overall CoC score and project type.

- **Anticipated Annual Renewal Demand:** $19,009,820
- **Anticipated Tier 1 Amount:** $17,679,132.60
- **Anticipated Tier 2 Amount:** $2,281,178.40

In 2016, funds are NOT available for:
- Emergency shelter
- Homelessness prevention projects
- New transitional housing
- New supportive service only projects (except coordinated assessment)

A. HIGHLIGHTS OF THE FY2016 NOFA AND COMPETITION

- **Focus:** Again in 2016, the NOFA and scoring criteria are very focused on HUD’s policy priorities, including creating a systemic response to homelessness; strategically allocating resources; ending chronic, veteran, youth, and family homelessness; and implementing Housing First system-wide.

- **CoC Review of Projects:** Through the FY 2016 Appropriations Act, Congress requires that for this NOFA:
  - CoCs cannot receive grants for bonus projects unless the CoC competitively ranks projects based on how they improve system performance.
  - HUD must base an increasing share of the CoC score on performance criteria.
  - HUD must prioritize funding for CoCs that have demonstrated the ability to reallocate resources to higher performing projects.

Relatedly, because new permanent housing projects may be created by reallocation or permanent housing bonus amount, HUD may reclassify projects a CoC has submitted as a bonus project to reallocation (and vice versa) if CoC has exceeded the amount allowable for the submitted funding type.

- **Technical Review.** This year’s NOFA includes additional details about application deficiencies, including which are curable. Your project application will undergo a threshold and technical review before being submitted to HUD to ensure it is not deficient.

- **Program Income Again Eligible for Match.** As authorized by the FY 2016 HUD Appropriations Act, program income may now be used as a source of match and must be properly documented in the project application.
• **Debriefing Availability.** New this year, for a period after award announcements HUD will provide a requesting applicant a debriefing related to its application, including the final score received for each rating factor. This may be relevant for projects placed in Tier 2.

### B. RANKING EXPLAINED

CoCs are required to either accept and rank or reject all projects submitted by project applicants in e-snaps, except CoC planning projects. CoCs are encouraged to consider the policy priorities established in the NOFA in conjunction with local priorities to determine the ranking of projects. All projects must pass HUD’s eligibility and threshold requirements to be funded, no matter their priority.

**TIER 1**
The amount of funding available for Tier 1 is equal to 93 percent of the CoC’s annual renewal demand. HUD will conditionally award projects from the highest scoring CoC to the lowest scoring CoC. Projects should be placed in priority order.

**TIER 2**
The amount of funding available for Tier 2 is equal to the difference between Tier 1 and the CoC’s final pro rata need amount (in our community, the annual renewal demand) plus the amount available for the permanent housing bonus. Funding will be determined by the point value of each project application based on a 100-point scale. All Tier 2 projects will be funded in point order.

Tier 2 points are awarded as follows:

- **CoC Score:** Up to 50 points in direct proportion to the CoC score
- **CoC Ranking:** Up to 35 points for the CoC’s ranking of the project application(s), with the points spread evenly across the Tier 2 funding amount. Higher ranked projects get more points; however, the formula used to award points gives a disincentive for large projects.
- **Project Type:** Up to 5 points will be based on the type of project and the population served
  - 5 points for renewal and new Permanent Housing, renewal Safe Haven, Homeless Management Information System, Supportive Services Only for Coordinated Entry System, or Transitional Housing that exclusively serves homeless youth
  - 3 points for other renewal Transitional Housing
  - 1 point for other renewal Supportive Services Only project applications
- **Commitment to Policy Priorities:** Up to 10 points for Housing First commitment
  - For Permanent Housing: Will receive points based on how the project commits to applying the Housing First model
  - Homeless Management Information System and Supportive Services Only for Coordinated Entry System projects: Will automatically receive 10 points
  - Transitional Housing and other Supportive Services Only projects: Will receive points based on how the project demonstrates that it is low-barrier, prioritizes rapid placement and stabilization in permanent housing and does not have service gaps
participation requirements or preconditions to entry (such as sobriety or a minimum income threshold).

**STRADDLING TIERS**
For any projects that straddle the two tiers, the Tier 1 portion will be funded in accordance with Tier 1 processes and the Tier 2 portion will be funded in accordance with Tier 2 processes. HUD may award project funds for just the Tier 1 portion, provided the project is still feasible with the reduced funding (i.e., is able to continue serving homeless program participants effectively).

**RECLASSIFICATION**
Because new permanent housing projects may be created by reallocation or permanent housing bonus amount, HUD may reclassify projects a CoC has submitted as a bonus project to reallocation (and vice versa) if CoC has exceeded the amount allowable for the submitted funding type. If that were to occur, it may impact ranking and result in lower priority projects not being funded. Your CoC’s project applications, and the CoC Application and its attachments, will be reviewed carefully to avoid this occurring in this CoC.

**PLANNING COSTS**
This year, applications for planning costs will be unranked. CoCs may only submit one application for CoC planning costs and it must be submitted by the Collaborative Applicant that is listed on the CoC Applicant Profile in e-snaps. HUD will conditionally select all CoC planning projects that pass eligibility and threshold review.

**C. BEFORE APPLYING FOR A COC GRANT**
This Handbook give an overview of the CoC requirements and this funding opportunity. To ensure a comprehensive understanding and compliance with all CoC requirements, all applicants should read and be familiar with:

- The FY2016 CoC NOFA,
- The CoC Program Interim Rule, and
- The FY2016 General NOFA.

Links to each of these documents can be found in the Resources section at the end of this Handbook.
I. HUD’S HOMELESS POLICY AND PROGRAM PRIORITIES

All projects should align with HUD’s policy and program priorities, both to increase their likelihood of being funded in this cycle and to ensure that the funding is a good match for the project in the future. CoCs and Project Applications will be evaluated based on the extent to which they further HUD’s policy priorities. Aligned with Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness, the policy priorities set forth in the NOFA are:

1. **Creating a Systemic Response to Homelessness** by developing systemic supports that assure homeless assistance is well coordinated, well managed, inclusive, transparent, and achieves positive outcomes, by:
   - Measuring system performance
   - Creating an effective coordinated entry system
   - Promoting participant choice
   - Planning as a system
   - Making the delivery of homeless assistance more open, inclusive, and transparent

2. **Strategic Resource Allocation** based on performance evaluation and data of all resources, including:
   - Comprehensive review of projects and reallocation when it would reduce homelessness
   - Maximizing the use of mainstream resources
   - Leveraging resources through partnerships (PHAs, philanthropy, etc.)
   - Reviewing the efficacy of transitional housing
   - Administering programs in the most integrated setting appropriate for individuals with disabilities (*added since CoC Registration Notice*)

3. **Ending Chronic Homelessness**
   - Targeting permanent supportive housing beds to chronically homeless people by prioritizing for entry within each project’s structure consistent with Notice CPD 14-012
   - Increasing units for chronically homeless people
   - Improving outreach

4. **Ending Family Homelessness**
   - Ensuring access to housing resources for families, such as rapid rehousing, affordable housing units, permanent supportive housing

5. **Ending Youth Homelessness**
   - Understanding the unique needs of homeless youth and reaching out to youth-serving organizations to help them fully participate in the CoC
• Meeting the needs of homeless youth, including Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) youth and victims of trafficking
• When evaluating the performance of youth programs, taking into account the specific challenges faced by homeless youth

6. Ending Veteran Homelessness
• To the extent possible, prioritizing veterans and their families who cannot be effectively assisted with Department of Veterans Affairs (VA) services for CoC-funded services
• Coordinating CoC resources with VA-funded housing and services (e.g., HUD-VASH, SSVF)

7. Using a Housing First Approach
• Using data to quickly and stably house homeless persons
• Engaging landlords and property owners
• Removing barriers to entry, such as poor credit history, lack of income or employment, or sobriety
• Adopting client-centered service methods

II. ELIGIBLE NEW PROJECT TYPES

New projects may apply for one of two funding streams:
• Reallocation of funding for renewal projects or
• Permanent Housing Bonus funding.

Requirements, eligibility, amounts and processes differ for the two types of funding, so potential applicants should consider both carefully. However, new permanent housing projects will be evaluated using the same criteria regardless of whether the CoC has identified them as bonus or reallocation projects.

A. NEW PROJECTS CREATED BY REALLOCATION

The CoC may reallocate funds from renewal projects to be used for:
1. New permanent supportive housing projects where all beds will be dedicated for use by chronically homeless individuals and families
2. New rapid re-housing to serve homeless individuals and families coming directly from the streets or emergency shelters, and include persons fleeing domestic violence situations and other persons meeting the criteria of paragraph (4) of the definition of homelessness
3. New dedicated Homeless Management Information System (HMIS) project
4. New Supportive Services Only (SSO) project specifically for a centralized or coordinated assessment system
Currently, the CoC expects to have at least $128,041 in reallocated funding available due to non-renewing renewal projects. More may become available if additional renewal projects decide not to apply or are reallocated through the Review and Rank process, or one or more renewal projects does not reach the minimum threshold.

B. NEW PERMANENT HOUSING BONUS PROJECTS

The CoC can apply for funds for new Permanent Housing Bonus projects that may be used for:

1. New permanent supportive housing projects that will serve 100 percent chronically homeless families and individuals
2. New rapid re-housing to serve homeless individuals and families coming directly from the streets or emergency shelters, and include persons fleeing domestic violence situations and other persons meeting the criteria of paragraph (4) of the definition of homelessness

Similarly to last year, bonus projects will be ranked with other projects and not funded separately.

C. OVERVIEW OF ELIGIBLE NEW PROJECT TYPES

1. PERMANENT SUPPORTIVE HOUSING FOR CHRONICALLY HOMELESS PEOPLE (BONUS OR REALLOCATION)

- Project must serve exclusively (100%) chronically homeless individuals and/or households with children (see “Eligible Project Participants: Who Can Be Served?” section of this manual, page 24).
- Grant funds may be used for (see “Eligible Costs to Inform Project Design” section of this manual, page 22):
  - Acquisition
  - Rehabilitation
  - New Construction
  - Leasing
  - Operations
  - Rental Assistance
  - Supportive Services
  - HMIS
  - Indirect Costs
  - Administration
- Project should use a “Housing First” approach in its design. Housing First is a model of housing assistance that is offered without preconditions (such as sobriety or a minimum income threshold) or service participation requirements, and rapid placement and stabilization in permanent housing are primary goals.
• Projects are prohibited from discriminating against chronically homeless families with children.
• Housing may be single site or scattered sites, and can be integrated with affordable or market-rate units.
• Services must be offered. Services may vary depending on residents’ needs.
  o Project may, but do not have to, require participating in non-disability related services. (Disability-related services include but are not limited to mental health services, outpatient health services, etc.).
  o Substance abuse treatment projects may require participation in substance abuse treatment services as a condition of continued participation in the project.
• Lease is required; must be renewable, for a term of at least one year, and terminable only for cause.

2. RAPID RE-HOUSING FOR HOMELESS PEOPLE LIVING ON THE STREETS OR IN EMERGENCY SHELTER OR FLEETING DOMESTIC VIOLENCE (BONUS OR REALLOCATION)

• Grant funds may be used for (see “Eligible Costs to Inform Project Design” section of this manual, page 22):
  o Short term (up to 3 months) and/or medium-term (3-24 months) tenant-based rental assistance
  o Supportive services
  o HMIS
  o Indirect Costs
  o Administration
• Lease is required; must be renewable, for a term of at least one year (regardless of the length of assistance provided), and terminable only for cause.
• Project must:
  o Limit rental assistance to no more than 24 months per household.
  o Limit supportive services to no more than 6 months after rental assistance stops.
  o Re-evaluate at least once per year whether the project participant continues to lack the resources and support networks necessary to retain housing without CoC assistance.
  o Offer supportive services (may include any eligible CoC Program supportive service). Project participants should have access to a wide array of supportive services designed to help them retain stable, long-term housing.
  o Require project participants to meet with a case manager at least monthly. *(Project is exempt if the Violence Against Women Act or the Family Violence Prevention and Services Act prohibit the recipient from making housing conditional on the participant’s acceptance of services.)*
  o Follow CoC written policies for:
• Determining and prioritizing eligible families.
• Determining the amount or percentage of rent that each project participant must pay.

• Project may (if aligned with written standards adopted by the CoC in consultation with ESG recipients in the CoC’s geographic area and administered consistently across all projects):
  o Set a maximum amount or percentage of rental assistance that a project participant may receive.
  o Set a maximum number of months (up to 24 months) that a project participant may receive rental assistance.
  o Set a maximum number of times that a project participant may receive rental assistance.
  o Require project participants to share in the costs of rent.

3. DEDICATED HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) (REALLOCATION ONLY)

• HUD requires each CoC to designate an information system to comply with data collection requirements. HMIS supports CoC functioning, reporting and recordkeeping, centralized or coordinated assessment, and performance measurement.
• Grant funds may be used for (see “Eligible Costs to Inform Project Design” section of this manual, page 22):
  o HMIS
  o Indirect Costs
  o Administration
• The CoC’s HMIS Lead Agency is the only agency that can apply for this funding.

4. SSO PROJECT FOR A CENTRALIZED OR COORDINATED ASSESSMENT SYSTEM (REALLOCATION ONLY)

• Centralized or coordinated assessment system is defined to mean a centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.
• Grant funds may be used for (see “Eligible Costs to Inform Project Design” section of this manual, page 22):
  o Supportive services
  o Indirect Costs
  o Administration
From: Barroga, Hilary [mailto:Hilary.Barroga@hhs.sccgov.org]
Sent: Tuesday, July 12, 2016 2:50 PM
To: CoC@santaclaracountycoc.org; SPN@santaclaracountycoc.org
Subject: [SCC - CoC] SCC Continuum of Care NOFA – TA Workshop (July 15) and Local Process Overview

Importance: High

Hello CoC members-

On June 29, HUD released its Notice of Funding Availability (NOFA) for the 2016 Continuum of Care (CoC) Program Competition. In FY 2015, Santa Clara County received $20,204,762 in funding through the CoC Program for housing and services for the homeless, as well as some of the infrastructure to support our homeless services system of care.

Please join us for Santa Clara County CoC’s mandatory informational Technical Assistance (TA) Workshop on Friday, July 15 from 1-3pm. This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications.

July 15, 2016, 1:00pm - 3:00pm
Technical Assistance (TA) Workshop
Location: HealthTrust Board Room, 3180 Newberry Drive, Suite 200, San Jose
All prospective applicants should attend. RSVP with the following form:
http://goo.gl/forms/Wimbz0TatT5Kpjoy1

Further information regarding the SCC CoC NOFA local process, including key dates, is below.

Thank you!

Hilary Barroga
Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-0570

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2016 CoC Program Competition Process Overview
The following provides information about the local process required by HUD as part of this competition, including key dates. You can find more information about the 2016 CoC NOFA on HUD’s website [link: https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition/].
As in prior years, HomeBase will facilitate the local process on behalf of the SCC CoC.

NOFA Overview
This year’s NOFA and scoring criteria are very focused on HUD’s policy priorities, including system performance measures and demonstrated ability to reallocate resources to higher performing projects, as well as making further progress on ending chronic, veteran, youth, and family homelessness. As in past years, CoC funding is divided into two tiers, with projects prioritized into Tier 1 being more likely to be funded than projects of lower priority that fall into Tier 2.

The CoC may apply for new projects. Funding for new projects can come from reallocation of resources or from bonus funding. Bonus projects may include:
- New PSH for the chronically homeless
- New RRH for certain individuals and families who come directly from the streets, emergency shelters, or are fleeing domestic violence

Reallocated funds can be used for those project types, and for:
- New Supportive Services Only projects for Coordinated Assessment
- New HMIS projects

**Funding Available**
Our CoC may apply for the following estimated awards:
- Annual Renewal Demand - $19,009,820
- Permanent Housing Bonus - $950,941
- Planning Funding - $570,294

**Key Dates**
The following dates outline steps in our local process:

**July 15, 2016** - 1:00pm - 3:00pm
Technical Assistance (TA) Workshop
Location: HealthTrust Board Room, 3180 Newberry Drive, Suite 200, San Jose
This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications. *All prospective applicants should attend. Please RSVP with the following form:*  
[http://goo.gl/forms/Wimbz0TatT5Kpjoy1](http://goo.gl/forms/Wimbz0TatT5Kpjoy1)

**August 3, 2016** - by 12:00pm (noon) local time
Local proposals due. Submissions will occur online.

**August 16-18, 2016**
Review and Rank Panel
Location: Office of Supportive Housing, 3180 Newberry Drive, San Jose
The panel will meet with applicants and deliberate on August 16 and 17, if necessary, August 18.

**August 19, 2016**
Collaborative Applicant will post the preliminary Priority Listing.

**August 29, 2016**
CoC Board will review and vote on Priority List recommendations made by the Review and Rank Panel. (Note: An appeals process has been scheduled between August 19 and August 25, should applicants wish to submit an appeal to their Priority Listing.)

September 12, 2016
The Collaborative Applicant will post the CoC's Consolidated Application on the CoC website [link: https://www.sccgov.org/sites/oah/coc/Pages/home.aspx] and will submit the application to HUD.

Contact the Collaborative Applicant
The County of Santa Clara's Office of Supportive Housing is the Collaborative Applicant for the Santa Clara County CoC. If you have questions or comments regarding the CoC or local NOFA process, please contact Hilary Barroga at hilary.barroga@hhs.sccgov.org. You may also direct questions about the NOFA process to HomeBase at sccnfoa@homebaseccc.org.

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To join, please send email to info@santaclaracountycoc.org specifying the mailing list and your email address.
---
You received this message because you are subscribed to the Google Groups "SCC CoC - CoC" group. To unsubscribe from this group and stop receiving emails from it, send an email to CoC+unsubscribe@santaclaracountycoc.org. To post to this group, send email to CoC@santaclaracountycoc.org.

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Dear all,

The materials for the 2016 HUD Continuum of Care competition are attached and will be available on the Santa Clara County Continuum of Care website here by tomorrow morning. Please note that HUD has now opened e-snaps, the electronic system that projects must use to draft their applications, available at www.hud.gov/esnaps.

Because of the delay in e-snaps availability, the August 3, 2016, local deadline for project applications is now extended to Friday, August 5.

The HUD Continuum of Care program Notice of Funding Availability (NOFA) was released on June 29, 2016, making available approximately $1.9 billion to serve people experiencing homelessness nationally. This year, Santa Clara County’s CoC is eligible to apply for $19,009,820 in renewal funds, as well as $950,491 in new permanent housing bonus and $570,294 in planning funds.

Some important dates and key resources are available below. In addition, please do not hesitate to contact HomeBase at sccnofa@homebaseccc.org with any questions.

Thank you!

Hilary

Hilary Barroga

Continuum of Care Quality Improvement Manager

Office of Supportive Housing

County of Santa Clara

3180 Newberry Drive, Suite 150

San Jose, CA 95118

(408) 793-0570
Important Dates:

- **August 5 (by noon):** Project Applications Due
- **August 16-18:** Review and Rank Panel Committee meets
- **August 19 (by 10 a.m.):** Preliminary Priority List available
- **August 19 (by 5 p.m.):** Notification of Appeal due to sccnofa@homebaseccc.org
- **August 25:** Appeals Committee meets

Key Resources:

**2016 CoC NOFA:** [https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-NOFA.pdf](https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-NOFA.pdf)


**Program Resources:** [https://www.hudexchange.info/homelessness-assistance/](https://www.hudexchange.info/homelessness-assistance/)

- CoC Program Interim Rule training materials and program resources

**Application Resources:** [https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/](https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources/)

- Application Instructional Guides
- Application Detailed Instructions
- FAQs

**HUD Exchange e-snaps Ask A Question (AAQ):** [http://www.hudexchange.info/get-assistance/](http://www.hudexchange.info/get-assistance/)

To join the HUD listserv: [www.hudexchange.info/mailinglist](http://www.hudexchange.info/mailinglist)

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HUD CoC Program Funding in Santa Clara County

Published on: 7/25/2016 10:53 AM

One of the programs through which the US Department of Housing and Urban Development (HUD) distributes funding to Santa Clara County is the Continuum of Care (CoC) Program. This page contains information about the funding we receive locally, as well as information for the annual funding competition.

2016 HUD CoC NOFA - Local Competition Materials

- 2016 NOFA Summary (PDF)
- 2016 SCC CoC NOFA Timeline (PDF)
- 2016 SCC CoC NOFA Technical Assistance Handbook (PDF)
- 2016 SCC CoC NOFA Local Materials (PDF)
- 2016 SCC CoC NOFA List of Eligible Projects (PDF)

2016 HUD CoC NOFA - Local Competition Supplemental Applications

- 2016 Supplemental Applications

Print

QUICK LINKS


Draft Fiscal Year 2015/2016 Action Plan Amendment

DRAFT Analysis of Impediments to Fair Housing (AI) 2015

Increment Weather Shelters and Warming Sites

HUD Final Action Plan FY 2015
Evidence of 20 Percent Reallocation FY 2013-15

<table>
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<tr>
<th></th>
<th>Reallocation Amount</th>
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</thead>
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<tr>
<td>2013 Competition</td>
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<td>68</td>
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<tr>
<td>2014 Competition</td>
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<td>2015 Competition</td>
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<td>Total Reallocation</td>
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<td>2013 ARD</td>
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<td>Percentage Reallocated</td>
<td>20.51%</td>
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</table>
3I. Reallocation: Balance Summary

3I-1 Below is the summary of the information entered on forms 3D-3H. and the last field, “Remaining Reallocation Balance” should equal “0.” If there is a balance remaining, this means that more funds are being eliminated or reduced than the new project(s) requested. CoCs cannot create a new reallocated project for an amount that is greater than the total amount of reallocated funds available for new projects.

Reallocation Chart: Reallocation Balance Summary

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Reallocated funds available for new project(s):</td>
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<tr>
<td>Amount requested for new project(s):</td>
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<tr>
<td>Remaining Reallocation Balance:</td>
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</tr>
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</table>
6. Reallocation: Balance Summary

6-1 Below is the summary of the information entered on the reallocated forms. The last field "Remaining Reallocation Balance" should equal '0'. If there is a positive balance remaining, this means that more funds are being eliminated or reduced than the new project(s) requested. If there is a negative balance remaining, this means that more funds are being requested for the new reallocated project(s) than have been reduced or eliminated from other eligible renewal projects.

Reallocation Chart: Reallocation Balance Summary

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<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Reallocated funds available for new project(s):</td>
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<td>Amount requested for new project(s):</td>
<td>$443,804</td>
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<tr>
<td>Remaining Reallocation Balance:</td>
<td>$0</td>
</tr>
</tbody>
</table>
**Santa Clara County Continuum of Care**

2015 Continuum of Care Program Application Priority Listing

**November 12, 2015**

**Annual Renewal Demand (ARD)**

$17,285,459

**Permanent Housing Bonus**

$2,092,618

**Planning**

$518,963

**Reallocation**

$1,651,668

**Tier 1 (85% of ARD)**

$14,092,640

**Tier 2 (15% of ARD + eligible PH bonus amount)**

$5,195,637

---

### Not Ranked Per NOFA Guidelines

<table>
<thead>
<tr>
<th>Project</th>
<th>Agency</th>
<th>Type</th>
<th>Grant Amount</th>
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<tr>
<td>2015 Planning Grant</td>
<td>County of Santa Clara by and through SCVHHS - DBHS</td>
<td>Planning</td>
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### Voluntarily Reallocated Projects

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<tr>
<th>Full/Partial Reallocation</th>
<th>Project</th>
<th>Agency</th>
<th>Type</th>
<th>Reallocated Amount</th>
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<td>Partial</td>
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<td>Full</td>
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<td>Eden Housing</td>
<td>TH</td>
<td>$92,745</td>
<td>$1,022,409</td>
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<tr>
<td>Full</td>
<td>Career Advantage and Retraining Program</td>
<td>Santa Clara Unified School District</td>
<td>SSO</td>
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### Amounts by Agency

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<th>Funding Amount</th>
</tr>
</thead>
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<td>Bill Wilson Center</td>
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<tr>
<td>Community Working Group</td>
<td>$41,946</td>
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<td>County of Santa Clara by and through SCVHHS - DBHS (Housing Projects)</td>
<td>$9,004,250</td>
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<tr>
<td>County of Santa Clara by and through SCVHHS - DBHS (CoC Infrastructure)</td>
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<tr>
<td>Eden Housing</td>
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<td>Family Supportive Housing</td>
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<td>HomeFirst Services</td>
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<td>Housing Authority of the County of Santa Clara</td>
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</tr>
<tr>
<td>InnVision Shelter Network</td>
<td>$364,324</td>
</tr>
<tr>
<td>St. Joseph’s Family Center</td>
<td>$670,910</td>
</tr>
<tr>
<td>West Valley Community Services</td>
<td>$750,565</td>
</tr>
<tr>
<td>YWCA of Silicon Valley</td>
<td>$815,594</td>
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</tbody>
</table>

**Grand Total** $20,396,840

### Amounts and Count by Project Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount</th>
<th>Count of Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS</td>
<td>$714,321</td>
<td>2</td>
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<tr>
<td>Planning</td>
<td>$518,563</td>
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<tr>
<td>PSH</td>
<td>$13,751,464</td>
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<tr>
<td>RRH</td>
<td>$3,759,811</td>
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<tr>
<td>TH</td>
<td>$1,643,661</td>
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**Total** $20,396,840

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**By Funding Amount**

**By Count of Projects**
The CoC reduced eligible renewal projects for the creation of new projects through the voluntary reallocation by project applicants. A summary of reallocation follows below.

<table>
<thead>
<tr>
<th>Full/Partial Reallocation</th>
<th>Type</th>
<th>Agency</th>
<th>Project</th>
<th>Reallocated Amount</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partial</td>
<td>PSH</td>
<td>Eden Housing</td>
<td>Gilroy Sobrato Apartments</td>
<td>$61,164</td>
<td>Reallocation due to difficulty in securing subrecipient for Leasing budget in current grant. No client impact.</td>
</tr>
<tr>
<td>Full</td>
<td>TH</td>
<td>Eden Housing</td>
<td>Sobrato Transitional Apartments</td>
<td>$92,745</td>
<td>Reallocation due to agency’s intention to convert property from TH to PH. Current clients will be able to remain in units in the long-term.</td>
</tr>
<tr>
<td>Partial</td>
<td>PSH</td>
<td>Housing Authority County of Santa Clara</td>
<td>CoC 5022</td>
<td>$829,764</td>
<td>Reallocation due to difficulty in meeting 25% match requirement. Should have no client impact.</td>
</tr>
<tr>
<td>Partial</td>
<td>PSH</td>
<td>Housing Authority County of Santa Clara</td>
<td>SCC Chronically Homeless PSH</td>
<td>$38,736</td>
<td>Reallocation due to difficulty in meeting 25% match requirement. No client impact due to vacancies.</td>
</tr>
<tr>
<td>Full</td>
<td>SSO</td>
<td>Santa Clara Unified School District</td>
<td>Career Advantage &amp; Retraining Program</td>
<td>$180,353</td>
<td>Reallocation due recognition of low performance measures and HUD</td>
</tr>
<tr>
<td>Full</td>
<td>SH</td>
<td>Inn Vision Shelter Network</td>
<td>Julian Street Inn</td>
<td>$49,906</td>
<td>Reallocation due to gap between grant amount and actual operating cost. Local commitment made by County to fully fund certain shelters. No client impact.</td>
</tr>
<tr>
<td>Full</td>
<td>PSH</td>
<td>Inn Vision Shelter Network</td>
<td>Rolison Inns</td>
<td>$149,763</td>
<td>Reallocation due to agency reorganization and Board’s decision to move away from operating PSH in non-agency owned facilities. Plan to transfer clients to other CoC-funded or locally-funded PSH as appropriate.</td>
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<tr>
<td>Full</td>
<td>PSH</td>
<td>Inn Vision Shelter Network</td>
<td>Highlander</td>
<td>$104,860</td>
<td>Reallocation due to agency reorganization and Board’s decision to move away from operating PSH in non-agency owned facilities. Plan to transfer clients to other CoC-funded or locally-funded PSH as appropriate.</td>
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<tr>
<td>Full</td>
<td>TH</td>
<td>Family Supportive Housing</td>
<td>Transitional Housing for Families #3</td>
<td>$98,364</td>
<td>Reallocation due to agency’s inability to meet 25% match for Rental Assistance if voluntary reallocated to itself (per local competition rules) for new RRH project. Clients will graduate or transition to other resources at end of current grant term.</td>
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<td>Full</td>
<td>TH</td>
<td>Family Supportive Housing</td>
<td>Transitional Housing for Families #4</td>
<td>$45,913</td>
<td>Reallocation due to agency’s inability to meet 25% match for Rental Assistance if voluntary reallocated to itself (per local competition rules) for new RRH project. Clients will graduate or transition to other resources at end of current grant term.</td>
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<td>Sub-Section 2.3 - Current Grant Characteristics</td>
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<td>SCVHHS Rental Assistance Program #2</td>
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**SECTION 2 - CURRENT BUDGET LINE ITEMS (BLIs) AND UNITS**

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**SECTION 3 - REQUESTED BUDGET LINE ITEMS (BLIs) AND UNITS FOR FY2013 COMPETITION**

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**Sub-Section 2.3 - Current Grant Characteristics**

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*Leasing Agreement reflects unamended grant.*
## Attachment: CoC Governance Charter

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<tbody>
<tr>
<td>1</td>
<td>CoC’s Governance Charter</td>
<td>1-9</td>
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<td>Roles &amp; responsibilities of the CoC</td>
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<td>HMIS Governance Agreement</td>
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PURPOSE OF THE COC

The Santa Clara County Continuum of Care, herein referred to as the “CoC”, has been formed to carry out the responsibilities required under HUD regulations, set forth at 24 CFR 578 – Continuum of Care Program, in Santa Clara County. The CoC is comprised of a broad group of stakeholders dedicated to ending and preventing homelessness in Santa Clara County.

COC MEMBERSHIP

CoC membership is open to all interested parties, and will include representatives from organizations within Santa Clara County, including 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 and homeless and formerly homeless individuals.

Membership will also include representation of homeless sub-populations including persons who abuse substances, persons with HIV/AIDS, veterans, chronically homeless, families with children, unaccompanied youth, persons who are seriously mentally ill, and victims of domestic violence, dating violence, sexual assault, and stalking.

All agencies and individuals attending CoC meetings, registrants on the CoC listserv, and others requesting to become members shall be deemed members of the CoC. Members will be encouraged to participate in CoC activities through participation in CoC Committees and advisory work groups.

RESPONSIBILITIES OF THE COC

The over-arching CoC responsibility is to ensure community-wide implementation of efforts to end homelessness and ensuring programmatic and systemic effectiveness of the local continuum of care program.

Specific responsibilities of the COC as a whole (as opposed to the COC Board) are:

- Implementation and Effectiveness
  - Identifying and communicating current and emerging needs related to affordable housing and homelessness to the CoC Board
- Identifying, supporting, and advocating for program and systemic changes to improve services and outcomes for homeless and at-risk populations
- Assessing progress on strategic priorities, and informing the strategic planning process and CoC policies
- Helping to engage, inform, and educate the broader community about effective solutions for ending and preventing homelessness

**CoC Administration**
- Recommending individuals with the knowledge and skills necessary to support, advise, or provide technical assistance to the Collaborative Applicant (the entity that coordinates the CoC Notice of Funding Availability (NOFA) application and undertakes other CoC administrative duties), HMIS Lead (the entity that implements the HMIS for the CoC), and CoC or CoC Board committees to ensure the efficient and effective operations of the CoC
- Nominating members for the CoC Board
- Recommending the Collaborative Applicant (for Board selection)
- Reviewing and approving this governance charter annually and the board selection processes at least once every 5 years

**FORMATION AND PURPOSE OF THE COC BOARD**

The CoC shall establish a Board to act on behalf of the CoC. Its key purposes are to be the driving force behind systems change to end and prevent homelessness and to provide the resources to support system change.

The CoC Board will be informed by committees and workgroups and supported by the Collaborative Applicant and the staff of Destination: Home pursuant to contracts with those entities.

**COC BOARD RESPONSIBILITIES**

The CoC Board is responsible for the following:

**Strategic Direction**
- Setting strategic priorities regarding affordable housing and homelessness, providing oversight and strategic direction for CoC activities (including fiscal oversight and programmatic activities), and providing resources to support strategic priorities, to make long-term systemic changes, and to implement an effective system of care
- Substantially engaging the private sector in increasing affordable housing and ending homelessness
- Promoting visibility of the CoC in the community and educating elected officials, agency heads, and community leaders regarding policies and actions to promote CoC objectives

**Systemic Performance**
- Ensuring that the CoC is effective in ending and preventing homelessness, meets HUD requirements, and maximizes local, State, Federal and private resources
• Monitoring CoC systemic performance through the Collaborative Applicant
• Ensuring the system of care is providing housing and supportive services in a manner consistent with best practices and the CoC’s strategic priorities
• Establishing priorities that align with local and federal policies for recommending projects for HUD CoC Program homeless assistance funding
• Responding to the HUD Continuum of Care Program Notice of Funding Availability (NOFA) by reviewing and approving the CoC’s process and approving the final submission of applications

**CoC Oversight**

• Serving as the decision-making body for the CoC
• Setting policy and meeting agenda(s) for the CoC and the CoC Board
• Overseeing the CoC and its Committees and make decisions based on their work
• Selecting, monitoring, overseeing, and evaluating the Collaborative Applicant
• Selecting, monitoring, overseeing, and evaluating the HMIS Lead
• Reviewing and approving the annual work plan for the CoC, its Committees, the Collaborative Applicant, and the HMIS Lead

**FORMATION AND ROLE OF THE EXECUTIVE COMMITTEE**

The CoC Board shall establish an Executive Committee to:

• Act on behalf of the CoC Board in the interim between CoC Board meetings
• Ensure execution of strategic direction and operational decisions of the CoC Board
• Engage in monthly communication with and monitoring of the CoC contractors, including the HMIS Lead, Destination: Home and the Collaborative Applicant.

**MEMBERSHIP OF THE COC BOARD**

The CoC Board will be composed of the same individuals who serve as the Destination: Home Leadership Board, provided that at all times the CoC Board shall be representative of CoC organizations and of projects serving homeless subpopulations, and shall include at least one homeless or formerly homeless individual and a representative of at least one Emergency Solutions Grant (ESG) recipient agency located in Santa Clara County. Though the CoC Board and the Destination: Home Leadership Board will be composed of the same individuals, the CoC and Destination: Home are two distinct and separate entities.

The Destination: Home Leadership Board, and therefore the CoC Board, is comprised of up to 15 individuals as follows:

• **Four Executive Committee** members comprised of someone in a leadership role in the private sector and leadership representatives employed by the following organizations: Santa Clara County, City of San Jose, and The Health Trust. The private sector
representative shall serve a two-year, renewable term. The other Executive Committee positions shall be standing positions.

- **Up to Eight At-Large members:** Individuals selected to represent key community and CoC constituencies, with special emphasis on the private sector. Terms for At-Large members will be two years, but may be renewed.
- **At Least Three CoC members, including** at least one homeless/formerly homeless person, and at least two more representatives of service providing organizations from the CoC. Terms for CoC members will be two years, but may be renewed.

Regarding service on the CoC Board, Board members shall represent the CoC mission and not solely their organization’s interests.

**COC BOARD SELECTION, APPOINTMENT AND REMOVAL**

**At Large Members:** At large members of the Destination: Home Leadership Board, and therefore the CoC Board, may be nominated by any member of the Board and shall be reviewed by the Destination: Home Executive Committee and approved by the Destination: Home Leadership Board. Appointments will be made based on an individual’s commitment to the purposes of Destination: Home and the CoC as well as personal and professional qualifications including interest and leadership knowledge and the individual’s roles as a representative of the CoC organizations and of projects serving homeless subpopulations.

**CoC Members:** At least three members of the Board shall be selected via CoC nomination process. When there is a vacancy in one of these positions, the vacancy will be filled as follows:

- The CoC membership will nominate and propose 2-3 potential Board members to fill each open CoC Member position on the Board.
- The seated Destination: Home Leadership Board will select from among the proposed individuals.
- Factors in selection of CoC members to the Board include the individual’s commitment to the purposes of the Board as well as personal and professional qualifications including interest, leadership knowledge, and depth of connection to the CoC membership and the broader community responding to homelessness, locally, regionally, and as relevant, nationally.

**Co-Chairs:** Two members of the Executive Committee shall be elected to annual terms as Co-Chairs of the Board by a vote of the CoC Board, which may be renewed.

**Removal:** Board members may be removed by 2/3 votes of the members of the Destination: Home Leadership Board, not including the vote of the member who is the subject of the removal proceedings. Absent compelling circumstances, a member shall be removed in the event they do not attend at least one half of the Destination: Home or CoC Board meetings annually.

The CoC shall review and update the CoC Board selection process at least once every 5 years.
DECISION MAKING & QUORUM

The CoC Board will operate on a consensus decision-making model. If consensus cannot be achieved, a decision will be made by a majority vote of those attending the meeting in which a quorum was initially present. Quorum is defined as a majority of the members of the Board.

COC BOARD AND EXECUTIVE COMMITTEE MEETINGS

Regular meetings of the CoC Board shall be held at least 4 times per year. Executive Committee members meet monthly with at least 8 meetings per year. Though CoC meetings and Destination: Home meetings may be conducted at adjacent times, each entity’s meeting will be conducted separately.

Special meetings of the CoC Board may be called by 1) any Executive Committee member and 2) upon written request by a majority of the CoC Board members. CoC Board members will be given notice via email at least five (5) working days prior to a special meeting.

A quorum must be present before calling a meeting to order for the purpose of conducting CoC Board business. A meeting at which a quorum is initially present may continue to transact business notwithstanding the withdrawal of board members.

COMMITTEES

Committees and advisory work groups may be appointed by the Executive Committee to assist the Collaborative Applicant and Destination: Home staff and inform the CoC Board. They may be tasked with preparing periodic reports or presentations to the Board and otherwise carrying out CoC activities. CoC members will be encouraged to participate in committees and work groups.

The committees and work groups shall be dissolved upon the completion of their task.

CONFlict OF INTEREST AND CODE OF CONDUCT

Each CoC Board member, employee, agent, and consultant is expected to uphold certain standards of performance and good conduct and to avoid real or apparent conflicts of interest. In order to prevent a conflict of interest, a CoC Board member, employee, agent, or consultant of the CoC Board may not:

- Participate in or influence discussions or decisions concerning the selection or award of a grant or other financial benefit to an organization that the CoC Board member, employee, officer, agent, or consultant has a financial or other interest in or represents
- Solicit and/or accept gifts or gratuities from anyone benefitting from HUD funding for their personal benefit in excess of minimal value
• Engage in any behavior demonstrating an actual conflict of interest and shall use reasonable efforts to avoid giving the appearance of any such conflict

Individuals with a conflict of interest will inform the CoC Board of the conflict and excuse themselves from the meeting or deliberations during such discussions. The CoC Board chairperson will also track which CoC Board members have conflicts of interest and assist to ensure such members do not participate in discussions or decisions in which the members have a conflict. Each CoC Board member must sign a personal conflicts of interest policy to demonstrate that the individual is aware of and agrees to abide by this policy. Any failure to adhere to the policy may result in disciplinary action. Disciplinary action may include but is not limited to:

• Oral warning
• Written warning
• Suspension
• Termination

In addition to disciplinary action, civil and/or criminal penalties may be sought.

COC MEETINGS

The CoC Board will hold meetings of the full Santa Clara County CoC membership at least semi-annually. The CoC Board or its designee will announce the date, time and location of these meetings at least one month in advance and will publish the meeting agenda at least one week before the date of the meeting. Meeting agendas will be posted online at www.sccgov.org/sites/osh/coc for review prior to the meeting.

RECRUITMENT

The CoC will publish and appropriately disseminate an open invitation at least annually for those within the Santa Clara County CoC area to join as new CoC members and will document all recruitment efforts.

AMENDMENT AND REVIEW

The CoC will review, update, and approve its governance charter at least annually. Amendment of the charter requires a majority vote at a regularly scheduled meeting of the CoC, provided that notice of the scheduled vote on the charter amendment was provided at least one month prior to that CoC meeting.

DELEGATION OF DUTIES AND RESPONSIBILITIES

The CoC shall contract with the following entities to carry out the following duties and responsibilities, provided that the CoC shall ultimately retain responsibility for all duties and responsibilities.
DESTINATION: HOME
The Destination: Home staff shall provide support to the CoC Board by:

- Coordinating and supporting strategic planning activities
- Taking the lead on engaging, communicating, and building trust among stakeholders, with support from the Collaborative Applicant
- Coordinating CoC Board meetings

COLLABORATIVE APPLICANT
The Collaborative Applicant is responsible for the following duties (either by completing the duty or contracting to complete it) and will call committees to support the following work:

CoC Administration
- Administering the CoC
- Maintaining a list of all CoC members
- Holding meetings of the full CoC membership, with published agendas, at least semi-annually
- Coordinating committee meetings
- Maintaining a CoC Policies and Procedures document to supplement this charter
- Publishing and appropriately disseminating an open invitation at least annually for those within the CoC area to join as new CoC members, and documenting recruitment efforts
- Recordkeeping to show all CoC requirements are met

CoC Program Application
- Coordinating a collaborative process for the development of the CoC’s application to HUD for CoC Program funding for homeless assistance
- Collecting and combining the required application information from all applicants

Performance Monitoring
- Maintain CoC Performance Monitoring/Benchmark documents, which describe in more detail roles and responsibilities
- Establishing performance targets appropriate for population and program type
- Consulting with state and local government ESG recipients regarding ESG fund allocation
- Monitoring performance and evaluating outcomes of CoC and ESG recipients and sub-recipients
- Monitoring CoC systemic performance and outcomes
- Ensuring the system and programs are meeting target benchmarks. If benchmarks are not met, take action or recommend actions to be taken by the CoC Board, the CoC, providers and/or the community at large to improve outcomes

Coordinated Assessment
- In consultation with recipients of ESG funds within the CoC, creating and operating a coordinated assessment system that provides comprehensive assessment of needs.
- Establishing and operating written standards for providing CoC assistance
CoC Planning
- Planning for and conducting, at least biennially, a point-in-time count of homeless persons within Santa Clara County that meets HUD requirements
- Conducting an annual gap analysis of the homeless needs and services in Santa Clara County
- Providing information required to complete the Consolidated Plans, in accordance with 24 CFR parts 91 and 578.27, within Santa Clara County

HMIS LEAD
The HMIS Lead is responsible for HMIS implementation (either by completing the duty or contracting to complete it), which includes the following duties:
- Implementing HMIS, including designating a single HMIS
- Reviewing, revising, and approving the HMIS governance agreement, which identifies HMIS roles and responsibilities
- Reviewing, revising, and approving the privacy plan for the HMIS
- Reviewing, revising, and approving the security plan for the HMIS
- Reviewing, revising, and approving the data quality plan for the HMIS
- Reviewing, revising, and approving the HMIS policies and procedures
- Ensuring consistent participation of recipients and sub-recipients in the HMIS
- Ensuring HMIS administration is compliant with HUD requirements
We, the undersigned, certify that the foregoing Governance Charter was adopted by the Santa Clara County Continuum of Care on January 22, 2015 by a consensus of its membership.

SANTA CLARA COUNTY CONTINUUM OF CARE BOARD

[Signature]
Ben Spero
Chairperson

11/16/15
Date

COLLABORATIVE APPLICANT

[Signature]
Hilary Barroga
Continuum of Care Quality Improvement Manager

11/16/15
Date

SANTA CLARA COUNTY CONTINUUM OF CARE GOVERNANCE CHARTER
1. Welcome and Introductions

Hilary Barroga welcomed attendees to the CoC Membership meeting and reviewed the agenda.

2. CoC Business: Annual Governance Charter Review and Update

Ms. Barroga shared an overview of the CoC governance charter. The purpose of the charter is for us to document how the CoC is organized. It includes the purpose of the CoC, its membership and responsibilities, the CoC board’s role and composition, and the role of CoC support entities, including Destination: Home and the County Office of Supportive Housing. The charter was last modified in 2015. At this time, the CoC Board and Collaborative Applicant recommend no changes.

Bob Dolci made a motion to approve the governance charter. Andrea Urton seconded the motion and it passed unanimously.

3. HMIS Update

Jason Satterfield provided an update on HMIS in Santa Clara County. We launched the new software (Clarity) in October, 2015. There are currently 32 agencies participating in HMIS with 247 programs and approximately 450 users. These numbers are growing as more programs and agencies come on board.

Bitfocus is rolling out agency manager licenses. These licenses allow designated contacts at each agency to have additional functionality in the system. One of the primary benefits is access to the Looker data analytics tool. As we go forward, Bitfocus will provide additional training to people with these licenses.

Looker is a data analytics tool that changes how we interact with and use data from HMIS. In contrast to reports, which provide static information and take significant time and investment to develop, Looker is an interactive tool that allows users to pull data and look at it in different ways in real time. It gives us a new way to look at data that is live, interesting, relevant, and useful. Mr. Satterfield showed a brief video demonstration of Looker.

Some near term uses for HMIS include coordinated entry, UPLIFT, and performance management. We’ve been gearing up and are now rolling out coordinated assessment referrals in HMIS. Training
resources will be emailed out tomorrow and user access will be activated on Monday. UPLIFT will be returning to HMIS in April. The system will help determine if clients are eligible for UPLIFT and track services. Development of new performance management reports has been prioritized to accommodate the long list of needed reports.

4. Community Wide Performance Management

Erin Stanton provided an update from the Performance Management Work Group. The CoC created this Work Group to develop and implement our community’s performance management process, including monitoring progress toward community benchmarks. Over the last year this group has been primarily focused on identifying one set of consistent, communitywide performance measures. The goal for these measures is that they will help us assess the effectiveness of our entire system of care and how it operates as a system, not just evaluate each program independently.

The current list of community wide performance measures includes both HUD required measures (the 2014 HUD system performance measures) and additional local measures. The measures include:

1. Reduction in the Length of Time People Remain Homeless
2. Reduction in the Extent to which People who Leave Homelessness Experience Additional Spells of Homelessness (Rerdivism).
3. Overall Reduction in the Number of Homeless People.
4. Income Growth for People who are Homeless.
5. Success at Reducing the Number of People who become Homeless (First Time Homeless).
6. Successful Housing Placement and Retention.
7. Connection to Health Insurance and Health Services.
9. Number of People Exiting Homelessness to Permanent Housing.
10. Number of New Housing Opportunities Added in Santa Clara County.

We are currently in the pilot testing phase, testing new reports in HMIS for these measures. The reports need to be validated to ensure they are accurate (especially given the significant data migration from the old HMIS system). After validating the reports, the Performance Management Work Group will consider current reports as baseline data to set community benchmarks for next fiscal year (July 1, 2016 – June 30, 2017).

We encourage everyone to participate in the next Performance Management Work Group meeting, scheduled for March 24, 2016 from 1:30-3:30pm at The Health Trust.

5. Permanent Supportive Housing System Overview

Soo Jung gave a brief update on the Care Coordination Project (CCP). As of 12/31/15, the CCP has a total Intensive Case Management (ICM) capacity of 978 individuals and housing subsidy capacity of 986 individuals. Also as of 12/31, the CCP had 632 clients currently enrolled with 96 clients pending enrollment.

Ms. Jung reviewed the CCP outcomes report. The CCP sets a target for 80% of clients to be housed within 60 days of enrollment. However, the actual result is only 33% of clients getting housed within 60
days due to a variety of barriers, including the limited availability of housing, criminal records, and poor credit history. 46% of clients take over 120 days to get housing.

The CCP target for housing retention is that 80% of housed clients will remain housed for at least 12 months; currently, the CCP has an actual success rate of 83% of clients maintaining housing for at least 12 months.

6. General Updates
   a. HUD CoC NOFA

Nikka Rapkin debriefed the 2015 NOFA. The NOFA was released September 17th and was submitted by the Santa Clara County CoC on November 18th, two days before the November 20th deadline. Santa Clara County submitted 43 ranked projects plus a planning grant. Nationally, this is a highly competitive NOFA with HUD saying that not all programs that fall into Tier 2 across the country will be funded. We anticipate this will continue to be a challenge in the years ahead. We anticipate award announcements any day now.

We expect the trends we saw in this past NOFA will continue in 2016, both in terms of competitiveness and in focus on data and performance measurement. Performance measures will be of increasing significance. HUD will continue to prioritize Housing First and to emphasize permanent housing. This year we expect a $33 million opportunity specifically for youth demonstration projects, funding 10 demonstration projects across the country.

The first NOFA committee meeting will be February 8th at 1pm with additional meetings in March and April to identify community priorities for local ranking in the 2016 NOFA.

TA Visits will take place in spring 2016. This is an opportunity to focus on ways that HomeBase and the Collaborative Applicant can work with programs to improve their scores and ways that we can increase our community’s competitiveness in the national competition overall.

b. Coordinated Assessment

Erin Stanton shared a brief update from the CoC’s Coordinated Assessment Work Group. Coordinated assessment is underway in Santa Clara County. VI-SPDAT assessments began in November, and to date 550 unduplicated individuals have been assessed. 17 different agencies have completed VI-SPDATs. The coordinated assessment referral process began last week with the first referrals to permanent supportive housing and rapid rehousing programs from the coordinated assessment community queue.

We encourage everyone to participate in the Coordinated Assessment Work Group, which meets on the second Thursday of each month from 1:30-3:30pm at The Health Trust.

More information about coordinated assessment can be found on the CoC website: https://www.sccgov.org/sites/oah/coc/assessment/

c. County of Santa Clara Housing Task Force 2015

Ky Le shared an update from the Office of Supportive Housing. In December 2014 the County Board of Supervisors established the County’s housing policy and priorities. Housing special needs populations is
a County service and therefore the County must take an active role in developing, financing and supporting various types of affordable housing for the populations that we serve. The Housing Task Force generated good energy and discussion that led to new funding focused on ending homelessness. The Housing Task Force focused on three strategies: Establish the system of care (permanent supportive housing, rapid rehousing, homelessness prevention, crisis response); Develop permanent and interim housing units; and Long-term housing policies (e.g. coordination and land use). In September 2015 the Housing Task Force recommended, and the Board of Supervisors approved, $8.2 million annually and $13 million in one-time funds to fight homelessness.

The Community Plan set a goal of creating 6,000 housing opportunities. Of those 6,000, we think we need 3,400 permanent supportive housing units (2,000 units and 1,400 scattered site subsidies) and 2,600 rapid rehousing units (1,600 units and get 1,000 scattered site subsidies).

The Housing Task Force made a second set of recommendations in December centered on funding the Community Plan. The Task Force proposed a Regional Supportive Housing Services and Development Fund. It would create a $64 million fund that would be funded annually. In the initial years the majority of funding would be used to develop housing units (to be used for permanent supportive housing and rapid rehousing). As more units came on line, funds would be shifted to services. To come to fruition, this fund would require participation from multiple jurisdictions throughout Santa Clara County.

7. Announcements

Bob Dolci announced another inclement weather episode has been declared starting Saturday night. Michelle Covert added that the City of San Jose will open its additional four overnight warming centers.

8. Adjournment

The meeting adjourned to the Community Plan to End Homelessness Community Update meeting.
Santa Clara HMIS
Standard Operating Procedures

Section 1: Contractual Requirements and Roles

Bitfocus, Inc. Contractual Requirements: Bitfocus, Inc. ("Bitfocus"), in its role as Santa Clara County HMIS ("SCC HMIS") Program Administrator, agrees to use its reasonable best efforts to provide all of the necessary equipment and staff to operate and maintain the central server. In addition, Bitfocus will use its reasonable best efforts to provide technical assistance as it pertains to software, hardware, and the use of the SCC HMIS to all participating housing and services providers (the “Partner Agencies” or “Participating Agencies”). Additional services may be provided on a case-by-case basis, as agreed upon by Bitfocus and a Participating Agency.

Central Server Requirements: Security of equipment and data is a priority for Bitfocus. These Standard Operating Procedures ("SOPs") outline the foundation for system security including the usage policy for access to the system, the data for export, import or data analysis needs, and physical system access, as well as the procedures for maintaining the system and data integrity.

SCC HMIS Working Group: The SCC HMIS has a working group (the “SCC HMIS Working Group,” or simply the “Working Group”) to govern the project. The group is composed of representatives of stakeholders. These include consumers, agencies funded by the U.S. Department of Housing and Urban Development ("HUD"), homeless services providers, local governments, and state government. Members of the SCC HMIS Working Group will be elected from time to time by majority vote of all its members. The procedures for the qualifications and meetings of members of the SCC HMIS Working Group, and related matters, shall be set forth in the by-laws of the SCC HMIS Working Group, which may be amended from time to time according to the terms therein.

Central Server Management: Management of an HMIS requires several skill sets. The
Working Group has identified the following roles to provide the best and most efficient service to SCC HMIS stakeholders:

- Systems Administrator/Department Head—assigns rights for users; merges duplicate files; manages maintenance reporting, backups, and security; updates policy and procedures; monitors login attempts; completes system updates; approves any changes to the system; conducts maintenance and disaster planning; and supervises personnel.
- Report Writer/Technical Assistant/Help Desk Support—assists in the design of reports as needed by Partner Agencies and community stakeholders; answers user questions; and assists users in resolving problems, going onsite if necessary to resolve hardware/software issues.

As the user base grows, it is understood that these positions and roles will be re-evaluated to meet the needs of stakeholders.

**New Sites Requirements:** Any agency wishing to participate in the SCC HMIS must assume a share of all operational and acquisition costs for hardware, software and technical assistance to support the operation and maintenance of the system. If Bitfocus is able to secure additional funding, these costs may be reduced or eliminated accordingly.

The roles of every Participating Agency are defined in order to prevent confusion regarding responsibilities and privileges. The following roles must be filled in order for an agency to begin working with the program:

- Participating Agency Director
- Participating Agency Technical Administrator
- Participating Agency Security Officer
- Participating Agency Intake Worker or Case Manager

In addition, some Participating Agencies may also have the following roles:

- Participating Agency Mental Health Worker
- Participating Agency Substance Abuse Counselor
Participating Agency Health Worker
Participating Agency User or End User
Participating Agency Data Analyst
Continuum of Care Representative

Note: In some cases, more than one role will be assigned to the same individual.

The Participating Agency Director has access to all files and data regarding all programs and services operated by his or her agency.

The Participating Agency Technical Administrator is able to edit, create, and append data for all programs and services operated by his or her agency; able to run reports regarding agency programs and services; and creates user accounts for his or her agency.

The Participating Agency Security Officer is able to conduct quarterly compliance reviews; able to ensure that all End Users sign and execute applicable End User Agreements; and ensures that all End Users complete required trainings.

The Participating Agency Intake Worker is able to create client files and run reports on his or her caseload only.

The Participating Agency Case Manager is able to create client files and run reports on his or her caseload only; able to update and append client records; and able to view sensitive portions of the record if the client has consented and signed a release.

The Participating Agency Mental Health Worker is able to create client files and run reports on his or her caseload only; able to update and append client records; and able to view sensitive portions of the record generated by Mental Health Workers in that agency.

The Participating Agency Substance Abuse Counselor is able to create client files and run reports on his or her caseload only; able to update and append client records; and able to view sensitive portions of the record generated by the counselor.
The *Participating Agency Health Worker* is able to create client files and run reports on his or her caseload only; able to update and append client records; and able to view sensitive portions of the record generated by the worker.

The *Participating Agency User, End User, or Data Entry Worker* is able to complete data entry only and will not be able to view information after the information has been entered.

The *Participating Agency Data Analyst* is able to view global reports regarding homeless persons in our community, demographics, service utilization, total statistics and numbers regarding persons in the system.

The *Regional Homeless Coordinator* is able to view aggregate-level reports regarding our community, demographics, service utilization, total statistics and numbers regarding data in the system.

All users of the system should recognize that rights are assigned on a need-to-know basis.

**Section 2: Participation Requirements**

Participation Requirements: For most efficient utilization of the services provided by the SCC HMIS, several steps must be completed at the agency level before implementation can begin. Although the Program Administrator can assist with most steps, agencies should be prepared to act without assistance. These steps include:

- Acquisition of High Speed Internet Connectivity with at least one static IP address;
- Identification of an on-site Technical Administrator to serve as the primary contact, or the name of an outside contractor;
- Completion of a network and security assessment to comply with the most recent versions of the U.S. Department of Housing and Urban Development’s (HUD’s) HMIS Data Standards Manual and HMIS Data Dictionary, or other applicable publications;
• Signing and executing a Privacy Agreement and Memorandum of Understanding or other applicable agreement(s); and
• Adopting written procedures concerning client consent for release of information, client grievance procedures, and interview protocols.

Implementation Requirements: Partner Agencies must generate documents that cover each of the following areas in order for implementation to begin.

Interagency Data Sharing Agreements: Partner Agencies that will be sharing client-specific records must agree in writing to uphold specified minimum standards of privacy protection.

Written Client Consent Procedure for Data Entry: Partner Agencies must obtain a client’s informed written consent prior to entering information concerning the client into the system. If a client does not consent, services should not be denied to the client. The agency can use the anonymous client function in appropriate cases.

Confidentiality and Consent Forms: Partner Agencies must use the forms approved by the SCC HMIS Working Group. Partner Agencies that share protected health information must have internal procedures for obtaining a client’s informed written consent prior to the sharing of this information.

Privacy Statement: Partner Agencies must adopt a Privacy Statement and incorporate it into their policies and procedures. In addition, HUD mandates that organizations develop policies and procedures for distributing privacy notices or statements to their employees, which include having employees sign to acknowledge receipt of such notices.

Interview Protocols: Each Participating Agency must develop a written program-specific interview guide that includes the minimal data elements and any additional elements the Partner Agency wishes to collect.
**Background Check Procedures:** Each Partner Agency is responsible for conducting its standard background check for all users of the SCC HMIS.

**Staff Confidentiality Agreements:** Each Partner Agency must develop a procedure for informing staff of client confidentiality. All users of the system must have training prior to being authorized to use the system. In addition, all users of the system are required to attend confidentiality and privacy training annually.

**Information Security Protocols:** Internal policies must be developed at each Participating Agency to establish a process for the detection and prevention of a violation of any SCC HMIS information security protocols.

**Virus Prevention, Detection, and Disinfection Protocols:** Participation in the SCC HMIS requires that Partner Agencies develop procedures intended to assure that computers with access to the SCC HMIS run updated anti-virus software.

**Data Collection Commitment:** Participation in the SCC HMIS requires that all Participating Agencies collect minimum data elements on all consenting clients in accordance with HUD requirements.

**Connectivity:** Once implementation has begun, each Participating Agency agrees to use its reasonable best efforts to maintain appropriate connectivity in order to continue participation.

**Maintenance of Onsite Computer Equipment:** Each Participating Agency agrees to use its reasonable best efforts to maintain computer equipment to the extent required to continue participation.

**Conversion of Legacy Data or Links to Other Systems:** Partner Agencies using other systems or desiring to have legacy data converted must provide resources and processes that enable conversion without cost to the SCC HMIS.

**Section 3: Training**
User, Administrator and Security Training: Clarity Human Services, a division of Bitfocus, has provided training to instruct the Program Administrator in the proper procedures to supervise and maintain the operation of the SCC HMIS. Program Administration training has covered security, configuration and user customization.

Participating Agency Technical Administrator and Security Officer Training: Each Participating Agency will have a Technical Administrator and Security Officer who will be the contact person for participation in the SCC HMIS. Each Participating Agency will have a representative participate in the training program for the Technical Administrator and Security Officer prior to system deployment at that agency. Training will take place in Santa Clara County, California, and participants are not to exceed fifteen persons per training. These trainings will cover practical problem solving. Each Participating Agency’s Technical Administrator and Security Officer will learn how to adjust eligibility screens, identify service data that must be migrated to the SCC HMIS, and track expenses and customize the system for his or her organization. Each Participating Agency Technical Administrator and Security Officer will have access to a master manual for program management and will be responsible for either copying or purchasing a copy in-house for use at his or her organization. Upon conclusion of the training and prior to deployment, the Technical Administrators and Security Officers will begin inputting their SCC HMIS information, including number of beds (if any), services, and contact information.

End User Training Schedule: Bitfocus will provide training in the day-to-day use of the SCC HMIS. Training class size will be limited. Training will use an established demo database, and it will cover the following topics: intake, assessment, information and referral, reports, and client tracking. Training on any agency-modified fields or screens will be the responsibility of the Partner Agency making the modification. Training requires an eight- to twelve-hour commitment over the course of two days.

Section 4: User, Location, Physical and Data Access

Access Privileges to the SCC HMIS: Access to system resources will only be granted to Participating Agency staff that need access in order to perform their duties.
Access Levels for SCC HMIS Users: Each user of the system will be assigned an account that grants access to the specific system resources that he or she requires. A model of least-privilege is used; no user will be granted more than the least amount of privilege needed to perform his or her duties.

Access to Data: All data collected by the SCC HMIS will be categorized. Access to data sets, types of data, and all other information housed as part of the SCC HMIS is governed by policies approved by the SCC HMIS Working Group and Bitfocus. Reproduction, distribution, destruction of, and access to the data are based on the content of the data. At no time may identifying confidential data be distributed or accessible without the consent of the client(s) in question.

Access to Client Paper Records: Participating Agency users should not have greater access to client information through the SCC HMIS than is available through the agency’s paper files.

Physical Access Control: All equipment or media containing SCC HMIS data must be physically controlled at the central site. Protection and destruction of data policies are outlined below. The building containing the central server is secured through locked key access. The room housing the central server has keyed entry with access to keys limited to: the Program Administrator, his or her supervisor and the SCC HMIS Project Manager. Access to the central server room is limited to authorized personnel under supervision of the Program Administrator or SCC HMIS Project Manager. All guests will be required to sign in prior to entry. The sign in sheet will be stored and can be produced upon request. All media containing SCC HMIS data will be stored in a fire-protected safe. When necessary, archived media will be destroyed through reformatting and destruction. All hard drive media, optical media, and magnetic floppy media taken out of service will be disassembled and the platters physically destroyed.

System access over wired networks: Access to the SCC HMIS over wired networks will be controlled using a hardware-based firewall and secure VPN connection. Each site will maintain a site-to-site VPN connection with a unique encryption key. While HUD does not specify specific parameters, Bitfocus will use its reasonable best efforts to use the highest level of security reasonably attainable between the SCC HMIS and Participating
Agencies. If a Participating Agency is not large enough to warrant a hardware-based firewall, each client workstation accessing the SCC HMIS will be required to have VPN client software installed.

System access over wireless networks: Access to the SCC HMIS over any type of wireless network is discouraged. Wireless networks are more susceptible to unauthorized access than wired networks. If any type of wireless network is used, it must have at least 128-bit encryption. If 128-bit encryption is not available, each client workstation must have VPN client software installed.

Unique User ID and Password: Each user of the system must be individually and uniquely identified. Identification will be verified through a password. Users are not permitted to share their password or permit other users to log in to the system with their password. Passwords will be at least eight characters long and meet reasonable industry standard requirements. These requirements are:

1) Using a combination of at least 3 of the following:
   a. Numbers;
   b. Lowercase letters;
   c. Capital letters; and
   d. Special characters (e.g. ~ ! @ # $ % ^ & * () _);

2) Not using, or including, the username, the SCC HMIS name, or the SCC HMIS vendor’s name; and

3) Not consisting entirely of any word found in the common dictionary or any of the above spelled backwards.

Written information specifically pertaining to user access (i.e., username and password) may not be stored or displayed in any publicly accessible location. Individual users will not be able to log on to more than one workstation at a time, or be able to log on to the network at more than one location at a time.

Right to Deny User and Participating Agencies’ Access: The SCC HMIS Working Group has the right to suspend, limit, or revoke the access of any Partner Agency or individual for violation of SCC HMIS policies, including these SOPs. Upon remedy of a proven violation, access rights may be reinstated. If privileges have not been reinstated, the
Partner Agency or individual may file an appeal to the SCC HMIS Working Group for reinstatement.

**Monitoring:** Access to the SCC HMIS will be monitored. In addition, the SCC HMIS will maintain logs of all actions taken within the system, including login transactions and detailed monitoring of user data transactions within the software. Bitfocus will use its reasonable best efforts to review logs on a regular basis. It is understood that Participating Agencies will cooperate with all monitoring requirements. All exceptions that show security policy violations will be investigated.

**Data Integrity Controls:** Access to the production data is restricted to essential system administrative staff only. Each staff member that has access to production data is contracted not to alter or impact the data in any adverse way.

### Section 5: Technical Support and System Availability

**Planned Technical Support:** Bitfocus will use its reasonable best efforts to offer technical support to all Participating Agencies. Support services of the SCC HMIS include: training, implementation support, report writing support, and process troubleshooting.

**Participating Agency Service Requests:** System administrative staff is only permitted to respond to service requests that are submitted in writing by the Participating Agency Executive Director or on-site Technical Administrator or Security Officer.

**Rapid Response Technical Support:** An emergency contact number will be provided for requests for service that require a rapid response (i.e., unable to access system). These service requests will be prioritized above other requests. Participating Agencies should plan accordingly.

**Availability:** The goal is to have the system available 24 hours a day, subject to scheduled outages for updating and maintenance. Bitfocus will use its reasonable best efforts to achieve a 99% uptime. On occasion, there will be planned system outages. Participating Agencies will be notified a minimum of 48 hours before a planned but
unscheduled outage is to occur. Bitfocus will use its reasonable best efforts to address unplanned interruptions within 24 hours, and agencies will be notified when the system becomes available.

Section 6: Stages of Implementation

Stage 1 – Startup: Partner Agencies must complete all MOUs, agreements, policies, and a technology assessment inventory, as well as create an organization and master account login.

Stage 2 – Organization Data Entry: Partner Agencies must define the organization and provide detailed descriptions of programs and eligibility, as well as make adjustments to intake screens and define development of workflow.

Stage 3 – Initial System Rollout: Partner Agencies must conduct privacy and confidentiality training for Technical Administrators, Security Officers, and other users; define users and responsibilities; and create individual staff accounts. SCC HMIS training will take place using a demonstration version of the software and data. This same version will be available for Partner Agencies to use for training. Real client data will NEVER be used for training purposes.

Stage 4 – Client Data Entry: Partner Agencies must begin entering client information into the SCC HMIS.

Stage 5 – Client-Program Entry: Partner Agencies must begin entering client use of their programs.

Stage 6 – Case Management: Partner Agencies may use the SCC HMIS as a case management tool in the day-to-day operation of the agencies if such agencies wish to do so.
Stage 7 – Program Management: Partner Agencies may use the SCC HMIS to track program performance on an agency level.

Section 7: Encryption Management

Encryption General: All information should be encrypted in the database per HUD standards. All connections to the SCC HMIS should be encrypted to HUD standards or higher. Encryption should be sufficient to prevent unauthorized personnel from accessing confidential information for any reason.

Encryption Management: In the event that system-wide data decryption becomes necessary, the SCC HMIS Working Group must obtain the written authorization of every Participating Agency’s Executive Director.

Section 8: Data Release Protocols

Data Entry: Before any data will be entered into the SCC HMIS, the client must first consent to data entry and agree to what information can be entered. Upon completion of the approved consent form, the Participating Agency will only enter the information into the system that has been approved by the client. The SCC HMIS will assign the client a unique personal identifier. Participating Agencies should note that services must not be contingent on a client consenting to data entry.

Anonymous Client Data Entry: In the event that a client does not want to have any of his or her information entered into the SCC HMIS, he or she will be entered as a “John Doe” or “Jane Doe,” and all of the information entered into the system fields will be zeros. The SCC HMIS will assign them a unique personal identifier.

Sharing of Information: Clients must consent to the sharing of their information prior to allowing that information to be shared with Participating Agencies. In the event that the client agrees to have his or her information entered into the SCC HMIS but does not agree to have it shared with other Participating Agencies, selecting the “Local Only” option available in the SCC HMIS will close the entire record.
Sharing Protected Information: A separate Client Consent to Data Collection and Release of Information indicating what information the client agrees to have shared with other participating agencies should be signed prior to sharing of any Protected Personal Information (“PPI”) including identifying information (such as your name, birth date, gender, race, social security number, phone number, residence address, photographic likeness, and other similar identifying information) and financial information (such as your employment status, income verification, public assistance payments or allowances, food stamp allotments, and other similar financial information).

Printed Information: Printed records disclosed to the client or another party should indicate the identity of the individual or agency to whom the record is directed, the date, and the initials of the person making the disclosure.

Requests for SCC HMIS Client Information: The Participating Agency must notify the SCC HMIS Program Administrator within one working day when the Participating Agency receives a request from any individual or outside agency for client-identifying information.

Case Notes: It is understood that client case notes will not be shared, and that each Participating Agency will have the ability to enter its own private notes about a client.

The Client Consent to Data Collection and Release of Information form will be a dated document with a defined term. The Participating Agency will only be able to access the information specified on the form that was entered into the system during the time the form was in effect. Also, the client can revoke his or her consent at any time, in full or in part, by signing a Client Revocation of Consent form.

Section 9: Internal Operating Procedures

Computer Virus Prevention, Detection, and Disinfection: The goal of the SCC HMIS will be to incorporate and maintain updated virus protection from a reputable single source. Any and all viruses found will be quarantined and analyzed. If irreparable, the virus will be deleted. Participating agencies are required to run and maintain their own antivirus
software from an approved source on all computers that have access to the SCC HMIS system.

Operating System Updates: The goal will be to update or patch the SCC HMIS within a reasonable time after review of the vendor’s release of updates and patches and approval by the system administrator.

Backup and Recovery: The goal will be to back up the SCC HMIS on a daily basis. Backup media will be stored in a fire-protected safe with the server. In addition, backups will be stored electronically offsite. A backup of hardware and SCC HMIS software will be stored in an offsite location so that it will be available in the event of a catastrophic failure.

Disaster Recovery Process: The goal will be to review disaster recovery processes and check offsite systems for viability twice per year.

Community Reporting Process: At the direction of the SCC HMIS Working Group, Bitfocus will publish community-wide aggregate reports on the clients in the SCC HMIS on a periodic basis. These report(s) will reflect raw, point-in-time data.

Termination of the HMIS system: In the event the SCC HMIS terminates, Participating Agencies will be notified and provided a reasonable period of time to access and save client data as well as statistical and frequency data from the entire system. Then, the information on the central server will be purged or stored. If the latter occurs, the data will remain in an encrypted and aggregate state.

Termination of Bitfocus as Program Administrator: In the event Bitfocus is terminated as the Program Administrator, custodianship of the data on the SCC HMIS will be transferred to the SCC HMIS Working Group or to a successor Program Administrator, and all Participating Agencies will be informed in a timely manner.
**Section 10: SCC HMIS Client Grievance Procedures**

If a client has any issue with the SCC HMIS at a particular Participating Agency, the client should work with that agency to resolve the issue.

If the problem is still not resolved to the client’s satisfaction, the client can follow the Participating Agency’s grievance procedures or request an grievance form available on the Bitfocus website. Specific instructions are listed on the form.

Bitfocus will receive the submitted form and distribute copies to all SCC HMIS Working Group members. The SCC HMIS Working Group will be notified of all grievances received. Bitfocus will use its reasonable best efforts to investigate the issue and will inform the SCC HMIS Working Group of the results.

If the issue is not system related, the SCC HMIS Working Group will recommend the best course of action to handle the grievance.

Any material change(s) resulting from a grievance (system-related or not) will require approval from the SCC HMIS Working Group.

**Section 11: SCC HMIS Privacy Statement**

An individual has a right to adequate notice of a Participating Agency’s use and release of PPI and of the individual’s rights, and the Participating Agency’s legal duties, with respect to PPI. The Privacy Statement should be prominently displayed or distributed in the program offices where intake occurs. The Participating Agency should promptly revise and redistribute the Privacy Statement whenever there is a material substantive change to the permitted uses or releases of information, the individual’s rights, the Participating Agency’s legal duties, or other privacy practices. Participating Agencies should maintain documentation of compliance with the Privacy Statement requirements by retaining copies of the Privacy Statements issued by them. A client has the right to obtain a paper copy of the Privacy Statement from the Participating Agency upon request.
**Content of Privacy Statement:** The Participating Agency must provide a Privacy Statement that is written in plain language and contains the elements required by this section. These elements are not exclusive, and either oral or written notice may inform the individual of the permitted uses and releases of information. The following, or a substantially similar, statement must be prominently displayed: “THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.”

- A description of each of the purposes for which a Participating Agency is permitted or required by this notice to use or release PPI without the individual’s written consent or authorization. These include administrative, programmatic, and academic research purposes.

- If a use or release of information is prohibited or materially limited by other applicable law, the description of such use or disclosure must reflect the more stringent law.

- A statement that consensual uses and disclosures will be made only with the individual’s written authorization and that the individual may revoke such authorization.

- A statement of the individual’s rights with respect to PPI and a brief description of how the individual may exercise these rights.

- A statement that the Participating Agency is required by law to maintain the privacy of PPI and to provide individuals with notice of its legal duties and privacy practices with respect to protected personal information.

- A statement that the Participating Agency is required to comply with the terms of the notice currently in effect.

- A statement that reserves the right to change the terms of the notice and to make the new notice provisions effective for all PPI. The statement must also
describe how the Participating Agency will attempt to provide individuals with a revised notice.

- A statement that individuals may complain to the Participating Agency if they believe their privacy rights have been violated.

- A brief description of how the individual may file a complaint with the Participating Agency.

- A statement that the individual will not be retaliated against for filing a complaint.

- The name, or title, and telephone number of a person or office to contact for further information.

- The date on which the notice is first in effect, which may not be earlier than the date on which the notice is printed or otherwise published.

**Section 12: Participation without using Clarity Human Services software (data feeding)**

If a Participating Agency wishes to participate in the SCC HMIS, but does not wish to use the Clarity Human Services software, the following additional guidelines must be met:

1) The Participating Agency understands that it is its responsibility to pay for any additional costs related to feeding data to the SCC HMIS;

2) The Participating Agency must be able to produce an extract file from its existing system;

3) The Participating Agency must be able to produce the extract file in a format specified by Bitfocus and approved by the SCC HMIS Working Group;

4) The Participating Agency understands that the extract format will most likely change in the future (one of the main reasons for the file format change is that there is a movement underway to standardize the SCC HMIS import file formats);
5) The Participating Agency data imported into the SCC HMIS will be available only for the purpose of generating aggregate reports;
6) If, at a later date, a Participating Agency chooses to use the Clarity Human Services software, the agency understands that its historical imported data will not be available; and
7) Sections 1 – 8 of this document do not apply to Participating Agencies feeding data to the SCC HMIS system.

Section 13: Sharing data among agencies

If a Participating Agency wishes to share data through the SCC HMIS with one or more other agencies:

1) All agencies wishing to share data must meet with Bitfocus to discuss and address all details of data sharing (for example, what information is to be shared, the direction of sharing, etc.);
2) A separate MOU must be created between Bitfocus and each agency that will participate in the inter-agency data sharing; and
3) Participating Agencies must comply with Section 8 of this document (relating to obtaining clients’ permission to have their information shared).

Section 14: User Meetings

User meetings will be scheduled periodically with advance notice given via the SCC HMIS mailing list and posted on the Bitfocus website. The Bitfocus staff responsible for SCC HMIS matters should be available to confer with participating agencies via phone, e-mail, or in person.

While most meetings will be optional to attend, it may be necessary to request mandatory attendance at a particular meeting. If this becomes necessary, ample notice will be given.
Section 15: Guidelines on Removing Participating Agencies or Users

Voluntary Removal: If a Participating Agency or user no longer wants to access the SCC HMIS, they simply need to inform Bitfocus of such decision. In the case of user removal, it is the Participating Agency’s responsibility to contact Bitfocus in a timely manner so the User ID can be deactivated to prevent unauthorized access to the system. A Participating Agency requesting removal from the SCC HMIS understands the following:

1) The Participating Agency will receive one copy of the data it has input into the SCC HMIS. Such copy will be in a format determined by Bitfocus and approved by the SCC HMIS Working Group. The Participating Agency will be given an appropriate description of the data format.
2) The data the Participating Agency enters into the system will remain in the system for the purposes of producing aggregate non-identifying reports. Client records will be marked as inactive, and not be available to be accessed. Any Participating Agency information will remain in the system but will be marked as inactive.
3) The Participating Agency must return all hardware (firewalls, etc.) that is owned by Bitfocus.
4) Any fees paid for participation in the SCC HMIS will not be refunded.
5) The Participating Agency understands and accepts any ramifications of not participating in the SCC HMIS.

Involuntary Removal: It is vital for the SCC HMIS Working Group and Bitfocus to provide a secure service for all users. Any action(s) that threaten the integrity of the system will not be tolerated.

1) Bitfocus reserves the right to modify, limit, or suspend any user account at any time if there is a security risk to the system.
2) Any improper use of the SCC HMIS is subject to immediate suspension of the user’s account. The penalties imposed on a user for improper system use will vary based on the level of the offense. Typically the user will receive a warning upon the first offense. However, if the offense is severe enough, Bitfocus
reserves the right to disable the account immediately and, in extreme cases, to disable all users’ access at the Partner Agency in question.

3) Bitfocus will contact the Partner Agency within one business day of any such suspension.

4) If a user’s account is suspended, only the Director (or acting Director) for a Partner Agency may request account re-activation. Suspended users may be required to attend additional training before having their access reinstated.

5) In the event that a Partner Agency is removed from the system, it must submit a written request for reinstatement to the SCC HMIS Working Group and Bitfocus. If the Partner Agency is not reinstated into the system after review of its reinstatement request, the Partner Agency will be given one copy of its data in a format that will be determined by Bitfocus and approved by the SCC HMIS Working Group. (The Partner Agency will also be provided with a description of the data format.) Data will not be given to the Partner Agency until all hardware (firewalls, etc.) belonging to Bitfocus is returned. Any fees paid for participation in the SCC HMIS will not be returned.

Section 16: Additional Participation Standards

System/Data Security: In the event a Participating Agency becomes aware of a system security or client confidentiality breach, the Participating Agency’s Executive Director shall notify the HMIS Program Administrator of the breach within one business day.

SCC HMIS related forms and printed material: The Participating Agency agrees to maintain all Client Consent to Data Collection and Release of Information forms, and all Client Revocation of Consent forms, related to the SCC HMIS. This documentation may be requested by the SCC HMIS Working Group, Bitfocus, or its contractors for the purposes of periodic audits.

Destruction of SCC HMIS related printed material: Any SCC HMIS forms or printed information obtained by a Participating Agency or user from the SCC HMIS system must be destroyed in a manner that ensures client confidentiality will not be compromised.
The Santa Clara County Homeless Management Information System ("SCC HMIS") is a shared database and software application which confidentially collects, uses, and shares client-level information related to homelessness in Santa Clara County. On behalf of the Santa Clara County Continuum of Care ("CoC"), SCC HMIS is administered by the County of Santa Clara ("County") in a software application called Clarity Human Services ("Clarity"), a product of Bitfocus, Inc. ("Bitfocus"). The County also contracted Bitfocus to serve as the System Administrator for SCC HMIS.

This Partner Agency Privacy and Data Sharing Agreement (the "Agreement"), dated __________________, (the "Effective Date"), and entered into by and between the County and __________________ (the "Partner Agency," or simply the "Agency"), governs access to and use of the SCC HMIS by the Partner Agency.

I. Introduction

Client information is collected in the SCC HMIS, and shared with to housing and services providers (each, a “Partner Agency,” and collectively, the “Partner Agencies”), which include community based organizations and government agencies. Partner Agencies use the information in SCC HMIS to: improve housing and services quality; identify patterns and monitor trends over time; conduct needs assessments and prioritize services for certain homeless and low-income subpopulations; enhance inter-agency coordination; and monitor and report on the delivery, impact, and quality of housing and services.

Subject to the direction of the County, in its role as HMIS Lead, Bitfocus will act as the SCC HMIS System Administrator and Software as a Service ("SaaS") provider, and will assume responsibility for overall project administration; hosting of the SCC HMIS technical infrastructure; and restricting or allowing access to the SCC HMIS to the Partner Agencies in accordance with the direction of the County.

II. Confidentiality

A. The Agency will comply with all applicable Federal and State confidentiality laws and regulations that protect client records, and the Agency will only enter information into the SCC HMIS and/or release confidential client records to authorized agents and representatives and with informed consent in a writing signed by the client, or the client’s guardian, unless otherwise provided for in the regulations or laws. For purposes of clarity, “client” refers to anyone who receives services from the Agency.
and “guardian” refers to one legally in charge of the affairs of a minor or of a person deemed incompetent. For convenience of reference, future references in this Agreement to a client include reference to any guardians of a client.

B. The Agency will comply with all state and federal laws regarding the privacy of medical, mental health, and substance abuse treatment information, including but not limited to the following:

1. The Health Insurance Portability and Accountability Act, 45 CFR Parts 160, 162, and 164 (“HIPAA”);
3. California Welfare and Institutions Code section 5328 et seq.;
4. California Evidence Code section 1010 et seq.; and

C. The Agency will provide a written explanation of the SCC HMIS to all clients and will provide all forms in English and any other languages provided by the County.

D. The Agency will not enter client information into the SCC HMIS unless it is necessary to effect the purposes described in Section I of this Agreement.

E. The Agency will not disclose any confidential information contained in the SCC HMIS to any participating Partner Agency, outside organization, or individual without (i) obtaining informed consent in a writing signed by the client and (ii) taking reasonable steps to ensure that Partner Agency authorized agents and representatives (each, an “SCC HMIS End User,” or simply an “End User”) have signed and executed applicable End User Agreements, unless otherwise permitted by relevant regulations or laws.

F. The Agency is encouraged to seek its own legal advice in the event that a non-participating agency (i.e., an agency that is not a participating Partner Agency) requests identifying confidential client information.

G. The Agency must maintain appropriate documentation of informed client consent, in writing and signed by each client, to participate in the SCC HMIS. Only the standard, County-issued Client Consent to Data Collection and Release of Information form may be used. All documentation must be provided to the County within ten (10) days upon request.

H. If a client does not consent in writing to the inclusion of even basic identifying client information and non-confidential service data into SCC HMIS, then such information cannot be entered into the SCC HMIS.

I. The Agency will use the Client Consent to Data Collection and Release of Information form, describing how client information may be collected, used, and released by the County and the CoC in the administration of the SCC HMIS. The
County, Bitfocus or their contractors may conduct periodic audits to monitor compliance with informed consent standards. However, Partner Agencies bear the primary responsibility for monitoring compliance with these standards.

J. The Agency will adopt the HMIS Client Grievance Procedures recommended by the County, or to add them as an addendum to its existing client grievance procedures.

K. The Agency will adopt the Privacy Statement recommended by County, or add the relevant terms to its existing privacy notice or statement, which describes policies and procedures for safeguarding confidential client information.

L. The Agency understands that provision of services by the Agency is not and cannot be contingent upon a client’s participation in the SCC HMIS, and that nothing in the County’s policies, procedures, forms, agreements, or other documentation shall be construed to require or imply otherwise.

M. Agency shall be responsible for complying with all SCC HMIS policies and procedures, and for establishing and maintaining an information security program that is designed to ensure the security and confidentiality of the data from SCC HMIS to which Agency has access. This includes protection against any anticipated threats or hazards to the security or integrity of SCC HMIS data, and protection against unauthorized access to or use of SCC HMIS Data that could result in substantial harm or inconvenience to County or any client or SCC HMIS user.

N. Agency shall take appropriate action to address any incident of unauthorized access to SCC HMIS, including addressing and/or remedying the issue that resulted in such unauthorized access, notifying County immediately of any incident of unauthorized access to County Data, or any other breach in the Agency’s security that materially affects County or SCC HMIS; and be responsible for ensuring compliance by its officers, employees, agents, and subcontractors with the confidentiality provisions hereof. Should confidential and/or legally protected County Data be divulged to unauthorized third parties, Agency shall be responsible for complying with all applicable federal and state laws and regulations and shall be solely responsible for the costs associated with any and all activities and actions required.

O. The Agency and Bitfocus, as SCC HMIS System Administrator, understand that they are custodians of data and not owners of data.

P. If this Agreement is terminated, the County and all participating Partner Agencies maintain their rights to the use of all client information previously entered into the SCC HMIS, subject to the terms of this Agreement and other applicable rules, regulations, and agreements.

Q. Upon any such termination of this Agreement, the Agency may request and receive one export copy of all data entered by it into the SCC HMIS from the Effective Date up to the date of termination. If such a copy is requested, the Partner Agency will be responsible for reimbursing the County for the costs associated with producing the report.
III. **Data Entry and/or Use**

A. The Agency will adopt and comply with the most recent versions of the HMIS Standard Operating Procedures and the HMIS Governance Charter recommended by the County.

B. If a client has previously provided written consent in a signed writing to one or more Partner Agencies to collect, use, and release her or his information, and the client subsequently chooses to revoke such consent from one or more such Agencies, the Agency to which such choice is expressed will immediately provide the written revocation of consent to Bitfocus at the following address:

   Bitfocus, Inc.
   ATTN: SCC HMIS
   9101 W. Sahara Ave. #105-158
   Las Vegas, NV 89117

   Consent may be revoked verbally for records pertaining to drug/alcohol treatment or mental health treatment. If consent is revoked verbally to the Agency, the Agency will inform Bitfocus of such revocation immediately.

   Partner Agencies understand that they are prohibited from penalizing or threatening to penalize clients for either revoking their previously provided written consent or requesting that their information be held in the strictest confidence.

C. The Agency will avoid any misrepresentations related to client information in the SCC HMIS (including, without limitation, that the Agency will ensure that its authorized agents and representatives will not purposefully enter inaccurate information on any records).

D. The Agency will enter data into the SCC HMIS in a consistent and timely manner.

E. Discriminatory comments based on race, ethnicity, ancestry, skin color, religion, sex, gender identity, sexual orientation, national origin, age, familial status, or disability are not permitted in the SCC HMIS and will subject a user or Agency to immediate suspension.

F. Offensive language and profanity are not permitted in the SCC HMIS.

G. The Agency will utilize the SCC HMIS for business purposes only, and specifically, to effect the purposes described in Section I of this Agreement.

H. The Agency will utilize the SCC HMIS as part of the CoC’s Coordinated Assessment system in accordance with the CoC’s Policies and Procedures. Use of SCC HMIS for Coordinated Assessment includes, but is not limited to, entering data from the triage assessment survey recommended by the County in order to place clients into the community queue for prioritization in housing programs, and accepting referrals for clients from the community queue.

I. The Agency recognizes the County as the HMIS Lead to be the decision-making and direction-setting authority regarding the SCC HMIS, including, without limitation, with regard to process updates, policy and practice guidelines, data analysis, and software or hardware upgrades.
J. The Agency will designate a staff member to attend SCC HMIS Agency Administrators meetings regularly, and the Agency understands that Bitfocus, as the agent of the County, will be responsible for coordinating SCC HMIS Agency Administrator activities subject to the direction of the County as the HMIS Lead.

K. The Agency may report non-identifying client information from SCC HMIS regarding the services provided by the Agency for funding, auditing, or planning purposes. If the Agency wishes to provide information from SCC HMIS beyond information related solely to services provided by the Agency, it must first inform and receive approval from the County as the HMIS lead.

L. The Agency will report only non-identifying information, and only information about services provided by the Agency, in response to requests from the SCC HMIS unless otherwise required by law. Any other requests for information from or related to HMIS should be sent to Bitfocus and the County.

M. The Agency will not use the SCC HMIS in violation of any federal or state law, including, but not limited to, copyright, trademark, and trade secret laws, as well as laws prohibiting the transmission of material which is threatening, harassing, or obscene.

N. The Agency will not use the SCC HMIS to defraud federal, state, or local governments, or individuals or agencies, or to conduct illegal activity.

O. The Agency will not share assigned passwords and access codes for the SCC HMIS with any Partner Agency or other entity or individual.

P. The Agency will exercise due diligence in its use of the SCC HMIS and will not take any action that results in the corruption of the SCC HMIS or the inappropriate release of client information, and the Agency expressly accepts responsibility for any liability and/or other damages its use of the SSC HMIS may cause to the County or clients.

Q. The Agency will not alter or over-write information entered by a Partner Agency with the exception of basic demographic information if that data has not been entered or was found to be incorrect.

R. The Agency will comply with the requirements of the most recent versions of the HMIS Data Standards Manual, HMIS Data Dictionary, and other HMIS regulations issued by the U.S. Department of Housing and Urban Development (“HUD”).

IV. Technical Administrator and Security Officer

A. The Agency will comply with the SCC HMIS Standard Operating Procedures and the SCC HMIS Security Plan. Each HMIS Partner Agency must also designate a technical administrator (the “Partner Agency Technical Administrator”) and a security officer (the “Partner Agency Security Officer”) to fulfill the responsibilities
B. The Partner Agency must perform a background check on any End User:
   1. Designated as a Partner Agency Technical Administrator,
   2. Designated as a Partner Agency Security Officer, or
   3. Granted administrator-level access in SCC HMIS.

Such background check must be completed and the results approved by the Partner Agency Executive Director before the End User is (i) granted with a Technical Administrator or Security Officer title, or both, as applicable, and (ii) granted administrator-level access in SCC HMIS. The results of the background check must be retained by the Partner Agency in the End User’s personnel file and must be provided to the County upon request.

V. Reports

A. The Agency understands that it will have full access to all identifying client information and statistical information it has entered into SCC HMIS and may have access to additional information on those clients entered by other Partner Agencies.

B. The Agency understands that access to information on clients it does not serve will be limited or unavailable.

C. The Agency understands that before non-client-identifying system-wide aggregate information collected by the SCC HMIS is released to participating Partner Agencies or to their auditors or funders, it must be authorized by the County as the HMIS Lead.

D. The Agency will annually provide a written report Bitfocus with up-to-date information on all current End Users, as well as the names of former End Users who no longer have access to the SCC HMIS.

VI. Insurance and Indemnification

A. The Agency will maintain insurance in accordance with the County’s standard insurance requirements set forth in Exhibit B-2, which is attached hereto and incorporated by this reference.

B. The Agency and the County each agree to defend, indemnify, and hold each other harmless from any claims or liability arising from the acts or omissions of the other, including any third-party claims arising from the acts or omissions of any officers, employees, agents, representatives, licensees, or clients of the other. The Agency will exercise due diligence in its use of the SCC HMIS and will not take any action that results in the corruption of the SCC HMIS or the inappropriate release of client information, and the Agency expressly accepts responsibility for any liability and/or other damages its use of the SSC HMIS may cause to the County or clients.
VII. **Standard Terms and Conditions**

A. This Agreement is the complete and exclusive statement of agreement between the parties, and it supersedes all prior agreements, oral or written, relating to the subject matter of this Agreement.

B. Neither party shall have the right to assign or transfer any rights or obligations under this Agreement without the prior written consent of the other party.

C. This Agreement shall remain in force until revoked in writing by either party with thirty (30) days’ advance written notice. Notwithstanding the foregoing, if there is credible evidence regarding potential or actual breach of this Agreement and the nature of the breach threatens the integrity of the SCC HMIS, the County as the HMIS Lead will have the right to immediately suspend or restrict the access rights of the breaching party to the SCC HMIS pending investigation and resolution of the matter to the extent reasonably required to protect the integrity of the system.

D. This Agreement may be amended or modified only by a written agreement signed and executed by both parties.

E. This Agreement is made for the purpose of defining and setting forth the rights and responsibilities of the County as the HMIS Lead, Bitfocus as an agent of the County, and the Agency. It is made solely for the protection of the County, Bitfocus, the Agency, and their respective heirs, personal representatives, successors, and assigns. No other individual or entity shall have any rights of any nature under this Agreement or by reason hereof. Without limiting the generality of the preceding sentence, no End User of the SCC HMIS in her or his capacity as such and no current, former, or prospective client of any Partner Agency shall have any rights of any nature under this Agreement or by reason hereof.

F. Contractor and its employees, agents and subcontractors, shall comply with the County’s No-Smoking Policy, as set forth in the Board of Supervisors Policy Manual section 3.47 (as amended from time to time), which prohibits smoking: (1) at the Santa Clara Valley Medical Center Campus and all County-owned and operated health facilities, (2) within 30 feet surrounding County-owned buildings and leased buildings where the County is the sole occupant, and (3) in all County vehicles.

G. Unless otherwise prohibited by law or County policy, the parties agree that an electronic copy of a signed contract, or an electronically signed contract, has the same force and legal effect as a contract executed with an original ink signature. The term “electronic copy of a signed contract” refers to a transmission by facsimile, electronic mail, or other electronic means of a copy of an original signed contract in a portable document format. The term “electronically signed contract” means a contract that is executed by applying an electronic signature using technology approved by the County.
PARTNER AGENCY

BY: ________________________________
   [NAME, TITLE]                      Date

ADDRESS:

COUNTY OF SANTA CLARA

BY: ________________________________
   Ky Le                              Date
   Director
   Office of Supportive Housing

ADDRESS:

County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: ________________________________
   Greta S. Hansen                    Date
   Lead Deputy County Counsel
EXHIBIT B-2 (revised)

INSURANCE REQUIREMENTS FOR
STANDARD CONTRACTS ABOVE $100,000

Indemnity

The Contractor shall indemnify, defend, and hold harmless the County of Santa Clara (hereinafter "County"), its officers, agents and employees from any claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by Contractor and/or its agents, employees or sub-contractors, excepting only loss, injury or damage caused by the sole negligence or willful misconduct of personnel employed by the County. It is the intent of the parties to this Agreement to provide the broadest possible coverage for the County. The Contractor shall reimburse the County for all costs, attorneys' fees, expenses and liabilities incurred with respect to any litigation in which the Contractor is obligated to indemnify, defend and hold harmless the County under this Agreement.

Insurance

Without limiting the Contractor's indemnification of the County, the Contractor shall provide and maintain at its own expense, during the term of this Agreement, or as may be further required herein, the following insurance coverages and provisions:

A. Evidence of Coverage

Prior to commencement of this Agreement, the Contractor shall provide a Certificate of Insurance certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, a certified copy of the policy or policies shall be provided by the Contractor upon request.

This verification of coverage shall be sent to the requesting County department, unless otherwise directed. The Contractor shall not receive a Notice to Proceed with the work under the Agreement until it has obtained all insurance required and such insurance has been approved by the County. This approval of insurance shall neither relieve nor decrease the liability of the Contractor.

B. Qualifying Insurers

All coverages, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A- V, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by the County's Insurance Manager.

C. Notice of Cancellation

Rev. 4/2002
EXHIBIT B-2 (revised)

All coverage as required herein shall not be canceled or changed so as to no longer meet the specified County insurance requirements without 30 days’ prior written notice of such cancellation or change being delivered to the County of Santa Clara or their designated agent.

D. **Insurance Required**

1. **Commercial General Liability Insurance** - for bodily injury (including death) and property damage which provides limits as follows:
   a. Each occurrence - $1,000,000
   b. General aggregate - $2,000,000
   c. Products/Completed Operations aggregate - $2,000,000
   d. Personal Injury - $1,000,000

2. **General liability coverage shall include:**
   a. Premises and Operations
   b. Products/Completed
   c. Personal Injury liability
   d. Severability of interest

3. **General liability coverage shall include the following endorsement, a copy of which shall be provided to the County:**

   **Additional Insured Endorsement**, which shall read:

   “County of Santa Clara, and members of the Board of Supervisors of the County of Santa Clara, and the officers, agents, and employees of the County of Santa Clara, individually and collectively, as additional insureds.”

   Insurance afforded by the additional insured endorsement shall apply as primary insurance, and other insurance maintained by the County of Santa Clara, its officers, agents, and employees shall be excess only and not contributing with insurance provided under this policy. Public Entities may also be added to the additional insured endorsement as applicable and the contractor shall be notified by the contracting department of these requirements.
4. **Automobile Liability Insurance**

For bodily injury (including death) and property damage which provides total limits of not less than one million dollars ($1,000,000) combined single limit per occurrence applicable to all owned, non-owned and hired vehicles.

4a. **Aircraft/Watercraft Liability Insurance** (Required if Contractor or any of its agents or subcontractors will operate aircraft or watercraft in the scope of the Agreement)

For bodily injury (including death) and property damage which provides total limits of not less than one million dollars ($1,000,000) combined single limit per occurrence applicable to all owned, non-owned and hired aircraft/watercraft.

5. **Workers' Compensation and Employer's Liability Insurance**

   a. Statutory California Workers' Compensation coverage including broad form all-states coverage.

   b. Employer's Liability coverage for not less than one million dollars ($1,000,000) per occurrence.

E. **Special Provisions**

The following provisions shall apply to this Agreement:

1. The foregoing requirements as to the types and limits of insurance coverage to be maintained by the Contractor and any approval of said insurance by the County or its insurance consultant(s) are not intended to and shall not in any manner limit or qualify the liabilities and obligations otherwise assumed by the Contractor pursuant to this Agreement, including but not limited to the provisions concerning indemnification.

2. The County acknowledges that some insurance requirements contained in this Agreement may be fulfilled by self-insurance on the part of the Contractor. However, this shall not in any way limit liabilities assumed by the Contractor under this Agreement. Any self-insurance shall be approved in writing by the County upon satisfactory evidence of financial capacity. Contractors obligation hereunder may be satisfied in whole or in part by adequately funded self-insurance programs or self-insurance retentions.

3. Should any of the work under this Agreement be sublet, the Contractor shall require each of its subcontractors of any tier to carry the aforementioned coverages, or Contractor may insure subcontractors under its own policies.

Rev. 4/2002
4. The County reserves the right to withhold payments to the Contractor in the event of material noncompliance with the insurance requirements outlined above.

F. Fidelity Bonds (Required only if contractor will be receiving advanced funds or payments)

Before receiving compensation under this Agreement, Contractor will furnish County with evidence that all officials, employees, and agents handling or having access to funds received or disbursed under this Agreement, or authorized to sign or countersign checks, are covered by a BLANKET FIDELITY BOND in an amount of AT LEAST fifteen percent (15%) of the maximum financial obligation of the County cited herein. If such bond is canceled or reduced, Contractor will notify County immediately, and County may withhold further payment to Contractor until proper coverage has been obtained. Failure to give such notice may be cause for termination of this Agreement, at the option of County.
PARTNER AGENCY

BY: [NAME TITLE]

Jan Peters
COO & Executive Vice President

ADDRESS:

COUNTY OF SANTA CLARA

BY: Kyle

Director
Office of Supportive Housing

ADDRESS:

County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY:

Greta S. Hansen
Lead Deputy County Counsel

Date
PARTNER AGENCY

BY: [NAME, TITLE]
Beth Leary, Executive Director

ADDRESS:
Family Supportive Housing
692 N. King Road
San Jose, CA 95133

COUNTY OF SANTA CLARA

BY: Ky Le
Director
Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: Greta S. Hansen
Lead Deputy County Counsel

Date

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14) Page 8 of 8
PARTNER AGENCY

BY: [NAME, TITLE]  
[Signature]  
[DATE]

ADDRESS:

4324 N. White Road  
San Jose, CA  95127

COUNTY OF SANTA CLARA

BY: [Signature]  
[DATE]

ADDRESS:

County of Santa Clara  
Office of Supportive Housing  
3180 Newberry Drive, Suite 150  
San Jose, CA 95118

Approved as to Form and Legality:

BY: [Signature]  
[DATE]

County of Santa Clara  
Office of Supportive Housing  
3180 Newberry Drive, Suite 150  
San Jose, CA 95118

Approved as to Form and Legality:

BY: [Signature]  
[DATE]

County of Santa Clara  
Office of Supportive Housing  
3180 Newberry Drive, Suite 150  
San Jose, CA 95118
PARTNER AGENCY

BY: Chad Harris, Director of Essential Services 9/28/15
[NAME, TITLE]  

ADDRESS: 1381 South First Street  
San Jose, CA 95110

COUNTY OF SANTA CLARA

BY: [Signature] 11/17/2015
Ky Le  
Director  
Office of Supportive Housing  

ADDRESS:  
County of Santa Clara  
Office of Supportive Housing  
3180 Newberry Drive, Suite 150  
San Jose, CA 95118  

Approved as to Form and Legality:

BY: [Signature] Date  
Greta S. Hansen  
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)  
Page 8 of 8
PARTNER AGENCY

BY: [NAME, TITLE]  
[Signature]  
Sonja Ives, CEO  

ADDRESS:  
181 Constitution Drive  
Menlo Park, CA 94025  

COUNTY OF SANTA CLARA

BY: [Signature]  
Ky Le  
Director  
Office of Supportive Housing  

ADDRESS:  
County of Santa Clara  
Office of Supportive Housing  
3180 Newberry Drive, Suite 150  
San Jose, CA 95118  

Approved as to Form and Legality:

BY: [Signature]  
Greta S. Hansen  
Lead Deputy County Counsel  

Date

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)  
Page 8 of 8
PARTNER AGENCY

BY: Maggie Williams, Chief Financial & Administrative Officer

ADDRESS: Catholic Charities of Santa Clara County
2625 Zanker Road
San Jose, CA 95134

COUNTY OF SANTA CLARA

BY: Ky Le
Director
Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: Greta S. Hansen
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE]  
9-26-15

ADDRESS:
950 West Julian St.
San Jose, CA 95126

COUNTY OF SANTA CLARA

BY:  
Kye Le
Director
Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY:  
Greta S. Hansen
Lead Deputy County Counsel

Date

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)  Page 8 of 8
PARTNER AGENCY

BY: [NAME, TITLE]  [01/31/15]

ADDRESS:

COUNTY OF SANTA CLARA

BY: Ky Le  [11/17/15]
Director
Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: ________________________________  Date
Greta S. Hansen
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)  Page 8 of 8
PARTNER AGENCY

BY: Cynthia Foley, Lt. Colonel

ADDRESS:

COUNTY OF SANTA CLARA

BY: Ky Le

ADDRESS:

County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: Greta S. Hansen

Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME TITLE] RENE RAMIREZ
DIRECTOR OF SERVICES

ADDRESS: Half Moon Bay
507 Valley Way
Milpitas CA 95035

COUNTY OF SANTA CLARA

BY: [Signature]
Ky La
Director
Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95119

Approved as to Form and Legality:

BY: [Signature]
Greta S. Hansen
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE] C.E.O. 10/1/15

ADDRESS: 10 KIRK AVE San Jose CA 95127

COUNTY OF SANTA CLARA

BY: Ky Le
  Director Office of Supportive Housing
  11/17/15

ADDRESS:
  County of Santa Clara
  Office of Supportive Housing
  3180 Newberry Drive, Suite 150
  San Jose, CA 95118

Approved as to Form and Legality:

BY: Greta S. Hansen
  Lead Deputy County Counsel
  Date

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE]
    Vivian Wan, Associate Director
    Housing Services

ADDRESS:
    40849 Fremont Blvd,
    Fremont, CA 94538

COUNTY OF SANTA CLARA

BY: Ky Le
    Director
    Office of Supportive Housing

ADDRESS:
    County of Santa Clara
    Office of Supportive Housing
    3180 Newberry Drive, Suite 150
    San Jose, CA 95118

Approved as to Form and Legality:

BY: ________________________________ Date
    Greta S. Hansen
    Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE]

Vivian Wang, Associate Director
Food Services

ADDRESS:

40849 Freeman Blvd.
Fremont, CA 94538

COUNTY OF SANTA CLARA

BY: Ky Le

Director
Office of Supportive Housing

ADDRESS:

County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: Greta S. Hansen

Lead Deputy County Counsel

Date
PARTNER AGENCY

BY: [Signature]

Trish Rosco
Vice president of Mission Services
1680 N 7th Street
San Jose, CA 95112

ADDRESS:

COUNTY OF SANTA CLARA

BY: [Signature]

Ky Le
Director
Office of Supportive Housing

ADDRESS:

County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: [Signature]

Greta S. Hansen
Lead Deputy County Counsel

Date

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
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PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)  
Page 8 of 8
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PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14) Page 8 of 8
PARTNER AGENCY

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BY: Greta S. Hansen 11/7/2015
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PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
## Attachment: HMIS Policy & Procedures Manual

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Santa Clara HMIS
Standard Operating Procedures

Section 1: Contractual Requirements and Roles

Bitfocus, Inc. Contractual Requirements: Bitfocus, Inc. (“Bitfocus”), in its role as Santa Clara County HMIS (“SCC HMIS”) Program Administrator, agrees to use its reasonable best efforts to provide all of the necessary equipment and staff to operate and maintain the central server. In addition, Bitfocus will use its reasonable best efforts to provide technical assistance as it pertains to software, hardware, and the use of the SCC HMIS to all participating housing and services providers (the “Partner Agencies” or “Participating Agencies”). Additional services may be provided on a case-by-case basis, as agreed upon by Bitfocus and a Participating Agency.

Central Server Requirements: Security of equipment and data is a priority for Bitfocus. These Standard Operating Procedures (“SOPs”) outline the foundation for system security including the usage policy for access to the system, the data for export, import or data analysis needs, and physical system access, as well as the procedures for maintaining the system and data integrity.

SCC HMIS Working Group: The SCC HMIS has a working group (the “SCC HMIS Working Group,” or simply the “Working Group”) to govern the project. The group is composed of representatives of stakeholders. These include consumers, agencies funded by the U.S. Department of Housing and Urban Development (“HUD”), homeless services providers, local governments, and state government. Members of the SCC HMIS Working Group will be elected from time to time by majority vote of all its members. The procedures for the qualifications and meetings of members of the SCC HMIS Working Group, and related matters, shall be set forth in the by-laws of the SCC HMIS Working Group, which may be amended from time to time according to the terms therein.

Central Server Management: Management of an HMIS requires several skill sets. The
Working Group has identified the following roles to provide the best and most efficient service to SCC HMIS stakeholders:

- **Systems Administrator/Department Head**—assigns rights for users; merges duplicate files; manages maintenance reporting, backups, and security; updates policy and procedures; monitors login attempts; completes system updates; approves any changes to the system; conducts maintenance and disaster planning; and supervises personnel.
- **Report Writer/Technical Assistant/Help Desk Support**—assists in the design of reports as needed by Partner Agencies and community stakeholders; answers user questions; and assists users in resolving problems, going onsite if necessary to resolve hardware/software issues.

As the user base grows, it is understood that these positions and roles will be re-evaluated to meet the needs of stakeholders.

**New Sites Requirements:** Any agency wishing to participate in the SCC HMIS must assume a share of all operational and acquisition costs for hardware, software and technical assistance to support the operation and maintenance of the system. If Bitfocus is able to secure additional funding, these costs may be reduced or eliminated accordingly.

The roles of every Participating Agency are defined in order to prevent confusion regarding responsibilities and privileges. The following roles must be filled in order for an agency to begin working with the program:

- Participating Agency Director
- Participating Agency Technical Administrator
- Participating Agency Security Officer
- Participating Agency Intake Worker or Case Manager

In addition, some Participating Agencies may also have the following roles:

- Participating Agency Mental Health Worker
- Participating Agency Substance Abuse Counselor
- Participating Agency Health Worker
- Participating Agency User or End User
- Participating Agency Data Analyst
- Continuum of Care Representative

*Note: In some cases, more than one role will be assigned to the same individual.*

The *Participating Agency Director* has access to all files and data regarding all programs and services operated by his or her agency.

The *Participating Agency Technical Administrator* is able to edit, create, and append data for all programs and services operated by his or her agency; able to run reports regarding agency programs and services; and creates user accounts for his or her agency.

The *Participating Agency Security Officer* is able to conduct quarterly compliance reviews; able to ensure that all End Users sign and execute applicable End User Agreements; and ensures that all End Users complete required trainings.

The *Participating Agency Intake Worker* is able to create client files and run reports on his or her caseload only.

The *Participating Agency Case Manager* is able to create client files and run reports on his or her caseload only; able to update and append client records; and able to view sensitive portions of the record if the client has consented and signed a release.

The *Participating Agency Mental Health Worker* is able to create client files and run reports on his or her caseload only; able to update and append client records; and able to view sensitive portions of the record generated by Mental Health Workers in that agency.

The *Participating Agency Substance Abuse Counselor* is able to create client files and run reports on his or her caseload only; able to update and append client records; and able to view sensitive portions of the record generated by the counselor.
The *Participating Agency Health Worker* is able to create client files and run reports on his or her caseload only; able to update and append client records; and able to view sensitive portions of the record generated by the worker.

The *Participating Agency User, End User, or Data Entry Worker* is able to complete data entry only and will not be able to view information after the information has been entered.

The *Participating Agency Data Analyst* is able to view global reports regarding homeless persons in our community, demographics, service utilization, total statistics and numbers regarding persons in the system.

The *Regional Homeless Coordinator* is able to view aggregate-level reports regarding our community, demographics, service utilization, total statistics and numbers regarding data in the system.

All users of the system should recognize that rights are assigned on a need-to-know basis.

**Section 2: Participation Requirements**

Participation Requirements: For most efficient utilization of the services provided by the SCC HMIS, several steps must be completed at the agency level before implementation can begin. Although the Program Administrator can assist with most steps, agencies should be prepared to act without assistance. These steps include:

- Acquisition of High Speed Internet Connectivity with at least one static IP address;
- Identification of an on-site Technical Administrator to serve as the primary contact, or the name of an outside contractor;
- Completion of a network and security assessment to comply with the most recent versions of the U.S. Department of Housing and Urban Development’s (HUD’s) HMIS Data Standards Manual and HMIS Data Dictionary, or other applicable publications;
• Signing and executing a Privacy Agreement and Memorandum of Understanding or other applicable agreement(s); and
• Adopting written procedures concerning client consent for release of information, client grievance procedures, and interview protocols.

Implementation Requirements: Partner Agencies must generate documents that cover each of the following areas in order for implementation to begin.

Interagency Data Sharing Agreements: Partner Agencies that will be sharing client-specific records must agree in writing to uphold specified minimum standards of privacy protection.

Written Client Consent Procedure for Data Entry: Partner Agencies must obtain a client’s informed written consent prior to entering information concerning the client into the system. If a client does not consent, services should not be denied to the client. The agency can use the anonymous client function in appropriate cases.

Confidentiality and Consent Forms: Partner Agencies must use the forms approved by the SCC HMIS Working Group. Partner Agencies that share protected health information must have internal procedures for obtaining a client’s informed written consent prior to the sharing of this information.

Privacy Statement: Partner Agencies must adopt a Privacy Statement and incorporate it into their policies and procedures. In addition, HUD mandates that organizations develop policies and procedures for distributing privacy notices or statements to their employees, which include having employees sign to acknowledge receipt of such notices.

Interview Protocols: Each Participating Agency must develop a written program-specific interview guide that includes the minimal data elements and any additional elements the Partner Agency wishes to collect.
Background Check Procedures: Each Partner Agency is responsible for conducting its standard background check for all users of the SCC HMIS.

Staff Confidentiality Agreements: Each Partner Agency must develop a procedure for informing staff of client confidentiality. All users of the system must have training prior to being authorized to use the system. In addition, all users of the system are required to attend confidentiality and privacy training annually.

Information Security Protocols: Internal policies must be developed at each Participating Agency to establish a process for the detection and prevention of a violation of any SCC HMIS information security protocols.

Virus Prevention, Detection, and Disinfection Protocols: Participation in the SCC HMIS requires that Partner Agencies develop procedures intended to assure that computers with access to the SCC HMIS run updated anti-virus software.

Data Collection Commitment: Participation in the SCC HMIS requires that all Participating Agencies collect minimum data elements on all consenting clients in accordance with HUD requirements.

Connectivity: Once implementation has begun, each Participating Agency agrees to use its reasonable best efforts to maintain appropriate connectivity in order to continue participation.

Maintenance of Onsite Computer Equipment: Each Participating Agency agrees to use its reasonable best efforts to maintain computer equipment to the extent required to continue participation.

Conversion of Legacy Data or Links to Other Systems: Partner Agencies using other systems or desiring to have legacy data converted must provide resources and processes that enable conversion without cost to the SCC HMIS.

Section 3: Training
User, Administrator and Security Training: Clarity Human Services, a division of Bitfocus, has provided training to instruct the Program Administrator in the proper procedures to supervise and maintain the operation of the SCC HMIS. Program Administration training has covered security, configuration and user customization.

Participating Agency Technical Administrator and Security Officer Training: Each Participating Agency will have a Technical Administrator and Security Officer who will be the contact person for participation in the SCC HMIS. Each Participating Agency will have a representative participate in the training program for the Technical Administrator and Security Officer prior to system deployment at that agency. Training will take place in Santa Clara County, California, and participants are not to exceed fifteen persons per training. These trainings will cover practical problem solving. Each Participating Agency’s Technical Administrator and Security Officer will learn how to adjust eligibility screens, identify service data that must be migrated to the SCC HMIS, and track expenses and customize the system for his or her organization. Each Participating Agency Technical Administrator and Security Officer will have access to a master manual for program management and will be responsible for either copying or purchasing a copy in-house for use at his or her organization. Upon conclusion of the training and prior to deployment, the Technical Administrators and Security Officers will begin inputting their SCC HMIS information, including number of beds (if any), services, and contact information.

End User Training Schedule: Bitfocus will provide training in the day-to-day use of the SCC HMIS. Training class size will be limited. Training will use an established demo database, and it will cover the following topics: intake, assessment, information and referral, reports, and client tracking. Training on any agency-modified fields or screens will be the responsibility of the Partner Agency making the modification. Training requires an eight- to twelve-hour commitment over the course of two days.

Section 4: User, Location, Physical and Data Access

Access Privileges to the SCC HMIS: Access to system resources will only be granted to Participating Agency staff that need access in order to perform their duties.
Access Levels for SCC HMIS Users: Each user of the system will be assigned an account that grants access to the specific system resources that he or she requires. A model of least-privilege is used; no user will be granted more than the least amount of privilege needed to perform his or her duties.

Access to Data: All data collected by the SCC HMIS will be categorized. Access to data sets, types of data, and all other information housed as part of the SCC HMIS is governed by policies approved by the SCC HMIS Working Group and Bitfocus. Reproduction, distribution, destruction of, and access to the data are based on the content of the data. At no time may identifying confidential data be distributed or accessible without the consent of the client(s) in question.

Access to Client Paper Records: Participating Agency users should not have greater access to client information through the SCC HMIS than is available through the agency’s paper files.

Physical Access Control: All equipment or media containing SCC HMIS data must be physically controlled at the central site. Protection and destruction of data policies are outlined below. The building containing the central server is secured through locked key access. The room housing the central server has keyed entry with access to keys limited to: the Program Administrator, his or her supervisor and the SCC HMIS Project Manager. Access to the central server room is limited to authorized personnel under supervision of the Program Administrator or SCC HMIS Project Manager. All guests will be required to sign in prior to entry. The sign in sheet will be stored and can be produced upon request. All media containing SCC HMIS data will be stored in a fire-protected safe. When necessary, archived media will be destroyed through reformatting and destruction. All hard drive media, optical media, and magnetic floppy media taken out of service will be disassembled and the platters physically destroyed.

System access over wired networks: Access to the SCC HMIS over wired networks will be controlled using a hardware-based firewall and secure VPN connection. Each site will maintain a site-to-site VPN connection with a unique encryption key. While HUD does not specify specific parameters, Bitfocus will use its reasonable best efforts to use the highest level of security reasonably attainable between the SCC HMIS and Participating
Agencies. If a Participating Agency is not large enough to warrant a hardware-based firewall, each client workstation accessing the SCC HMIS will be required to have VPN client software installed.

System access over wireless networks: Access to the SCC HMIS over any type of wireless network is discouraged. Wireless networks are more susceptible to unauthorized access than wired networks. If any type of wireless network is used, it must have at least 128-bit encryption. If 128-bit encryption is not available, each client workstation must have VPN client software installed.

Unique User ID and Password: Each user of the system must be individually and uniquely identified. Identification will be verified through a password. Users are not permitted to share their password or permit other users to log in to the system with their password. Passwords will be at least eight characters long and meet reasonable industry standard requirements. These requirements are:

1) Using a combination of at least 3 of the following:
   a. Numbers;
   b. Lowercase letters;
   c. Capital letters; and
   d. Special characters (e.g. ~ ! @ # $ % ^ & * ( ) _);

2) Not using, or including, the username, the SCC HMIS name, or the SCC HMIS vendor’s name; and

3) Not consisting entirely of any word found in the common dictionary or any of the above spelled backwards.

Written information specifically pertaining to user access (i.e., username and password) may not be stored or displayed in any publicly accessible location. Individual users will not be able to log on to more than one workstation at a time, or be able to log on to the network at more than one location at a time.

Right to Deny User and Participating Agencies’ Access: The SCC HMIS Working Group has the right to suspend, limit, or revoke the access of any Partner Agency or individual for violation of SCC HMIS policies, including these SOPs. Upon remedy of a proven violation, access rights may be reinstated. If privileges have not been reinstated, the
Partner Agency or individual may file an appeal to the SCC HMIS Working Group for reinstatement.

**Monitoring:** Access to the SCC HMIS will be monitored. In addition, the SCC HMIS will maintain logs of all actions taken within the system, including login transactions and detailed monitoring of user data transactions within the software. Bitfocus will use its reasonable best efforts to review logs on a regular basis. It is understood that Participating Agencies will cooperate with all monitoring requirements. All exceptions that show security policy violations will be investigated.

**Data Integrity Controls:** Access to the production data is restricted to essential system administrative staff only. Each staff member that has access to production data is contracted not to alter or impact the data in any adverse way.

**Section 5: Technical Support and System Availability**

**Planned Technical Support:** Bitfocus will use its reasonable best efforts to offer technical support to all Participating Agencies. Support services of the SCC HMIS include: training, implementation support, report writing support, and process troubleshooting.

**Participating Agency Service Requests:** System administrative staff is only permitted to respond to service requests that are submitted in writing by the Participating Agency Executive Director or on-site Technical Administrator or Security Officer.

**Rapid Response Technical Support:** An emergency contact number will be provided for requests for service that require a rapid response (i.e., unable to access system). These service requests will be prioritized above other requests. Participating Agencies should plan accordingly.

**Availability:** The goal is to have the system available 24 hours a day, subject to scheduled outages for updating and maintenance. Bitfocus will use its reasonable best efforts to achieve a 99% uptime. On occasion, there will be planned system outages. Participating Agencies will be notified a minimum of 48 hours before a planned but
unscheduled outage is to occur. Bitfocus will use its reasonable best efforts to address unplanned interruptions within 24 hours, and agencies will be notified when the system becomes available.

**Section 6: Stages of Implementation**

**Stage 1 – Startup:** Partner Agencies must complete all MOUs, agreements, policies, and a technology assessment inventory, as well as create an organization and master account login.

**Stage 2 – Organization Data Entry:** Partner Agencies must define the organization and provide detailed descriptions of programs and eligibility, as well as make adjustments to intake screens and define development of workflow.

**Stage 3 – Initial System Rollout:** Partner Agencies must conduct privacy and confidentiality training for Technical Administrators, Security Officers, and other users; define users and responsibilities; and create individual staff accounts. SCC HMIS training will take place using a demonstration version of the software and data. This same version will be available for Partner Agencies to use for training. Real client data will **NEVER** be used for training purposes.

**Stage 4 – Client Data Entry:** Partner Agencies must begin entering client information into the SCC HMIS.

**Stage 5 – Client-Program Entry:** Partner Agencies must begin entering client use of their programs.

**Stage 6 – Case Management:** Partner Agencies may use the SCC HMIS as a case management tool in the day-to-day operation of the agencies if such agencies wish to do so.
Stage 7 – Program Management: Partner Agencies may use the SCC HMIS to track program performance on an agency level.

Section 7: Encryption Management

Encryption General: All information should be encrypted in the database per HUD standards. All connections to the SCC HMIS should be encrypted to HUD standards or higher. Encryption should be sufficient to prevent unauthorized personnel from accessing confidential information for any reason.

Encryption Management: In the event that system-wide data decryption becomes necessary, the SCC HMIS Working Group must obtain the written authorization of every Participating Agency’s Executive Director.

Section 8: Data Release Protocols

Data Entry: Before any data will be entered into the SCC HMIS, the client must first consent to data entry and agree to what information can be entered. Upon completion of the approved consent form, the Participating Agency will only enter the information into the system that has been approved by the client. The SCC HMIS will assign the client a unique personal identifier. Participating Agencies should note that services must not be contingent on a client consenting to data entry.

Anonymous Client Data Entry: In the event that a client does not want to have any of his or her information entered into the SCC HMIS, he or she will be entered as a “John Doe” or “Jane Doe,” and all of the information entered into the system fields will be zeros. The SCC HMIS will assign them a unique personal identifier.

Sharing of Information: Clients must consent to the sharing of their information prior to allowing that information to be shared with Participating Agencies. In the event that the client agrees to have his or her information entered into the SCC HMIS but does not agree to have it shared with other Participating Agencies, selecting the “Local Only” option available in the SCC HMIS will close the entire record.
Sharing Protected Information: A separate Client Consent to Data Collection and Release of Information indicating what information the client agrees to have shared with other participating agencies should be signed prior to sharing of any Protected Personal Information ("PPI") including identifying information (such as your name, birth date, gender, race, social security number, phone number, residence address, photographic likeness, and other similar identifying information) and financial information (such as your employment status, income verification, public assistance payments or allowances, food stamp allotments, and other similar financial information).

Printed Information: Printed records disclosed to the client or another party should indicate the identity of the individual or agency to whom the record is directed, the date, and the initials of the person making the disclosure.

Requests for SCC HMIS Client Information: The Participating Agency must notify the SCC HMIS Program Administrator within one working day when the Participating Agency receives a request from any individual or outside agency for client-identifying information.

Case Notes: It is understood that client case notes will not be shared, and that each Participating Agency will have the ability to enter its own private notes about a client.

The Client Consent to Data Collection and Release of Information form will be a dated document with a defined term. The Participating Agency will only be able to access the information specified on the form that was entered into the system during the time the form was in effect. Also, the client can revoke his or her consent at any time, in full or in part, by signing a Client Revocation of Consent form.

Section 9: Internal Operating Procedures

Computer Virus Prevention, Detection, and Disinfection: The goal of the SCC HMIS will be to incorporate and maintain updated virus protection from a reputable single source. Any and all viruses found will be quarantined and analyzed. If irreparable, the virus will be deleted. Participating agencies are required to run and maintain their own antivirus
software from an approved source on all computers that have access to the SCC HMIS system.

**Operating System Updates:** The goal will be to update or patch the SCC HMIS within a reasonable time after review of the vendor’s release of updates and patches and approval by the system administrator.

**Backup and Recovery:** The goal will be to back up the SCC HMIS on a daily basis. Backup media will be stored in a fire-protected safe with the server. In addition, backups will be stored electronically offsite. A backup of hardware and SCC HMIS software will be stored in an offsite location so that it will be available in the event of a catastrophic failure.

**Disaster Recovery Process:** The goal will be to review disaster recovery processes and check offsite systems for viability twice per year.

**Community Reporting Process:** At the direction of the SCC HMIS Working Group, Bitfocus will publish community-wide aggregate reports on the clients in the SCC HMIS on a periodic basis. These report(s) will reflect raw, point-in-time data.

**Termination of the HMIS system:** In the event the SCC HMIS terminates, Participating Agencies will be notified and provided a reasonable period of time to access and save client data as well as statistical and frequency data from the entire system. Then, the information on the central server will be purged or stored. If the latter occurs, the data will remain in an encrypted and aggregate state.

**Termination of Bitfocus as Program Administrator:** In the event Bitfocus is terminated as the Program Administrator, custodianship of the data on the SCC HMIS will be transferred to the SCC HMIS Working Group or to a successor Program Administrator, and all Participating Agencies will be informed in a timely manner.
Section 10: SCC HMIS Client Grievance Procedures

If a client has any issue with the SCC HMIS at a particular Participating Agency, the client should work with that agency to resolve the issue.

If the problem is still not resolved to the client’s satisfaction, the client can follow the Participating Agency’s grievance procedures or request an grievance form available on the Bitfocus website. Specific instructions are listed on the form.

Bitfocus will receive the submitted form and distribute copies to all SCC HMIS Working Group members. The SCC HMIS Working Group will be notified of all grievances received. Bitfocus will use its reasonable best efforts to investigate the issue and will inform the SCC HMIS Working Group of the results.

If the issue is not system related, the SCC HMIS Working Group will recommend the best course of action to handle the grievance.

Any material change(s) resulting from a grievance (system-related or not) will require approval from the SCC HMIS Working Group.

Section 11: SCC HMIS Privacy Statement

An individual has a right to adequate notice of a Participating Agency’s use and release of PPI and of the individual’s rights, and the Participating Agency’s legal duties, with respect to PPI. The Privacy Statement should be prominently displayed or distributed in the program offices where intake occurs. The Participating Agency should promptly revise and redistribute the Privacy Statement whenever there is a material substantive change to the permitted uses or releases of information, the individual’s rights, the Participating Agency’s legal duties, or other privacy practices. Participating Agencies should maintain documentation of compliance with the Privacy Statement requirements by retaining copies of the Privacy Statements issued by them. A client has the right to obtain a paper copy of the Privacy Statement from the Participating Agency upon request.
Content of Privacy Statement: The Participating Agency must provide a Privacy Statement that is written in plain language and contains the elements required by this section. These elements are not exclusive, and either oral or written notice may inform the individual of the permitted uses and releases of information. The following, or a substantially similar, statement must be prominently displayed: “THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.”

- A description of each of the purposes for which a Participating Agency is permitted or required by this notice to use or release PPI without the individual’s written consent or authorization. These include administrative, programmatic, and academic research purposes.

- If a use or release of information is prohibited or materially limited by other applicable law, the description of such use or disclosure must reflect the more stringent law.

- A statement that consensual uses and disclosures will be made only with the individual’s written authorization and that the individual may revoke such authorization.

- A statement of the individual’s rights with respect to PPI and a brief description of how the individual may exercise these rights.

- A statement that the Participating Agency is required by law to maintain the privacy of PPI and to provide individuals with notice of its legal duties and privacy practices with respect to protected personal information.

- A statement that the Participating Agency is required to comply with the terms of the notice currently in effect.

- A statement that reserves the right to change the terms of the notice and to make the new notice provisions effective for all PPI. The statement must also
describe how the Participating Agency will attempt to provide individuals with a revised notice.

- A statement that individuals may complain to the Participating Agency if they believe their privacy rights have been violated.

- A brief description of how the individual may file a complaint with the Participating Agency.

- A statement that the individual will not be retaliated against for filing a complaint.

- The name, or title, and telephone number of a person or office to contact for further information.

- The date on which the notice is first in effect, which may not be earlier than the date on which the notice is printed or otherwise published.

Section 12: Participation without using Clarity Human Services software (data feeding)

If a Participating Agency wishes to participate in the SCC HMIS, but does not wish to use the Clarity Human Services software, the following additional guidelines must be met:

1) The Participating Agency understands that it is its responsibility to pay for any additional costs related to feeding data to the SCC HMIS;
2) The Participating Agency must be able to produce an extract file from its existing system;
3) The Participating Agency must be able to produce the extract file in a format specified by Bitfocus and approved by the SCC HMIS Working Group;
4) The Participating Agency understands that the extract format will most likely change in the future (one of the main reasons for the file format change is that there is a movement underway to standardize the SCC HMIS import file formats);
5) The Participating Agency data imported into the SCC HMIS will be available only for the purpose of generating aggregate reports;

6) If, at a later date, a Participating Agency chooses to use the Clarity Human Services software, the agency understands that its historical imported data will not be available; and

7) Sections 1 – 8 of this document do not apply to Participating Agencies feeding data to the SCC HMIS system.

Section 13: Sharing data among agencies

If a Participating Agency wishes to share data through the SCC HMIS with one or more other agencies:

1) All agencies wishing to share data must meet with Bitfocus to discuss and address all details of data sharing (for example, what information is to be shared, the direction of sharing, etc.);

2) A separate MOU must be created between Bitfocus and each agency that will participate in the inter-agency data sharing; and

3) Participating Agencies must comply with Section 8 of this document (relating to obtaining clients’ permission to have their information shared).

Section 14: User Meetings

User meetings will be scheduled periodically with advance notice given via the SCC HMIS mailing list and posted on the Bitfocus website. The Bitfocus staff responsible for SCC HMIS matters should be available to confer with participating agencies via phone, e-mail, or in person.

While most meetings will be optional to attend, it may be necessary to request mandatory attendance at a particular meeting. If this becomes necessary, ample notice will be given.
Section 15: Guidelines on Removing Participating Agencies or Users

Voluntary Removal: If a Participating Agency or user no longer wants to access the SCC HMIS, they simply need to inform Bitfocus of such decision. In the case of user removal, it is the Participating Agency’s responsibility to contact Bitfocus in a timely manner so the User ID can be deactivated to prevent unauthorized access to the system. A Participating Agency requesting removal from the SCC HMIS understands the following:

1) The Participating Agency will receive one copy of the data it has input into the SCC HMIS. Such copy will be in a format determined by Bitfocus and approved by the SCC HMIS Working Group. The Participating Agency will be given an appropriate description of the data format.
2) The data the Participating Agency enters into the system will remain in the system for the purposes of producing aggregate non-identifying reports. Client records will be marked as inactive, and not be available to be accessed. Any Participating Agency information will remain in the system but will be marked as inactive.
3) The Participating Agency must return all hardware (firewalls, etc.) that is owned by Bitfocus.
4) Any fees paid for participation in the SCC HMIS will not be refunded.
5) The Participating Agency understands and accepts any ramifications of not participating in the SCC HMIS.

Involuntary Removal: It is vital for the SCC HMIS Working Group and Bitfocus to provide a secure service for all users. Any action(s) that threaten the integrity of the system will not be tolerated.

1) Bitfocus reserves the right to modify, limit, or suspend any user account at any time if there is a security risk to the system.
2) Any improper use of the SCC HMIS is subject to immediate suspension of the user’s account. The penalties imposed on a user for improper system use will vary based on the level of the offense. Typically the user will receive a warning upon the first offense. However, if the offense is severe enough, Bitfocus
reserves the right to disable the account immediately and, in extreme cases, to disable all users’ access at the Partner Agency in question. 

3) Bitfocus will contact the Partner Agency within one business day of any such suspension. 

4) If a user’s account is suspended, only the Director (or acting Director) for a Partner Agency may request account re-activation. Suspended users may be required to attend additional training before having their access reinstated. 

5) In the event that a Partner Agency is removed from the system, it must submit a written request for reinstatement to the SCC HMIS Working Group and Bitfocus. If the Partner Agency is not reinstated into the system after review of its reinstatement request, the Partner Agency will be given one copy of its data in a format that will be determined by Bitfocus and approved by the SCC HMIS Working Group. (The Partner Agency will also be provided with a description of the data format.) Data will not be given to the Partner Agency until all hardware (firewalls, etc.) belonging to Bitfocus is returned. Any fees paid for participation in the SCC HMIS will not be returned. 

Section 16: Additional Participation Standards 

System/Data Security: In the event a Participating Agency becomes aware of a system security or client confidentiality breach, the Participating Agency’s Executive Director shall notify the HMIS Program Administrator of the breach within one business day. 

SCC HMIS related forms and printed material: The Participating Agency agrees to maintain all Client Consent to Data Collection and Release of Information forms, and all Client Revocation of Consent forms, related to the SCC HMIS. This documentation may be requested by the SCC HMIS Working Group, Bitfocus, or its contractors for the purposes of periodic audits. 

Destruction of SCC HMIS related printed material: Any SCC HMIS forms or printed information obtained by a Participating Agency or user from the SCC HMIS system must be destroyed in a manner that ensures client confidentiality will not be compromised.
SANTA CLARA COUNTY HMIS
PARTNER AGENCY PRIVACY AND DATA SHARING AGREEMENT
BY AND BETWEEN
COUNTY OF SANTA CLARA
AND

_________________________

The Santa Clara County Homeless Management Information System (“SCC HMIS”) is a shared database and software application which confidentially collects, uses, and shares client-level information related to homelessness in Santa Clara County. On behalf of the Santa Clara County Continuum of Care (“CoC”), SCC HMIS is administered by the County of Santa Clara (“County”) in a software application called Clarity Human Services (“Clarity”), a product of Bitfocus, Inc. (“Bitfocus”). The County also contracted Bitfocus to serve as the System Administrator for SCC HMIS.

This Partner Agency Privacy and Data Sharing Agreement (the “Agreement”), dated ________________, (the “Effective Date”), and entered into by and between the County and ______________________ (the “Partner Agency,” or simply the “Agency”), governs access to and use of the SCC HMIS by the Partner Agency.

I. Introduction

Client information is collected in the SCC HMIS, and shared with to housing and services providers (each, a “Partner Agency,” and collectively, the “Partner Agencies”), which include community based organizations and government agencies. Partner Agencies use the information in SCC HMIS to: improve housing and services quality; identify patterns and monitor trends over time; conduct needs assessments and prioritize services for certain homeless and low-income subpopulations; enhance inter-agency coordination; and monitor and report on the delivery, impact, and quality of housing and services.

Subject to the direction of the County, in its role as HMIS Lead, Bitfocus will act as the SCC HMIS System Administrator and Software as a Service (“SaaS”) provider, and will assume responsibility for overall project administration; hosting of the SCC HMIS technical infrastructure; and restricting or allowing access to the SCC HMIS to the Partner Agencies in accordance with the direction of the County.

II. Confidentiality

A. The Agency will comply with all applicable Federal and State confidentiality laws and regulations that protect client records, and the Agency will only enter information into the SCC HMIS and/or release confidential client records to authorized agents and representatives and with informed consent in a writing signed by the client, or the client’s guardian, unless otherwise provided for in the regulations or laws. For purposes of clarity, “client” refers to anyone who receives services from the Agency
and “guardian” refers to one legally in charge of the affairs of a minor or of a person deemed incompetent. For convenience of reference, future references in this Agreement to a client include reference to any guardians of a client.

B. The Agency will comply with all state and federal laws regarding the privacy of medical, mental health, and substance abuse treatment information, including but not limited to the following:

1. The Health Insurance Portability and Accountability Act, 45 CFR Parts 160, 162, and 164 (“HIPAA”);
3. California Welfare and Institutions Code section 5328 et seq.;
4. California Evidence Code section 1010 et seq.; and

C. The Agency will provide a written explanation of the SCC HMIS to all clients and will provide all forms in English and any other languages provided by the County.

D. The Agency will not enter client information into the SCC HMIS unless it is necessary to effect the purposes described in Section I of this Agreement.

E. The Agency will not disclose any confidential information contained in the SCC HMIS to any participating Partner Agency, outside organization, or individual without (i) obtaining informed consent in a writing signed by the client and (ii) taking reasonable steps to ensure that Partner Agency authorized agents and representatives (each, an “SCC HMIS End User,” or simply an “End User”) have signed and executed applicable End User Agreements, unless otherwise permitted by relevant regulations or laws.

F. The Agency is encouraged to seek its own legal advice in the event that a non-participating agency (i.e., an agency that is not a participating Partner Agency) requests identifying confidential client information.

G. The Agency must maintain appropriate documentation of informed client consent, in writing and signed by each client, to participate in the SCC HMIS. Only the standard, County-issued Client Consent to Data Collection and Release of Information form may be used. All documentation must be provided to the County within ten (10) days upon request.

H. If a client does not consent in writing to the inclusion of even basic identifying client information and non-confidential service data into SCC HMIS, then such information cannot be entered into the SCC HMIS.

I. The Agency will use the Client Consent to Data Collection and Release of Information form, describing how client information may be collected, used, and released by the County and the CoC in the administration of the SCC HMIS. The
County, Bitfocus or their contractors may conduct periodic audits to monitor compliance with informed consent standards. However, Partner Agencies bear the primary responsibility for monitoring compliance with these standards.

J. The Agency will adopt the HMIS Client Grievance Procedures recommended by the County, or to add them as an addendum to its existing client grievance procedures.

K. The Agency will adopt the Privacy Statement recommended by County, or add the relevant terms to its existing privacy notice or statement, which describes policies and procedures for safeguarding confidential client information.

L. The Agency understands that provision of services by the Agency is not and cannot be contingent upon a client’s participation in the SCC HMIS, and that nothing in the County’s policies, procedures, forms, agreements, or other documentation shall be construed to require or imply otherwise.

M. Agency shall be responsible for complying with all SCC HMIS policies and procedures, and for establishing and maintaining an information security program that is designed to ensure the security and confidentiality of the data from SCC HMIS to which Agency has access. This includes protection against any anticipated threats or hazards to the security or integrity of SCC HMIS data, and protection against unauthorized access to or use of SCC HMIS Data that could result in substantial harm or inconvenience to County or any client or SCC HMIS user.

N. Agency shall take appropriate action to address any incident of unauthorized access to SCC HMIS, including addressing and/or remedying the issue that resulted in such unauthorized access, notifying County immediately of any incident of unauthorized access to County Data, or any other breach in the Agency’s security that materially affects County or SCC HMIS; and be responsible for ensuring compliance by its officers, employees, agents, and subcontractors with the confidentiality provisions hereof. Should confidential and/or legally protected County Data be divulged to unauthorized third parties, Agency shall be responsible for complying with all applicable federal and state laws and regulations and shall be solely responsible for the costs associated with any and all activities and actions required.

O. The Agency and Bitfocus, as SCC HMIS System Administrator, understand that they are custodians of data and not owners of data.

P. If this Agreement is terminated, the County and all participating Partner Agencies maintain their rights to the use of all client information previously entered into the SCC HMIS, subject to the terms of this Agreement and other applicable rules, regulations, and agreements.

Q. Upon any such termination of this Agreement, the Agency may request and receive one export copy of all data entered by it into the SCC HMIS from the Effective Date up to the date of termination. If such a copy is requested, the Partner Agency will be responsible for reimbursing the County for the costs associated with producing the report.
III. **Data Entry and/or Use**

A. The Agency will adopt and comply with the most recent versions of the HMIS Standard Operating Procedures and the HMIS Governance Charter recommended by the County.

B. If a client has previously provided written consent in a signed writing to one or more Partner Agencies to collect, use, and release her or his information, and the client subsequently chooses to revoke such consent from one or more such Agencies, the Agency to which such choice is expressed will immediately provide the written revocation of consent to Bitfocus at the following address:

   Bitfocus, Inc.
   ATTN: SCC HMIS
   9101 W. Sahara Ave. #105-158
   Las Vegas, NV 89117

   Consent may be revoked verbally for records pertaining to drug/alcohol treatment or mental health treatment. If consent is revoked verbally to the Agency, the Agency will inform Bitfocus of such revocation immediately.

   Partner Agencies understand that they are prohibited from penalizing or threatening to penalize clients for either revoking their previously provided written consent or requesting that their information be held in the strictest confidence.

C. The Agency will avoid any misrepresentations related to client information in the SCC HMIS (including, without limitation, that the Agency will ensure that its authorized agents and representatives will not purposefully enter inaccurate information on any records).

D. The Agency will enter data into the SCC HMIS in a consistent and timely manner.

E. Discriminatory comments based on race, ethnicity, ancestry, skin color, religion, sex, gender identity, sexual orientation, national origin, age, familial status, or disability are not permitted in the SCC HMIS and will subject a user or Agency to immediate suspension.

F. Offensive language and profanity are not permitted in the SCC HMIS.

G. The Agency will utilize the SCC HMIS for business purposes only, and specifically, to effect the purposes described in Section I of this Agreement.

H. The Agency will utilize the SCC HMIS as part of the CoC’s Coordinated Assessment system in accordance with the CoC’s Policies and Procedures. Use of SCC HMIS for Coordinated Assessment includes, but is not limited to, entering data from the triage assessment survey recommended by the County in order to place clients into the community queue for prioritization in housing programs, and accepting referrals for clients from the community queue.

I. The Agency recognizes the County as the HMIS Lead to be the decision-making and direction-setting authority regarding the SCC HMIS, including, without limitation, with regard to process updates, policy and practice guidelines, data analysis, and software or hardware upgrades.
J. The Agency will designate a staff member to attend SCC HMIS Agency Administrators meetings regularly, and the Agency understands that Bitfocus, as the agent of the County, will be responsible for coordinating SCC HMIS Agency Administrator activities subject to the direction of the County as the HMIS Lead.

K. The Agency may report non-identifying client information from SCC HMIS regarding the services provided by the Agency for funding, auditing, or planning purposes. If the Agency wishes to provide information from SCC HMIS beyond information related solely to services provided by the Agency, it must first inform and receive approval from the County as the HMIS lead.

L. The Agency will report only non-identifying information, and only information about services provided by the Agency, in response to requests from the SCC HMIS unless otherwise required by law. Any other requests for information from or related to HMIS should be sent to Bitfocus and the County.

M. The Agency will not use the SCC HMIS in violation of any federal or state law, including, but not limited to, copyright, trademark, and trade secret laws, as well as laws prohibiting the transmission of material which is threatening, harassing, or obscene.

N. The Agency will not use the SCC HMIS to defraud federal, state, or local governments, or individuals or agencies, or to conduct illegal activity.

O. The Agency will not share assigned passwords and access codes for the SCC HMIS with any Partner Agency or other entity or individual.

P. The Agency will exercise due diligence in its use of the SCC HMIS and will not take any action that results in the corruption of the SCC HMIS or the inappropriate release of client information, and the Agency expressly accepts responsibility for any liability and/or other damages its use of the SCC HMIS may cause to the County or clients.

Q. The Agency will not alter or over-write information entered by a Partner Agency with the exception of basic demographic information if that data has not been entered or was found to be incorrect.

R. The Agency will comply with the requirements of the most recent versions of the HMIS Data Standards Manual, HMIS Data Dictionary, and other HMIS regulations issued by the U.S. Department of Housing and Urban Development ("HUD").

IV. Technical Administrator and Security Officer

A. The Agency will comply with the SCC HMIS Standard Operating Procedures and the SCC HMIS Security Plan. Each HMIS Partner Agency must also designate a technical administrator (the “Partner Agency Technical Administrator”) and a security officer (the “Partner Agency Security Officer”) to fulfill the responsibilities
detailed in the SCC HMIS Partner Agency Technical Administrator and Security Office Agreement.

B. The Partner Agency must perform a background check on any End User:
   1. Designated as a Partner Agency Technical Administrator,
   2. Designated as a Partner Agency Security Officer, or
   3. Granted administrator-level access in SCC HMIS.

Such background check must be completed and the results approved by the Partner Agency Executive Director before the End User is (i) granted with a Technical Administrator or Security Officer title, or both, as applicable, and (ii) granted administrator-level access in SCC HMIS. The results of the background check must be retained by the Partner Agency in the End User’s personnel file and must be provided to the County upon request.

V. Reports

A. The Agency understands that it will have full access to all identifying client information and statistical information it has entered into SCC HMIS and may have access to additional information on those clients entered by other Partner Agencies.

B. The Agency understands that access to information on clients it does not serve will be limited or unavailable.

C. The Agency understands that before non-client-identifying system-wide aggregate information collected by the SCC HMIS is released to participating Partner Agencies or to their auditors or funders, it must be authorized by the County as the HMIS Lead.

D. The Agency will annually provide a written report Bitfocus with up-to-date information on all current End Users, as well as the names of former End Users who no longer have access to the SCC HMIS.

VI. Insurance and Indemnification

A. The Agency will maintain insurance in accordance with the County’s standard insurance requirements set forth in Exhibit B-2, which is attached hereto and incorporated by this reference.

B. The Agency and the County each agree to defend, indemnify, and hold each other harmless from any claims or liability arising from the acts or omissions of the other, including any third-party claims arising from the acts or omissions of any officers, employees, agents, representatives, licensees, or clients of the other. The Agency will exercise due diligence in its use of the SCC HMIS and will not take any action that results in the corruption of the SCC HMIS or the inappropriate release of client information, and the Agency expressly accepts responsibility for any liability and/or other damages its use of the SSC HMIS may cause to the County or clients.
VII. **Standard Terms and Conditions**

A. This Agreement is the complete and exclusive statement of agreement between the parties, and it supersedes all prior agreements, oral or written, relating to the subject matter of this Agreement.

B. Neither party shall have the right to assign or transfer any rights or obligations under this Agreement without the prior written consent of the other party.

C. This Agreement shall remain in force until revoked in writing by either party with thirty (30) days’ advance written notice. Notwithstanding the foregoing, if there is credible evidence regarding potential or actual breach of this Agreement and the nature of the breach threatens the integrity of the SCC HMIS, the County as the HMIS Lead will have the right to immediately suspend or restrict the access rights of the breaching party to the SCC HMIS pending investigation and resolution of the matter to the extent reasonably required to protect the integrity of the system.

D. This Agreement may be amended or modified only by a written agreement signed and executed by both parties.

E. This Agreement is made for the purpose of defining and setting forth the rights and responsibilities of the County as the HMIS Lead, Bitfocus as an agent of the County, and the Agency. It is made solely for the protection of the County, Bitfocus, the Agency, and their respective heirs, personal representatives, successors, and assigns. No other individual or entity shall have any rights of any nature under this Agreement or by reason hereof. Without limiting the generality of the preceding sentence, no End User of the SCC HMIS in her or his capacity as such and no current, former, or prospective client of any Partner Agency shall have any rights of any nature under this Agreement or by reason hereof.

F. Contractor and its employees, agents and subcontractors, shall comply with the County’s No-Smoking Policy, as set forth in the Board of Supervisors Policy Manual section 3.47 (as amended from time to time), which prohibits smoking: (1) at the Santa Clara Valley Medical Center Campus and all County-owned and operated health facilities, (2) within 30 feet surrounding County-owned buildings and leased buildings where the County is the sole occupant, and (3) in all County vehicles.

G. Unless otherwise prohibited by law or County policy, the parties agree that an electronic copy of a signed contract, or an electronically signed contract, has the same force and legal effect as a contract executed with an original ink signature. The term “electronic copy of a signed contract” refers to a transmission by facsimile, electronic mail, or other electronic means of a copy of an original signed contract in a portable document format. The term “electronically signed contract” means a contract that is executed by applying an electronic signature using technology approved by the County.
PARTNER AGENCY

BY: ________________________________________  Date
   [NAME, TITLE]

ADDRESS:

COUNTY OF SANTA CLARA

BY: ________________________________________  Date
   Ky Le
   Director
   Office of Supportive Housing

ADDRESS:
   County of Santa Clara
   Office of Supportive Housing
   3180 Newberry Drive, Suite 150
   San Jose, CA 95118

Approved as to Form and Legality:

BY: ________________________________________  Date
   Greta S. Hansen
   Lead Deputy County Counsel
INSURANCE REQUIREMENTS FOR
STANDARD CONTRACTS ABOVE $100,000

Indemnity

The Contractor shall indemnify, defend, and hold harmless the County of Santa Clara (hereinafter "County"), its officers, agents and employees from any claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by Contractor and/or its agents, employees or sub-contractors, excepting only loss, injury or damage caused by the sole negligence or willful misconduct of personnel employed by the County. It is the intent of the parties to this Agreement to provide the broadest possible coverage for the County. The Contractor shall reimburse the County for all costs, attorneys' fees, expenses and liabilities incurred with respect to any litigation in which the Contractor is obligated to indemnify, defend and hold harmless the County under this Agreement.

Insurance

Without limiting the Contractor's indemnification of the County, the Contractor shall provide and maintain at its own expense, during the term of this Agreement, or as may be further required herein, the following insurance coverages and provisions:

A. Evidence of Coverage

Prior to commencement of this Agreement, the Contractor shall provide a Certificate of Insurance certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, a certified copy of the policy or policies shall be provided by the Contractor upon request.

This verification of coverage shall be sent to the requesting County department, unless otherwise directed. The Contractor shall not receive a Notice to Proceed with the work under the Agreement until it has obtained all insurance required and such insurance has been approved by the County. This approval of insurance shall neither relieve nor decrease the liability of the Contractor.

B. Qualifying Insurers

All coverages, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A-V, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by the County's Insurance Manager.

C. Notice of Cancellation

Rev. 4/2002
EXHIBIT B-2 (revised)

All coverage as required herein shall not be canceled or changed so as to no longer meet the specified County insurance requirements without 30 days’ prior written notice of such cancellation or change being delivered to the County of Santa Clara or their designated agent.

D. Insurance Required

1. Commercial General Liability Insurance - for bodily injury (including death) and property damage which provides limits as follows:
   a. Each occurrence - $1,000,000
   b. General aggregate - $2,000,000
   c. Products/Completed Operations aggregate - $2,000,000
   d. Personal Injury - $1,000,000

2. General liability coverage shall include:
   a. Premises and Operations
   b. Products/Completed
   c. Personal Injury liability
   d. Severability of interest

3. General liability coverage shall include the following endorsement, a copy of which shall be provided to the County:

   **Additional Insured Endorsement**, which shall read:

   “County of Santa Clara, and members of the Board of Supervisors of the County of Santa Clara, and the officers, agents, and employees of the County of Santa Clara, individually and collectively, as additional insureds.”

Insurance afforded by the additional insured endorsement shall apply as primary insurance, and other insurance maintained by the County of Santa Clara, its officers, agents, and employees shall be excess only and not contributing with insurance provided under this policy. Public Entities may also be added to the additional insured endorsement as applicable and the contractor shall be notified by the contracting department of these requirements.
EXHIBIT B-2 (revised)

4. **Automobile Liability Insurance**

   For bodily injury (including death) and property damage which provides total limits of not less than one million dollars ($1,000,000) combined single limit per occurrence applicable to all owned, non-owned and hired vehicles.

4a. **Aircraft/Watercraft Liability Insurance** (Required if Contractor or any of its agents or subcontractors will operate aircraft or watercraft in the scope of the Agreement)

   For bodily injury (including death) and property damage which provides total limits of not less than one million dollars ($1,000,000) combined single limit per occurrence applicable to all owned, non-owned and hired aircraft/watercraft.

5. **Workers' Compensation and Employer's Liability Insurance**

   a. Statutory California Workers' Compensation coverage including broad form all-states coverage.

   b. Employer's Liability coverage for not less than one million dollars ($1,000,000) per occurrence.

**E. Special Provisions**

The following provisions shall apply to this Agreement:

1. The foregoing requirements as to the types and limits of insurance coverage to be maintained by the Contractor and any approval of said insurance by the County or its insurance consultant(s) are not intended to and shall not in any manner limit or qualify the liabilities and obligations otherwise assumed by the Contractor pursuant to this Agreement, including but not limited to the provisions concerning indemnification.

2. The County acknowledges that some insurance requirements contained in this Agreement may be fulfilled by self-insurance on the part of the Contractor. However, this shall not in any way limit liabilities assumed by the Contractor under this Agreement. Any self-insurance shall be approved in writing by the County upon satisfactory evidence of financial capacity. Contractors obligation hereunder may be satisfied in whole or in part by adequately funded self-insurance programs or self-insurance retentions.

3. Should any of the work under this Agreement be sublet, the Contractor shall require each of its subcontractors of any tier to carry the aforementioned coverages, or Contractor may insure subcontractors under its own policies.
EXHIBIT B-2 (revised)

4. The County reserves the right to withhold payments to the Contractor in the event of material noncompliance with the insurance requirements outlined above.

F. Fidelity Bonds (Required only if contractor will be receiving advanced funds or payments)

Before receiving compensation under this Agreement, Contractor will furnish County with evidence that all officials, employees, and agents handling or having access to funds received or disbursed under this Agreement, or authorized to sign or countersign checks, are covered by a BLANKET FIDELITY BOND in an amount of AT LEAST fifteen percent (15%) of the maximum financial obligation of the County cited herein. If such bond is canceled or reduced, Contractor will notify County immediately, and County may withhold further payment to Contractor until proper coverage has been obtained. Failure to give such notice may be cause for termination of this Agreement, at the option of County.
PARTNER AGENCY

BY: [NAME, TITLE]

Jan Peters
CEO & Executive Vice President

ADDRESS:

COUNTY OF SANTA CLARA

BY: Kyle

Director
Office of Supportive Housing

ADDRESS:

County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: Greta S. Hansen
Lead Deputy County Counsel

Date

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14) Page 8 of 8

33
PARTNER AGENCY

BY: [NAME, TITLE]
Beth Leary, Executive Director

ADDRESS:
Family Supportive Housing
692 N. King Road
San Jose, CA 95133

COUNTY OF SANTA CLARA

BY: Ky Le
Director
Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: Greta S. Hansen
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE] [Signature]
   David V. Mineta
   President & CEO

ADDRESS:
3386 No. White Road
San Jose, CA 95127

COUNTY OF SANTA CLARA

BY: [Signature]
   Kyle
   Director
   Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: [Signature]
   Gretta S. Hanaen
   Lead Deputy County Counsel

Date

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: Chad Harris, Director of Essential Services
[NAME, TITLE] 9/28/15

ADDRESS: 1281 South First Street
San Jose, CA 95110

COUNTY OF SANTA CLARA

BY: Ky Le
Director
Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: Greta S. Hansen
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE]  
G. I. V. E S, C E O

ADDRESS:

181 Constitution Drive  
Menlo Park, CA 94025

COUNTY OF SANTA CLARA

BY: Ky Le  
Director  
Office of Supportive Housing

ADDRESS:

County of Santa Clara  
Office of Supportive Housing  
3180 Newberry Drive, Suite 150  
San Jose, CA 95118

Approved as to Form and Legality:

BY:  
Greta S. Hansen  
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: Maggie Williams, Chief Financial & Administrative Officer
[NAME, TITLE]

ADDRESS: Catholic Charities of Santa Clara County
2625 Zanker Road
San Jose, CA 95134

COUNTY OF SANTA CLARA

BY: Ky Le
Director
Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: Greta S. Hansen
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: ____________________________
    [NAME, TITLE]

ADDRESS:
950 West Julian St.
San Jose, CA 95126

COUNTY OF SANTA CLARA

BY: ____________________________
    Ky Le
    Director
    Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: ____________________________
    Greta S. Hansen
    Lead Deputy County Counsel

9-28-15

11/7/2015
PARTNER AGENCY

BY: [NAME, TITLE] [Date]

ADDRESS:

COUNTY OF SANTA CLARA

BY: Ky Le [Date]
    Director
    Office of Supportive Housing

ADDRESS:
    County of Santa Clara
    Office of Supportive Housing
    3180 Newberry Drive, Suite 150
    San Jose, CA 95118

Approved as to Form and Legality:

BY: ____________________________ [Date]
    Greta S. Hansen
    Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14) Page 8 of 8
PARTNER AGENCY

Cynthia A. Foley

BY: Cynthia Foley, Lt. Colonel

(NAME, TITLE)

Director

Office of Women's Ministries

Golden State Division

ADDRESS:

COUNTY OF SANTA CLARA

KY Le

Director

Office of Supportive Housing

ADDRESS:

County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY:

Greta S. Hansen
Lead Deputy County Counsel

Date
PARTNER AGENCY

BY: [NAME TITLE]

RENE RAMIREZ
DIRECTOR OF SERVICES

ADDRESS: HameFirst
507 Valley Way
Milpitas CA 95035

COUNTY OF SANTA CLARA

BY: Ky La
Director
Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95119

Approved as to Form and Legality:

BY: Greta S. Hansen
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE] 10/2/15

ADDRESS: 10 KIRK AVE
San Jose CA 95127

COUNTY OF SANTA CLARA

BY: Ky Le 11/7/2015
Director
Office of Supportive Housing

ADDRESS:
County of Santa Clara
Office of Supportive Housing
3180 Newberry Drive, Suite 150
San Jose, CA 95118

Approved as to Form and Legality:

BY: Greta S. Hansen
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE]

ADDRESS:

COUNTY OF SANTA CLARA

BY: [NAME, TITLE]

ADDRESS:

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Page 8 of 8
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PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14) Page 8 of 8
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## Attachment: PHA Administration Plan

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CHAPTER 2
WAITING LIST ADMINISTRATION

2.1 INTRODUCTION
This chapter describes the policies for completing registration for housing assistance, criteria related to placement on the waiting list and removal from the list, and limitations as to who may apply.

2.2 WAITING LIST: DIFFERENT PROGRAMS
24 CFR 982.205 (a) (1): “A PHA may merge the waiting list for tenant-based assistance with the PHA waiting list for admission to another assisted housing program…”

MTW Plan:
“[The HA will] continue to operate one combined waiting list for both the County of Santa Clara and the City of San José for the Housing Choice Voucher (HCV) Program and the Project-Based Voucher (PBV) Program.”

Policy:
Families who wish to apply for any one of the HA programs must complete a registration form when a waiting list is opened. Registration forms will be made available in an accessible format upon request from a person with a disability. The HA maintains three separate waiting lists:

• Section 8 Housing Choice Voucher
• Moderate Rehabilitation
• Project-Based Voucher Program

2.3 WAITING LIST: ADMINISTRATION OF WAITING LIST
24 CFR 982.204 (a): “Except for special admissions, participants must be selected from the PHA waiting list. The PHA must select participants from the waiting list in accordance with admission policies in the PHA administrative plan.”

Policy:
Families are given a position number and placed on the waiting list in an order determined by computerized random selection. The HA selects applicants from the 2006 waiting list based on their position number.
Mainstream turnover vouchers will be offered to eligible disabled families from the HCV waiting list.

2.4 WAITING LIST: LOCAL PREFERENCES

24 CFR 982.207 (a) (1): “The PHA may establish a system of local preferences for selection of families admitted to the program. PHA selection preferences must be described in the PHA administrative plan.”

MTW Plan:

“HACSC will explore various means to target increased assistance to the chronically homeless including... taking steps to provide vouchers to chronically homeless families that are actively participating in supportive programs with designated service providers.”

“Based on community need and subject to State and Federal Fair Housing laws and MTW statutory authorizations, HACSC may propose to receive direct referrals of chronically homeless families from non-profit agencies and community-based organizations.”

Policy:

Based on the availability of voucher funding, the HA recognizes the following separate local preferences to its Section 8 Housing Choice Voucher Waiting List.

- Income-eligible families displaced as a result of a federally-declared disaster.

The HA will receive direct referrals of applicants from partnering agencies for the following programs as stipulated in HUD program regulations, or by an approved MTW activity. The applicants referred to these programs bypass the Section 8 Housing Choice Voucher or Project Based Voucher waiting list:

- Chronically Homeless Direct Referral (CHDR) Program
- Veterans Affairs Supportive Housing (VASH) Program

2.5 OPENING AND CLOSING THE WAITING LIST

24 CFR 982.206 (a) (1): “When the PHA opens a wait list, the PHA must give public notice that families may apply for tenant-based assistance. The public notice must state where and when to apply.”

Policy:

The HA will advertise through public notice in newspapers, minority publications and other media entities, and through mailings and/or presentations to community
organizations including those organizations serving populations of persons with disabilities.

Information provided will include the address, telephone number, and website of the HA, how to submit the application form, and information on eligibility requirements.

The open period shall be long enough to achieve a waiting list adequate to cover projected turnover and new allocations.

The HA will open its Section 8 Housing Choice Voucher waiting list for the following populations in accordance with the Notice of Funding Availability Award instructions issued for these programs:

- Family Unification Program (FUP) - Families or youth referred by the Santa Clara County Department of Family and Children’s Services (DFCS) as FUP- eligible.
- Category 2 Non-Elderly Disabled (NED) Program - Non-elderly, disabled families referred by the Silicon Valley Independent Living Center and transitioning out of nursing homes or other health care institutions.

2.6 REMOVING APPLICANT NAMES FROM THE WAITING LIST

24 CFR 982.204 (c) (1): “The PHA administrative plan must state PHA policy on when applicant names may be removed from the waiting list. The policy may provide that the PHA will remove names of applicants who do not respond to PHA requests for information or updates.”

Policy:

The HA will make two attempts to notify applicants of assistance availability. The applicant may reschedule their appointment once (either the first or final appointment) by calling HA in advance of the appointment. If an applicant fails to respond within the specified timeframe or fails to attend their final appointment, the application will be canceled and withdrawn and the applicant will be notified in writing.

Applicants are required to respond to requests from the HA to update information on their registration and to confirm their continued interest in the program. If an applicant fails to respond within the specified timeframe, the application will be canceled and withdrawn and the applicant will be notified in writing.

The HA will make one attempt to notify applicants of an offer of a Project Based Voucher or Moderate Rehabilitation unit availability. If the applicant does not respond, or declines the offer, they will be withdrawn from the Project Based Voucher or Moderate Rehabilitation waiting list and notified in writing of the withdrawal.
2.7 **REINSTATMENT TO THE WAITING LIST**

24 CFR 982.204 (c) (2): “If the applicant did not respond to the PHA request for information or updates because of the family member’s disability, the PHA must reinstate the applicant in the family’s former position on the waiting list.”

**Policy:**

The HA may reevaluate its decision to remove the applicant from the waiting list if the applicant family was unable to respond to the HA’s notices of assistance or declined an offer of an available Project Based Voucher or Moderate Rehabilitation unit due to:

- Homelessness,
- Hospitalization during the period outreach efforts were made,
- Disability, or
- Other mitigating circumstances, such as domestic violence.

Any of the above circumstances must be verified through independent sources, and applicable mitigating circumstances must be clearly demonstrated prior to evaluation for reinstatement. The HA will provide a written response specifying the outcome and final determination at the conclusion of its review.

If the request for reinstatement is approved, the cancelled application will be restored to its original placement of registration on the waiting list. If the request for reinstatement was not approved, the application remains cancelled.

2.8 **SPECIAL ADMISSIONS (NON-WAITING LIST)**

24 CFR 982.203 (a) (1) & (2): “If HUD awards a PHA program funding that is targeted for families living in specified units, the PHA must use the assistance for families living in these units. The PHA may admit a family that is not on the PHA waiting list or without considering the family’s waiting list position.”

**Policy:**

The following are examples of types of program funding that may be targeted for a family living in a specified unit:

- A family displaced because of demolition or disposition of a public housing project;
- A family residing in a multifamily rental housing project when HUD sells, forecloses or demolishes the project;
- For housing covered by the Low Income Housing Preservation and Resident Homeownership Act of 1990;
• A family residing in a project subject to a homeownership program (under 24 CFR 238.173); or

• A family residing in a project covered by a project-based Section 8 HAP contract at or near the end of the HAP contract term;

• A non-purchasing family residing in a HOPE 1 or HOPE 2 project; and

• Very low income families who have been displaced due to a natural disaster, government or private actions. If a city or county is involved, a family may be eligible for admission to the program subject to a funding allocation.

2.9 OTHER HOUSING ASSISTANCE

24 CFR 982.205 (b) (1) & (2): “For the purposes of this section, ‘other housing subsidy’ means a housing subsidy other than assistance under the voucher program. Housing subsidy includes subsidy assistance under a federal housing program, a state housing program or a local housing program. The PHA may not take any of the following actions because an applicant has applied for, received or refused other housing assistance:

• Refuse to list the applicant on the PHA waiting list for tenant-based assistance;
• Deny any admission preference for which the applicant is currently qualified;
• Change the applicant’s place on the waiting list based on preference, date and time of application, or other factors affecting selection under the HA selection policy; or
• Remove applicant from the waiting list.”

Policy:

If an applicant has been issued a voucher or housed under the Housing Choice Voucher program, the HA will remove the applicant from the Project-Based Voucher and Moderate Rehabilitation assistance waiting lists.

If an applicant is withdrawn from the Project Based Voucher and or Moderate Rehabilitation assistance waiting lists, the HA will not remove the applicant from the Housing Choice Voucher waiting list.

If an applicant is withdrawn from the Housing Choice Voucher waiting list, the applicant will also be removed from the Project Based Voucher and Moderate Rehabilitation waiting lists, if applicable.
Attachment: CoC Written Standards for Order of Priority

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Santa Clara Countywide Quality Assurance Standards for Homeless Housing & Service Programs
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How to Use the Quality Assurance Standards

The quality assurance standards were developed with the expectation of providing quality, standardized services to persons who have become homeless, to facilitate their successful re-entry back into their communities.

Applicability

Quality Assurance Standards
All Santa Clara County Collaborative on Affordable Housing and Homeless Issues member agencies should use the Quality Assurance Standards as a benchmark and model for agency- and program-level policies and procedures.

Standards demarcated as “Preferred Practice Recommended Standards” represent preferred community practices above and beyond the basic quality assurance standards. Programs are encouraged to implement Preferred Practice Recommended Standards whenever possible.

Local funders are encouraged to use the Quality Assurance Standards to assess agency and program capacity, operations, and performance.

Standards for Continuum of Care and Emergency Solutions Grant Recipients
The following sections serve as the Continuum of Care's written standards for providing assistance, as required under Continuum of Care Program Interim Rule section 578.7(a)(9):

- Section C. Permanent Supportive Housing
- Section D. Rapid Re-Housing
- Section E. Transitional Housing
- Section K. Coordinated Assessment Policies and Procedures

Certain sections of the Quality Assurance Standards are required policies of the Continuum of Care (CoC) for the CoC and Emergency Solutions Grant (ESG) Programs, and apply only to activities funded under the CoC or ESG programs. These sections are identified in the section and subsection headings.

The “Emergency Solutions Grant Monitoring” section outlines the Santa Clara County CoC’s procedures for monitoring the performance of ESG recipients, as required under Continuum of Care Program Interim Rule section 578.7(c)(5).
Definitions

RESIDENT OR CLIENT
The terms "RESIDENT" OR "CLIENT", as used in the ensuing standards, refer to individuals or families who reside in a shelter, transitional housing, rapid re-housing or permanent supportive housing, as defined below, or participate in programs offered by homeless shelter, housing, or service providers.

SHELTER
The term "SHELTER", as used in the ensuing standards, includes all three types of shelters, temporary, basic and service-enriched, as defined below. When the standards apply only to a certain type of shelter, specific language is used to clarify the designation.

TEMPORARY OR WINTER SHELTER
The terms "TEMPORARY SHELTER" OR "WINTER SHELTER", as used in the ensuing standards, refer to all temporary or seasonal emergency shelters, including rotating church shelters, that provide shelter in a non-permanent location, for a limited period of time, to individuals and families having neither a home nor the means to obtain a home or other temporary lodging. These shelters may be set up in response to natural disasters, harsh climactic conditions, or other emergencies. The programs and/or facilities are temporary and are not meant to exist beyond the length of the emergency or winter season.

BASIC SHELTER
The term "BASIC SHELTER", as used in the ensuing standards, refers to facilities providing shelter in a permanent location, for a limited period of time, to individuals and families having neither a home nor the means to obtain a home or other temporary lodging.

SERVICE-ENRICHED SHELTER
The term "SERVICE-ENRICHED SHELTER", as used in the ensuing standards, refers to facilities that provide shelter and services in a permanent location, for a limited period of time, to individuals and families having neither a home nor the means to obtain a home or other temporary lodging. Service-enriched shelters are distinguished from basic shelters by the provision of services, such as case management, substance abuse treatment, and/or mental health counseling, which support residents' transition to stability.

TRANSITIONAL HOUSING
For the purposes of these standards, "TRANSITIONAL HOUSING" must comply with the standards of service-enriched shelters except where existing law requires a different standard. Transitional housing programs offer housing combined with an array of support services, for an extended, but not permanent length of time where clients may pay a percentage of their income towards their housing cost. Transitional housing is designed to provide people with the structure and support they need to address critical issues contributing to their homelessness and to teach the skills necessary to maintain permanent housing and maximum self-sufficiency.
BEDROOM
The term “BEDROOM”, as used in the ensuing standards, refers to a room furnished with a bed and intended primarily for sleeping.

FACILITY
The term “FACILITY,” as used in the ensuing standards, refers to a building, buildings, or part of building used to provide site-based services, shelter, or housing to persons experiencing homelessness or participating in Permanent Supportive Housing or Rapid Re-Housing. The definition of “FACILITY” does not include units occupied by participants in Rapid Re-Housing or Permanent Supportive Housing programs.

DROP-IN CENTER
"DROP-IN CENTER" refers to a program which provides services, including information and referral, food, bathrooms, seating accommodations and telephones, in a safe, welcoming, minimally intrusive environment that is designed to foster trust and personal engagement. Drop-in centers are not residential programs.

INTERNAL GRIEVANCE PROCEDURE
The term “INTERNAL GRIEVANCE PROCEDURE”, as used in the ensuing standards, refers to a mechanism for clients to file official complaints about inadequate shelter conditions or improper staff behavior.

INTERNAL APPEAL PROCESS
The term "INTERNAL APPEAL PROCESS", as used in the ensuing standards, refers to a mechanism for clients to appeal the results of the internal grievance procedure or to appeal unfavorable admissions or eligibility decisions, shelter rules, sanctions or expulsions.

OUTREACH SERVICES
"OUTREACH SERVICES" refer to street outreach or mobile outreach teams that are designed to bring the existing service delivery system to the person or family served. These services are offered to persons and families who have unmet needs and who are not served or are under-served by existing service delivery mechanisms in the community.

PERMANENT SUPPORTIVE HOUSING
"PERMANENT SUPPORTIVE HOUSING" refers to a type of permanent housing that is organization sponsored and which provides housing linked with supportive services. Permanent supportive housing is designed to encourage maximum independence among its residents.

PERSONS WITH SPECIAL NEEDS
The term "PERSONS WITH SPECIAL NEEDS", as used in the ensuing standards, refers to individuals with a disability, whether mental, physical or developmental, who desire services relevant to their disability.
PREFERRED PRACTICE
The term “PREFERRED PRACTICE”, as used in the ensuing standards, refers to those provisions and activities that are beyond basic standards of care. All programs are encouraged to implement Preferred Practices whenever possible.

PROGRAM
The term “PROGRAM”, as used in the ensuing standards, refers to the entity that is providing the housing or services, which may include shelter, permanent supportive housing, prevention and support services, outreach services, drop-in center, or any other social services whether they are provided in a residential or non-residential setting.

RAPID RE-HOUSING
The term “RAPID RE-HOUSING” refers to a type of permanent housing program, which offers time-limited rental subsidies and case management. The aim of Rapid Re-Housing is to move individuals and families into permanent housing as rapidly as possible, and to provide supports necessary for clients to achieve independence and long-term housing stability.

REASONABLE ACCOMMODATION
The term “reasonable accommodation” refers to a change in a shelter or service provider’s usual rules, policies, or practices when a change is necessary and reasonable for a participant with a disability to fully use and enjoy the program. The accommodation has to be directly related to the individual’s disability.

SERVICE ANIMAL
The term “service animal,” under the Americans with Disabilities Act and as used in the ensuing standards, refers to a dog that is individually trained to do work or perform tasks for people with disabilities. A service animal’s training does not have to be documented or certified.

ASSISTANCE ANIMAL
The term “assistance animal,” under the Fair Housing Act and Section 504 of the Rehabilitation Act of 1973 and as used in the following standards, refers to any animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or provides emotional support that alleviates one or more identified symptoms or effects of a person’s disability. Assistance animals do not need to be individually trained or certified.

References
Americans with Disabilities Act: http://www.ada.gov/pubs/adastatute08.htm See Titles II and III
California Fair Employment and Housing Act http://www.dfeh.ca.gov/Publications_FEHADescr.htm See Chapter 6, Article 2
Unruh Civil Rights Act http://www.dfeh.ca.gov/Publications_Unruh.htm See Section 51
A. General Standards for Program Management

All programs must comply with the following standards, except where the standard is designated as applying to only certain program types.

I. Management and Oversight

A. Program management is planned, coordinated, monitored, and evaluated on a continuous basis.

B. Program operation is overseen by a County or City agency or a non-profit corporation with an independent oversight typically a Board of Directors. It is professionally run with appropriately trained staff.

II. Hours of Operation

A. The program posts its hours of operation in a conspicuous location.

*Preferred Practice Recommended Standards*

B. Reasonable accommodations are made outside of normal hours of operation for special circumstances such as illness, inclement weather, disabilities, etc.

III. Staff

A. For site-based programs, the program has trained, on-site staff persons (paid or volunteer), available and accessible in sufficient number to provide a safe environment during all hours that a facility is open to clients.

B. Appropriate criminal background checks will be conducted on all staff members that work with children.

C. Programs must have a policy prohibiting staff from establishing sexual relationships with program clients.

*Preferred Practice Recommended Standards*

D. Site-based programs should have sufficient staff on duty at each facility to provide for the safety and security of clients and of the facility. The ideal staff/client ratio should be determined based on the population(s) served, physical plant configuration (per building/site), and number of clients served.

IV. Staff Training

A. All programs must ensure that staff receive regular, high-quality training

B. For site-based programs, there is at least one staff person on-site at each facility at all times who has had training and orientation on the following topics. In temporary or winter shelters, staff receive at minimum a one-time training per season/year on these subjects.
1. CPR;
2. First Aid;
3. Crisis intervention and de-escalation techniques;
4. Cultural sensitivity;
5. Sexual harassment;
6. Sensitivity to wider issues of homelessness;
7. Universal Precautions (disease transmission prevention);
8. Child abuse/neglect reporting laws (if shelter provides services to children);
9. Search and Seizure/Probable Cause (shelter programs only);
10. TB Prevention (shelter programs only);
11. Medication handling (shelter programs only if shelter handles medication).

Preferred Practice Recommended Standards
C. For uniform and widespread communication of information and for economy, trainings should be sponsored by the Service Providers Network, the CoC, and/or local agencies and conducted jointly. Thereafter, staff attending the training should disseminate the training information to their co-workers.

V. Admission Procedures, Eligibility, & Documentation
A. The program's admission process must include written eligibility criteria that are fair and objective, and verbal or written notification in all appropriate languages or in a fashion readily accessible to accommodate non-hearing and sight impaired individuals, upon request, of reasons for non-acceptance.

The eligibility information must be made available to clients at intake and staff must provide answers to questions about the admission criteria and process.

B. The Santa Clara Continuum of Care and its housing and service providers are committed to fostering equal access to housing and services. Programs may not discriminate on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, age, familial status, or disability. Programs must provide notice of this non-discrimination policy to participants and prospective participants.

C. Programs must have formal appeal procedures through which clients may appeal unfavorable admission or eligibility decisions. Programs must provide clients with a copy of the policy for appeals at intake in a fashion readily accessible to accommodate non-hearing and sight impaired individuals. (See “Procedures to Protect Participant Rights, Section B”)

D. Programs that condition services on particular criteria, such as treatment for current substance abuse, must document such criteria in writing in all appropriate languages or in a fashion readily accessible to accommodate non-hearing and sight impaired individuals and make these criteria clear to all clients at intake.
E. **CoC- and ESG- Funded Programs:** The Santa Clara County Continuum of Care funds Permanent Supportive Housing, Rapid Re-Housing, and Transitional Housing. Eligibility and documentation requirements for CoC-funded programs are outlined in Section D. Permanent Supportive Housing, Section E. Rapid Re-Housing, and Section F. Transitional Housing.

**VI. Rules, Policies and Procedures**

Programs are encouraged to adopt a low-barrier, housing first approach in their written policies and procedures, by limiting the grounds for expulsion from the program as much as is reasonably possible (see Section B.IV. Protection of Client Choice).

A. The program has reasonable rules for clients that are appropriate for the program model, target population, and services provided. Such rules clearly inform clients of the obligations upon which their continued participation in the program depends and the sanctions for non-compliance.

B. The program provides clients with a copy of the rules at intake in all appropriate languages or in a fashion readily acceptable to accommodate non-hearing and sight impaired individuals. In addition, it posts the rules in a location readily accessible to clients and visitors in all appropriate languages or in a fashion readily acceptable.

C. The program rules specify the rights of clients (See “Procedures to Protect Participant Rights, Section B”) and the procedures in place to protect their rights and dignity. Clients must be permitted to exercise these rights without fear of reprisal.

D. The program rules must be equally applied to all clients, unless a client has asked for a reasonable accommodation due to his/her disability.

E. The program rules specify the reasons or conditions for which a client may be sanctioned or expelled, including those behaviors which constitute gross misconduct and are grounds for immediate discharge from the program and those which would prompt a written warning if violated and potential discharge if violated repeatedly. This information is provided in a manner which is clear and easily understood by clients.

F. The program rules describe the formal appeal procedures through which clients may appeal program regulations, sanctions or expulsions. (See “Procedures to Protect Participant Rights, Section B”)

G. The program rules include the policy and procedures governing how and when searches of clients’ private possessions may be conducted. (See “Procedures to Protect Participant Rights, Section B”)

**Basic & Service Enriched Shelter Standards:**

H. The program rules require that clients and staff respect the personal rights and private property of the other clients. This includes abstaining from disorderly conduct, the use of threatening or abusive language and excessive noise.

I. The program rules specify that clients who have visitors are responsible for ensuring that their visitors comply with all shelter rules pertaining to the behavior of guests.
J. The program rules specify any normal housekeeping services required of clients.

K. Shelter rules make clear when and under what circumstances maintenance personnel or contractors can enter a room or apartment without the client's permission. Clients must be given reasonable advance notice when possible if such access is required in non-emergency situations.

VII. Domestic Violence Policies

All efforts shall be made to protect the privacy and safety of domestic violence survivors. The following procedures are required for any CoC-funded programs.

A. Privacy and Safety

1. Programs which are primarily for survivors of violence are prohibited from contributing client-level data into the HMIS System. However, these programs must record client-level data within a comparable internal database and be able to generate aggregate data for inclusion in reports.

2. Non-victim service providers shall protect the privacy of individuals and families who are fleeing, or attempting to flee violence, by not including intake/treatment data in HMIS.

3. The location of Domestic Violence shelters/programs shall not be made public.

4. Staff responsible for coordinated assessment shall receive training on protecting the safety and privacy of individuals who are fleeing, or attempting to flee violence.

5. For each program participant who moved to a different Continuum of Care due to imminent threat of further violence under § 578.51(c)(3), the CoC program must retain:
   a. Documentation of the original incidence of violence. This may be written observation of the housing or service provider; a letter or other documentation from a victim service provider, social worker, legal assistance provider, pastoral counselor, mental health provider, or other professional from whom the victim has sought assistance; medical or dental records; court records or law enforcement records; or written certification by the program participant to whom the violence occurred or by the head of household.
   b. Documentation of the reasonable belief of imminent threat of further violence, which would include threats from a third-party, such as a friend or family member of the perpetrator of the violence. This may be written observation by the housing or service provider; a letter or other documentation from a victim service provider, social worker, legal assistance provider, pastoral counselor, mental health provider, or other professional from whom the victim has sought assistance; current restraining order; recent court order or other court records; law enforcement report or records; communication records from the perpetrator of the violence or family members or friends of the perpetrator of the violence, including emails, voicemails, text messages, and social media posts; or a written
certification by the program participant to whom the violence occurred or the head of household.

B. Certification of homelessness

For victim service providers:

1. An oral statement by the individual or head of household seeking assistance that states: they are fleeing; they have no subsequent residence; and they lack resources. Statement must be documented by a self-certification or a certification by the intake worker.

For non-victim service providers:

1. Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; and

2. Certification by the individual or head of household that no subsequent residence has been identified; and

3. Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.

VIII. Education Policies

Consistent with the CoC Program Interim Rule 24 CFR §578.23, all CoC and ESG programs assisting families with children or unaccompanied youth must:

A. Take the educational needs of children into account when placing families 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.

B. Inform families with children and unaccompanied youth of their educational rights, including providing written materials, help with enrollment, and linkage to McKinney Vento Liaisons as part of intake procedures.

C. Not require children and unaccompanied youth to enroll in a new school as a condition of receiving services.

D. Allow parents or the youth (if unaccompanied) to make decisions about school placement.

E. Not require children and unaccompanied youth to attend after-school or educational programs that would replace/interfere with regular day school or prohibit them from staying enrolled in their original school.

F. Post notices of student's rights at each program site that serves homeless children and families in appropriate languages.

G. Designate staff that will be responsible for:

1. Ensuring that homeless children and youth in their programs are in school and are receiving all educational services they are entitled to; and
2. Coordinating with the CoC, the Department of Social Services, the County Office of Education, the McKinney Vento Coordinator, the McKinney Vento Educational Liaisons, and other mainstream providers as needed.

IX. Family Admission and Separation Policies

a. Consistent with CoC Program Interim Rule §578.93:
   i. CoC and ESG providers that serve families may not use the age or gender of a family member under 18 as the basis for denying admission to a family. CoC and ESG providers that serve families may not deny admission to any member of a family that is being served by the program. “Family member” means any member of a household as defined or identified by the household, and is not limited to persons related by birth, adoption, or marriage.
   
   ii. The CoC will work closely with providers to ensure that placement efforts are coordinated to avoid involuntary family separation, including referring clients for the most appropriate services and housing to match their needs.

b. Continuing efforts will be made among cold winter shelters to ensure that families are not separated and the 211 telephone system will be used to help identify the needs of families and keep them together.

X. Injury Prevention

A. The program has a Workplace Injury and Illness Prevention Program, in compliance with Cal/OSHA guidelines in Title 8 of the California Code of Regulations, and posts recommended practices regarding on-site injury prevention as well as guidelines for response to on-site injury.

B. All entrance and exit ways at program facilities are clear of blockages and tripping hazards.

C. Clients are not locked in any portion of a program facility without a means of exit.

XI. Emergency Procedures

Standards for Program Facilities

A. The program promptly and appropriately responds to the medical problems of clients and staff.

B. The program has first aid equipment and supplies for medical emergencies available at all times. These supplies must be checked regularly to ensure they are up to date and their location in the facility must be clearly marked.

C. The program has written protocols to guide staff response to shelter crises including, but not limited to, physical injury, client suicide attempts, overdoses, and domestic or other violence.
D. The program has a phone available 24 hours per day to contact the fire department, paramedics, police and site supervisor personnel, and posts a list of such emergency numbers.

E. There should be posted policies and procedures for responding to emergencies. The program has at least one designated individual person on site at all times who has had training and orientation on emergency procedures.

F. Universal precaution practices are used to prevent transmission of diseases and are implemented under the presumption that blood and body fluids from any source are to be considered potentially infectious. Supplies necessary for maintaining universal precautions, such as sharps containers, must be available.

G. The program has a fire safety system including a posted evacuation plan and map in each room and all items required by building, safety, and health codes.

**Preferred Practice Recommended Standards**

H. The program should develop written, site-specific emergency response protocols with local police, fire department and other agencies. The protocols should address personnel and client-centered emergencies such as overdoses and violence, and should sensitize police and fire departments to the special needs of the program, its population and its environment. The protocols should outline the way in which police and fire departments should enter the facility, what they can expect of clients and staff when they enter the facility, and which staff to interact with. This document should be created in cooperation with the police and fire departments and should be part of an ongoing relationship with these departments. Shelters should develop these protocols in addition to developing a plan, based on the Standardized Emergency Management System, which will address facility and environmental emergencies.

**XII. Disaster Preparedness and Response**

A. Agencies should participate in community-wide disaster preparedness efforts, including training and drills.

**Standards for Program Facilities**

B. The program mitigates earthquake hazards by anchoring cases and file cabinets and eliminating falling hazards.

C. **Basic & Service Enriched Shelter Standard:** The program has a plan based on the Standardized Emergency Management System (SEMS) - a local, state, and federally-mandated system to respond to earthquakes, fires, floods, and other disasters.

**XIII. Food Services**

All programs that provide food services on site must comply with the following standards.

A. If a program provides meals, they must be well-balanced and nutritious. The meals may be provided either directly or through a contractual arrangement.

B. All health codes will be observed in the preparation and storage of food.
Preferred Practice Recommended Standards

C. Programs providing food services should make a reasonable effort to meet medically appropriate dietary needs of all clients as prescribed by appropriate medical or dental personnel.

D. Programs providing food services on-site should provide food buying and menu planning by a staff member, consultant or volunteer knowledgeable in nutrition.

XIV. Transportation Services

All programs providing transportation services with agency vehicles must comply with the following standards.

A. The program has written policies and procedures that guide the use and maintenance of agency motor vehicles used for client transportation.

B. If the program serves people with children, it must have sufficient car seats and booster seats for infants and toddlers, and children 6 years or younger and/or 80 pounds or below and must use them in a manner complying with existing law when infants, toddlers, and children are being transported.

C. All vehicles (personal and agency) used for transportation are fully and adequately insured, operated only by licensed drivers, and have up-to-date registration. All drivers and passengers must use seat belts, as required by law.

D. Mass transport vehicles receive, at a minimum, an annual safety inspection by qualified individuals. Documentation of immediate completion of safety repairs is kept on file.

E. Programs that provide transportation make provisions for clients who need vehicles that are wheelchair accessible.

B. Procedures to Protect Participant Rights

I. Basic Rights

A. Providers of shelter, housing, and services to the homeless must protect the rights and dignity of the individual or family served in all phases of service delivery. At a minimum, providers must afford each client the following rights and protections. Clients must be permitted to exercise these rights without fear of reprisal.

B. All shelter clients are entitled to enjoy a safe and healthful environment in the shelter or program.

C. All program clients are entitled to be treated in a manner that respects their dignity and individuality.

D. All program clients with disabilities are entitled to reasonable accommodations under fair housing laws when such accommodations are necessary because of their disability.
E. All clients are entitled to remain in the program and not be involuntarily removed without reasonable notice, good cause, and just procedures.

F. All program clients are entitled to just and standardized procedures for determining eligibility, admissions, sanctions and dismissals, and resolving grievances.

G. All program clients are entitled to reasonable privacy and confidential treatment of personal, social, financial, medical, mental and behavioral health records, except as necessary to further treatment, information and referral services and in compliance with the client's consent to release information.

H. All program clients are entitled to the full exercise of their civil, constitutional, and legal rights.

II. Opportunities for Participants in Program Administration

A. Programs shall provide clients with on-going opportunities to voice opinions, to participate in program operation and programming, and to make suggestions regarding programming and rules.

B. Programs shall respect clients' right to exercise their civil, constitutional and legal rights in regard to access to shelter, housing and services.

III. Protection Against Discrimination

A. Clients' rights must be protected against all forms of discrimination, including those based on race, religious creed, color, national origin, ancestry, language, disability (physical or mental health), medical condition, marital status, familial status, age, sex or gender identity, sexual orientation, source of income, or political affiliation.

B. Programs must have a written policy that harassment of clients and staff on the basis of race, religious creed, color, national origin, ancestry, language, disability (physical or mental health), medical condition, marital status, familial status, age, sex or gender identity, sexual orientation, source of income, or political affiliation will not be condoned nor tolerated. Programs must post this policy in a conspicuous place and in all appropriate languages.

C. Programs must have a written policy regarding the religious freedom of clients and staff. Programs that receive federal funding cannot require clients, staff or guests to participate in religious worship or instruction and cannot proselytize to clients, staff or guests.

D. Clients and staff have the right to report any acts of harassment or discrimination in violation of the program's policy without fear of retaliation.

E. Programs must take immediate action up to and including disciplinary action and/or termination against any person who violates the program's policy against harassment and/or discrimination. Programs must adopt and follow written procedures for responding to violations of the program's policy against harassment and/or discrimination, if such violations are not covered by the program's grievance and termination procedures.

F. Program staff must respect and reasonably accommodate personal and cultural differences associated with race, religious creed, color, national origin, ancestry, language, disability
(physical or mental health), medical condition, marital status, familial status, age, sex or gender identity, sexual orientation, source of income, or political affiliation.

G. At no point shall program access be denied because of an individual’s disability. Moreover, a program may not apply different rules to individuals because of their disabilities, unless the different rules are a result of granting a reasonable accommodation request made by an individual with a disability.

H. Clients with disabilities are entitled to reasonable accommodations. If a client requests a change in a program’s policy or procedure as an accommodation of his/her disability, the program should grant the accommodation when the accommodation is both reasonable and necessary because of the individual’s disability. Such an accommodation request must be considered during any stage in the provision of a program, including at intake, during services, and during discharge proceedings. When a reasonable accommodation request is made, the program supervisor may request medical verification of the individual’s disability.

I. Service Animals

a. Programs providing emergency shelter and/or services must allow service animals to accompany people with disabilities in all areas of a program facility where clients are normally allowed to go. This includes but is not limited to publicly accessible areas, common areas, areas used to provide services or case management, and sleeping accommodations in emergency shelters. Persons with service animals cannot be isolated from other clients, treated less favorably than other clients, or asked to pay a fee in connection with their service animal.

b. All programs administered by the state of California, by a local government, or by a state or local public agency such as a public housing authority, must allow people with disabilities to have service animals in all areas of a program facility where clients are normally allowed to go, which includes but is not limited to publicly accessible areas, common areas, areas used to provide services or case management, sleeping accommodations in emergency shelters, and in a client’s housing unit. Persons with service animals cannot be isolated from other clients, treated less favorably than other clients, or asked to pay a fee in connection with their service animal.

c. In programs that are required to allow service animals, program staff may not ask a person with a service animal to prove or document that the animal is trained, that the person needs the animal to assist them, or that the person has a disability. If, and only if, it is not readily apparent that the animal is trained to perform tasks for a person with a disability, programs may ask the person with the service animal the following two questions:

i. Is this a service animal that is required because of a disability?

ii. What work or tasks has the animal been trained to perform?

d. Programs that are required to allow service animals may ask persons with service animals to keep the animal harnessed, leashed, or tethered, unless that would interfere with the service animal’s work or the person’s disability prevents the use of a harness or leash. In that case, the program may require the person to maintain control of the animal through voice, signals, or other controls.
e. In programs that are required to allow service animals, person with a service animal can be asked to remove their service animal from a program facility or housing unit for the following reasons, only:

   i. The animal is out of control and the owner takes no effective action to control it, or

   ii. The animal is not housebroken.

J. Assistance Animals

   a. Programs providing emergency shelter, transitional housing, or permanent housing must evaluate any request for a reasonable accommodation to possess an assistance animal using the same principles and process applied to all reasonable accommodations requests. Upon receiving a request to live with an assistance animal, the program must consider the following:

      i. Does the person making the request have a disability?

      ii. Does the person making the request have a need for the assistance animal that is related to their disability?

   b. When considering a request to possess an assistance animal, the program may ask the person making the request to provide reliable documentation of a disability, unless the person's disability is apparent or is already known to the housing provider.

   c. If an animal meets the definition of “assistance animal” and of “service animal,” and the program is of a type required to allow service animals, then the animal must be treated as a service animal.

K. Programs must have a written policy to ensure equal access to shelter, housing and services regardless of actual or perceived sexual orientation, gender identity, or marital status. Where appropriate, program policies will comply with the Department of Housing and Urban Development's Equal Access Rule and Notice CPD-15-02 on Appropriate Placement for Transgender Persons in Single-Sex Emergency Shelters and Other Facilities.

   a. If bathroom or shower facilities are single-sex, transgender clients should have access to bathroom and shower facilities based on their gender of identification. People who identify outside of the male/female gender binary should have access to whichever bathroom and shower facilities help them feel safest.

   b. Single-sex shelter and transitional housing programs will place clients in shelter or housing that corresponds to the gender with which that person identifies or, if the client does not identify with either binary gender, in the shelter or housing situation that makes the client feel safest.

   c. Programs must provide notice and training to all program staff to ensure compliance with written policies regarding equal access and client intake.
IV. Protection of Client Choice

A. Generally, the use of services beyond the provision of food and shelter should be encouraged and tailored to the level and type of need of each client; however, programs are encouraged to adopt a low barrier, housing first approach and to refrain from requiring participation in services as a condition to housing, to the extent possible.

1. The following are recommended as the minimum standard for a housing first approach in all programs:
   
   i. Income is not a requirement for program entry or participation.
   
   ii. Sobriety and treatment compliance are not requirements for program entry or participation.
   
   iii. Compliance with a service or treatment plan is not a condition or tenancy, and lack of compliance is not grounds for eviction.

2. Programs are strongly encouraged to align with the following housing first standards:

   i. During the admission/screening and acceptance process, applicants are considered and acceptance without regard for sobriety or use of substances, completion of treatment, and/or participation in supportive services.
   
   ii. Participants are not required to participate in drug tests as a condition of program entry or participation.
   
   iii. Accept applicants with poor credit or financial history, low or no income, poor or lack of rental history, minor criminal convictions, history of domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement), or behaviors that indicate a lack of “housing readiness.”
   
   iv. Accept housing referrals from shelters, street outreach, drop-in centers, and other parts of crisis response system frequented by vulnerable people experiencing homelessness.
   
   v. Explicitly state in their policies that clients will not be terminated from the program for any of the following reasons: use of alcohol or drugs; failure to participate in supportive services; loss of income or failure to improve income; being a victim of domestic violence; and any other activities not typically covered in lease agreements in the program’s geographic area.
   
   vi. Provide client-centered service plans and explicitly state in their policies that clients will not be terminated from the program for lack of participation or lack of progress with a service plan, or non-compliance with program requirements. (Note that rapid re-housing programs may require case management as condition of rental assistance.)

3. Programs should aspire to meet the following exemplary housing first standards:
i. Follow a tenant selection plan that includes prioritization of eligible tenants based on criteria other than “first come, first serve,” such as duration or chronicity of homelessness, vulnerability, or high utilization of crisis services.

ii. Provide tenants reasonable flexibility in paying their tenant share of rent on time and offer special payment arrangements for rent arrears, assistance with financial management, including payment plans, or representative payee arrangements.

iii. Train and assist case managers and service coordinators to actively employ evidence-based practices for client and tenant engagement, such as motivational interviewing and client-centered counseling.

iv. Utilize a harm reduction model where tenants are engaged in non-judgmental communication regarding drug and alcohol use and are offered education regarding how to avoid risky behaviors and engage in safer practices.

v. Provide units that accommodate disabilities, reduce harm, and promote health among tenants. Examples include elevators, stove-tops with automatic shut-offs, wall-mounted emergency pull-cords, ADA wheelchair compliant showers, etc.

V. Protection of Privacy

A. Clients are entitled to enjoy the maximum amount of privacy under the circumstances.

B. Clients have the right to have private written and verbal communications, including the right to meet with legal representatives and legal counsel.

C. Clients are entitled to receive and send mail or any other correspondence without interception or interference, where mail service is available.

VI. Protection Against Unreasonable Searches and Seizures

A. Programmatic or Routine Searches: Routine or programmatic searches are searches or inspections that do not target individual clients or residents, but are conducted for all clients on a routine basis according to a program’s written policies and procedures. Programmatic or routine searches include routine bag checks when clients enter program facilities, and room inspections for purposes of pest control.

1. Searches may only be conducted on a programmatic or routine basis when the program has a sufficiently compelling policy reason to conduct such searches, and the search is the least intrusive means to accomplish the goal.

2. Programmatic or routine searches are permitted only within program facilities, or as a condition to entry to a program facility.

3. Programs must have written policies and procedures regarding when and how program staff will conduct routine searches and what will be done with items of client property that are not permitted in the program facility.
4. Clients must be informed of the program's policies and procedures regarding routine searches, including storage of items not permitted in the program facility, treatment of illegal or dangerous items, and any consequences to the client, at or prior to entry into the program.

5. Clients must be permitted to refuse to consent to a routine search and elect to exit the program.

6. If a client possesses items not permitted in the program facility, the client must be given the option to retain the items and decline to enter the facility.

7. Where feasible, programs should offer to retain and store items for the client, and return the items when the client exits the facility.

8. If the client chooses to surrender items not permitted in the facility, and the program cannot legally or safely store items (e.g. weapons, illegal drugs), program staff should contact law enforcement or other appropriate authority to arrange for storage or disposal. The program may not disclose information regarding the client's possession of illegal or dangerous items, without the client's prior written consent. Clients must be informed of this course of action prior to surrendering the item.

B. Targeted Searches and Seizures: The following standards apply to congregate living facilities, including site-based emergency shelters and site-based transitional housing. Programs and program staff should not conduct targeted searches of clients or seize client property in other types of facilities (e.g. program offices, facilities providing supportive services), or in permanent housing units occupied by residents. All programs and program staff must respect tenants' rights and protections, when they apply.

1. Programs must have a policy and procedure governing when and how searches of clients' private possessions may be conducted. These policies and procedures must be in writing and shall be in all appropriate languages or in a fashion readily accessible to accommodate sight impaired individuals. These policies and procedures either shall be given to clients at intake or conspicuously posted.

2. The program rules include the policy and procedures governing how and when searches of clients' private possessions may be conducted. Unless the law requires otherwise, searches will only be conducted when there is "probable cause" to believe that the person has in his or her possession something which may jeopardize the safety of other clients or staff, including a weapon, or illegal material, including illegal drugs. The search policy must include specific factors to be considered in determining "probable cause." The least intrusive means to search will be utilized. The more intrusive the search, the more compelling the circumstances must be to justify the search.

3. Searches must be made in a reasonable manner with respect for the individual's dignity and privacy. Searches may only be conducted to the extent required in order to find a weapon, illegal material, drugs or alcohol. (For example, if a gun is suspected to be in a person's possession, a locker may be searched but not a wallet.)

4. Before a search is conducted, the client must be given an opportunity to voluntarily consent to a search.
5. If the person does not consent to the search, and "probable cause" exists to search, the person must be given the choice of being discharged or being searched.

6. Whenever possible, the individual must be given an opportunity to be present during all inspections of his or her belongings.

7. If a search is conducted, the following information must be documented in the person's record or if individual records are not kept, in the shelter's dailylog:
   i. the facts establishing reasonable grounds for the search;
   ii. whether the client consented to the search or was discharged;
   iii. the scope of the search and the manner in which it was conducted; and
   iv. the individuals' name(s), gender(s) and role(s) who were present at the search.

8. Unless only one staff person is present at the program, searches must be conducted in the presence of at least two program staff members.

9. Searches of an individual's body must be made by a program staff member of the same gender as the individual being searched.

10. Illegal contraband confiscated during a search may be turned over to law enforcement. Oral information identifying from whom the contraband was confiscated may not be communicated to law enforcement unless in response to a subpoena. Written information identifying from whom the contraband was confiscated may not be turned over to law enforcement unless in response to a warrant or subpoena. When the circumstances permit, senior management should supervise interactions with law enforcement.

11. Any search policy must include specific factors to be considered in determining "probable cause" to search.

12. Before a search is conducted, the program's written search policy shall be given and explained to the person to be searched.

VII. Confidentiality

A. Programs must respect clients' right to confidential treatment of personal, social, financial, and medical records. Programs must develop and follow written policies and procedures regarding the confidentiality of information about clients.

B. HMIS participating agencies must comply with all confidentiality, privacy, and security standards in the “Santa Clara HMIS Standard Operating Procedures.”

C. Without a client's lawful consent to disclose information, all information and records obtained in the course of providing behavioral health services must be kept strictly confidential, even as to other program staff. Information gathered in the course of other, non-mental health related support services is also kept confidential unless otherwise necessary, following all application privacy, confidentiality, and data security laws and regulations for those services.
D. Programs must ensure that their procedures conform with all applicable legal and statutory requirements including, but not limited to, laws governing health care records and information, information about behavioral health consumers, victims of domestic violence, the federal drug and alcohol confidentiality law, and laws and regulations pertaining to the confidentiality of HIV information. When appropriate, programs should obtain legal counsel regarding the confidentiality of records and the general conditions under which they may be subpoenaed. Additional legal counsel is sought, if necessary, when courts, public officials, investigative units, or law enforcement bodies seek special or unusual information about a client.

E. Programs must comply with mandatory reporting laws, and protect clients and the community when a client may be dangerous to self or others. To this end, programs must establish and follow written policies regarding disclosure of sensitive information about the client. Internal policies and procedures are developed for recording and periodically reviewing these cases to determine that appropriate disclosure takes place.

F. When programs receive a valid request for the release of confidential information, programs must obtain the informed, written consent of the client as required by law. Programs shall provide a copy of the signed consent to the person giving consent and place a copy in the case record. Documentation of a client's consent should include the following elements as well as any other elements that may be required by applicable law:

1. the signature of the person whose information will be released, or the legal guardian of a client who is not able to provide such informed consent;
2. the specific information to be released;
3. the purpose for which the information is sought;
4. the date the consent takes place;
5. the date the consent expires;
6. the identity of the person to whom the information is to be given;
7. the identity of the person within the organization who is releasing the confidential information; and
8. a statement that the person or family served may withdraw their consent at any time.

G. In the absence of a subpoena or other legal requirement, programs and program staff will not provide information about clients to law enforcement or other outside entities without written consent of the client.

H. Programs shall protect the confidentiality and privacy of clients by prohibiting participation in public performances against the wishes of the client or without informed consent of that person (and, for a minor, of the client and the client's parent or guardian); the required or coerced use of public statements that express gratitude to the organization; and the use of identifiable photographs, videotapes, audio-taped interviews, artwork, or creative writing for public relations purposes without the informed consent of that client (and, for a minor, of the client and the client's parent or guardian).
VIII. Grievance Procedures

A. Programs must have an internal grievance process that clients can use to resolve conflicts within the program. Programs must have written policies and procedures for resolving grievances, including a statement regarding the client's right to request reasonable accommodation, and must post them in a place conspicuous and accessible to clients. In addition, each client shall receive a copy of the grievance policies and procedures, upon intake and upon receiving a warning or discharge notice, in all appropriate languages or in a fashion readily accessible to accommodate non-hearing and sight impaired individuals.

B. The grievance process focuses on preventing the escalation of conflicts, resolving conflicts, and improving program environments for clients and staff. To this end, programs must strive to maximize the use of informal avenues for resolving disputes whenever possible.

C. The program’s grievance procedures must allow clients the opportunity to be represented by a third-party advocate in the grievance process. Reasonable efforts must be made to coordinate with the client’s advocate in order to schedule the appeal.

D. The program’s grievance procedures must provide clients the opportunity to present their case before a neutral decision-maker.

E. To the extent possible, the goal of grievance procedures should be conflict resolution, rather than determining or assigning fault or blame.

IX. Procedures for Expulsion or Sanction

A. Programs must have written policies detailing formal procedures for addressing behaviors, conditions, and circumstances that may necessitate a client's eviction or discharge from the program. At a minimum, program policy must explicitly state the specific conditions under which a client may be sanctioned, evicted, or terminated from the program; the formal procedures that will be followed in sanctioning or expelling a client; and clearly specified conditions for a client's re-acceptance after sanction or expulsion.

B. A client's disability cannot be used as grounds for discharge or sanction.

C. At a minimum, the program's procedures for sanctioning or expelling a client must include the following elements:

1. Clients must be informed at intake of the specific reasons or conditions for which a client may be sanctioned or expelled, including those behaviors which are grounds for immediate discharge from the program and those which would prompt a written warning if violated and potential discharge if violated repeatedly. This information must be provided to clients in writing and must be clear and easily understandable by clients.

2. Timely due process provisions.

3. Notice of, and access to, formal appeal procedures.

4. Notice of the conditions or process for re-admission to the program.
5. Reasonable efforts to provide an appropriate referral to another facility.

D. Timely due process provisions include:

1. Two warning notices for violations which do not result in immediate discharge prior to issuance of a discharge notice;

2. Opportunity for a case conference after warning is issued to the client;

3. Discharge notices in writing which are initiated by staff or program supervisor and which state the grounds for discharge, the client’s right to request a reasonable accommodation, the client’s right to file an appeal, and the client’s right to bring an advocate to the appeal, if the client so chooses;

4. The establishment of an internal appeal process before a program supervisor, other than the staff or supervisor who initiated the discharge;

5. Denial of services requires the signature of the supervisor;

6. The establishment of an external appeal process before a neutral party if the decision from the internal appeal process is unfavorable; and

7. The implementation of a policy whereby a client has the right to retain residence or services in the program during the appeal process when the discharge is based on a violation that does not result in immediate discharge.

C. Permanent Supportive Housing

The following standards will govern the permanent supportive housing projects in the Santa Clara County CoC. Each program may focus or operate a little differently, but will align with the overall standards.

I. Target Populations for Assistance

The Santa Clara County Continuum of Care permanent supportive housing programs will target the following populations:

1. Chronically homeless individuals and families
2. Homeless individuals with disabilities
3. Homeless families with a disabled head of household
4. Homeless youth with disabilities
5. Elderly homeless adults
II. Structure of Permanent Supportive Housing Assistance

Permanent supportive housing (PSH) is community-based permanent housing with intensive case management, and is the most intensive housing intervention available under the CoC Program.

A. Goals of Assistance:

1. After entering the PSH program, the household remains stably housed, either remaining in PSH or exiting to another permanent housing location.

2. Some participants in PSH may choose to move into other subsidized housing, with a lower level of supportive services. While clients will be supported to move to other subsidized housing when appropriate, this will not be a goal for every PSH client.

B. Duration/Client Contributions:

1. There can be no predetermined length of stay in a PSH program.

2. CoC-Funded Programs: All participants in CoC-funded PSH programs must enter into a lease or occupancy agreement for an initial term of at least one year. The lease must continue automatically upon expiration, except on prior notice by either party.

3. CoC-Funded Programs: CoC-funded PSH programs must comply with CoC Program requirements regarding client portion of rent, occupancy charges, FMR and Rent Reasonableness.

III. Eligibility Requirements

In order to qualify for PSH, households must satisfy the following criteria:

A. Be the highest priority household available within the target population served by the program, as identified through Coordinated Assessment.

B. Other eligibility criteria created at the program level

C. CoC-Funded Programs: For CoC-funded PSH programs, participants must meet the following eligibility requirements:

1. The individual or household must meet the definition of homeless in the CoC Program Interim Rule, under Category 1 or Category 4.

2. Participants who are homeless under Category 1 and are entering transitional housing must have entered the transitional housing program from emergency shelter or a place not meant for human habitation.

3. The individual or at least one member of the household must have a disability of long duration, verified either by Social Security or a licensed professional that meets the state criteria for diagnosing and treating that condition.

All PSH programs are encouraged to dedicate some or all of their beds that become available through turnover to persons who meet the HUD definition of Chronically Homeless.
IV. Documentation Requirements

**CoC- and ESG- Funded Programs**: For participants in CoC-funded PSH programs, documentation must be included in the case file, and/or scanned into the HMIS client record that demonstrates eligibility as follows:

A. **Category 1: Literally Homeless (in order of preference)**
   1. Third party verification (HMIS print-out, or written referral/certification by another housing or service provider); or
   2. Written observation by an outreach worker; or
   3. Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;
      
      If the provider is using anything other than a) Third Party Verification, the case file must include documentation of due diligence to obtain third party verification.

B. **Category 4: Fleeing/Attempting to Flee DV**

   *For victim service providers:*
   1. An oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources. Statement must be documented by a self-certification or a certification by the intake worker.

   *For non-victim service providers:*
   1. Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; and
   2. Certification by the individual or head of household that no subsequent residence has been identified; and
   3. Self-certification or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.

Additional documentation requirements apply to CoC-funded programs with beds dedicated to chronically homeless households.

V. Housing Requirements for Permanent Supportive Housing

A. PSH programs will provide a living environment that is safe and accessible, offer supportive services, and encourage maximum independence.
B. PSH programs will ensure that units occupied by program participants meet the community standards for housing quality. CoC- and ESG-funded programs must ensure that units occupied by program participants meet HUD Housing Quality Standards.

C. PSH programs will comply with local regulations and community standards regarding occupancy limits based on unit size.

D. PSH programs will endeavor to offer as much client choice as possible, regarding type and location of housing.

E. Where possible, PSH services will be provided in community settings that are readily accessible by public transportation and convenient to shopping and other community services.

VI. Service Requirements for Permanent Supportive Housing

Case Managers will provide intensive case management services throughout each participant's stay in PSH, to assist households to maintain housing stability.

A. PSH programs, through collaborative arrangement or by referral, must offer services to all clients that are tailored to each client's needs. The level and type of services offered should fully meet each client's identified needs, including but not limited to any of the following:

Housing Support
1. Rental assistance;
2. Legal assistance;
3. Information and training regarding tenants' rights and responsibilities;
4. Education and assistance around landlord-tenant relationships

Socialization & Daily Functions
5. Daily living skills training;
6. Budgeting and money management skills and training;
7. Skills and training in maintaining a household;
8. Eligibility screening for, and assistance applying for and retaining mainstream resources (SSI, CalWORKS, MediCal, veterans benefits, etc.);
9. Vocational and employment assistance or training;
10. Supportive employment and referral for employment;
11. Interpersonal communication skills;
12. Transportation;
13. Child care;
14. Parenting information and education;
15. Conflict resolution;
16. Helping clients connect to meaningful daily activities;
17. Social, cultural, or recreational activities;
18. Opportunities for peer-to-peer education and support;
19. Support groups; and other services to maintain, preserve, and promote independence, including optimal physical, social, and psychological development and functioning.

Wellness
20. Service coordination;
21. Mental health counseling and education;
22. Substance abuse education and counseling;
23. Effective use of health care (medical/dental/mental health/psychiatric);
24. Preventive health services;

B. Case managers will offer case management contact with clients at least four (4) times month.

C. PSH programs are encouraged to maintain a client to case manager ratio at or below twenty clients to one FTE case manager.

D. PSH programs will adopt a housing first approach and take all reasonable steps to reduce barriers to housing, including working with landlords to limit the criteria used to exclude applicants or evict participants.

Unless required by law or as a condition of a particular source of funding, programs will not screen out or exclude participants based on any of the following:

1. Failure to participate in supportive services or make progress on a service plan;
2. Having too little or no income;
3. Refusal to participate in drug tests;
4. Active or history of substance abuse;
5. Experience of domestic violence (e.g. lack of a protective order, period of separation, etc)
6. Credit or eviction history
7. Failure to participate in a probation or parole program

VII. Procedures for Transfer Between Permanent Supportive Housing Programs

A. Transfers Within the Continuum of Care and Across Continuum of Care Geographic Borders

1. Requests for transfer between Permanent Supportive Housing (PSH) programs will be reviewed by the Office of Supportive Housing (OSH) staff responsible for facilitating matches to housing opportunities within the Coordinated Assessment system.

2. CoC-Funded Programs: An individual or household is eligible for transfer between CoC-funded PSH programs only if they met all eligibility requirements of the destination PSH program, prior to entry into the transferring PSH program.
B. Transfers Related to Domestic or Intimate Partner Violence or Stalking

1. When a resident of Permanent Supportive Housing requests a transfer related to domestic or intimate partner violence or stalking, OSH staff will prioritize that transfer.

2. Program staff of the transferring program will ensure that the person who experienced domestic or intimate partner violence has access to appropriate services in accordance with the Domestic Violence Policies (see Section B.IX, Domestic Violence Policies).

D. Rapid Re-Housing

The following standards will govern the CoC- and ESG-funded rapid re-housing projects in the Santa Clara County Continuum of Care. Each program may focus or operate a little differently, if they align with these overall standards.

I. Target Populations for Assistance

The local rapid rehousing programs will target the following populations:

1. Veterans
2. Youth and Families with Children
3. Individuals and Families Fleeing Domestic Violence
4. Non-Chronically Homeless Individuals
5. Chronically Homeless not requiring Permanent Supportive Housing

II. Prioritizing Assistance

In accordance with the Coordinated Assessment Policies and Procedures (see Section E), priority for the subsidy is given to those households who score highest need in the RRH score on the VI-SPDAT. Among those with the same VI-SPDAT score, individuals/households with the highest Risks sub-score in the VI-SPDAT will be prioritized first. Among those with the same VI-SPDAT score and the same Risks score, individuals/households will be served in the order they completed the assessment.

**VI-SPDAT**

The VI-SPDAT is an assessment tool planned to be use by the coordinated assessment system.

The VI-SPDAT combines the strengths of two widely used existing assessments:

1. The Vulnerability Index (VI), developed by Community Solutions using leading medical research, which helps determine the chronicity and medical vulnerability of homeless individuals.
2. The Service Prioritization Decision Assistance Tool (SPDAT), developed by OrgCode Consulting, is an intake and case management tool. Based on a wide body of social science research and extensive field testing, the tool helps service providers allocate resources in a logical, targeted way.

The VI-SPDAT is designed to help calibrate the response based on the individual, not merely the general population category into which they may fall (e.g., vulnerable, chronically homeless, etc.). The tool helps identify the best type of support and housing intervention for an individual.

III. Structure of Rapid Re-Housing Assistance

The structure of rapid rehousing assistance is guided by a philosophy that encourages providers to provide the least amount of assistance to individuals and families to ensure their housing stability. As such providers, together with the client, determine how long or often to provide a subsidy (unless determined by specific grant requirements, regulations, etc.) while at the same time ensuring that program resources are not exhausted.

1. Goal of Assistance:
   a. After receipt of assistance, household is able to remain stably housed.
   b. At the conclusion of assistance, providers are encouraged to follow-up with household for up to 6 months to monitor and/or evaluate whether household has remained stably housed

2. Subsidy Amount/Length of Time/Calculation:
   a. Rental subsidies are provided based on client income and decline in steps based upon a fixed timeline.
   b. Initial assistance can be as much as 100% of rent depending on client income. Client will pay a percentage of their income in rent based on the program's assessment of the client's financial and family situation, with rental assistance decreasing monthly over time (schedule to be determined by program)

3. Subsidy Ending:
   a. The goal is for households to “graduate” from the program once they no longer meet the eligibility requirements of the program's funding source and/or a Case Manager determines assistance can be terminated, whichever comes first.
   b. An assessment tool is used to determine the need for ongoing assistance every 90 days.
   c. If the household does not attain any of these goals, assistance ends at 24 months (or earlier time as set by the program).

4. Move-In Assistance:
   a. Move-In Assistance will be targeted to households who are assessed as able to maintain their unit after the assistance. The amount of move-in assistance is
determined by the program, within the limits set by the program's funding source.

b. Move-In Assistance may be provided as one time assistance or in tandem with Rental Assistance/Rental Subsidies.

IV. Eligibility Requirements

In order to qualify for rapid rehousing, households must fall within the target population as well as satisfy the following criteria:

A. Be the highest priority household available within the target population served by the program, as identified through Coordinated Assessment.

B. Other eligibility criteria created at the program level

C. For CoC-funded rapid re-housing programs, the individual or household must meet the definition of homeless in the CoC Program Interim Rule, under Category 1 or Category 4.

If clients are enrolled in multiple rapid rehousing program caution should be taken to ensure that services are not duplicated. However, co-enrollment in differing types of assistance is allowed.

It should be noted that if a client has entered multiple rapid rehousing programs and not found success with this service model, the provider is encouraged to assess and identify whether rapid re-housing is the best approach.

A. Regarding Income

a. Households must demonstrate at point of program enrollment their ability and/or willingness to increase their income and/or decrease expenses and transition off the subsidy within the specified timeframe.

B. Regarding Rent to Income Ratio

b. Taking into account a household's total income and expenses, all Move In Assistance only households should be able to demonstrate their permanent housing unit will be sustainable going forward.

C. Regarding Other Eligibility Requirements

C. Rapid rehousing targeted toward families with children may assist qualifying CoC applicant families who do not currently have physical custody of their child(ren), if documentation from CPS verifies that housing and/or other services is the only remaining barrier to reunification and if the funding source allows for it, that reunification will occur after housing is obtained, and the household demonstrates compliance with CPS, court orders, etc.

d. Move-In Assistance only households must show proof of tenancy (e.g., named on the lease agreement or have a verifiable, valid sublease agreement, letters of verification).
V. Documentation Requirements

*CoC-Funded Programs:* For participants in CoC-funded rapid re-housing programs, documentation must be included in the case file, and/or scanned into the HMIS client record that demonstrates eligibility as follows:

A. **Category 1: Literally Homeless (in order of preference)**
   1. Third party verification (HMIS print-out, or written referral/certification by another housing or service provider); or
   2. Written observation by an outreach worker; or
   3. Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;
      
      If the provider is using anything other than a) Third Party Verification, the case file must include documentation of due diligence to obtain third party verification.

B. **Category 4: Fleeing/Attempting to Flee DV**
   1. Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; and
   2. Certification by the individual or head of household that no subsequent residence has been identified; and
   3. Self-certification or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.

VI. Housing Requirements for Rapid Re-Housing

All housing supported by rapid rehousing resources must meet all HUD requirements, including but not limited to, Housing Quality Standards, rent reasonableness standards, FMR (as relevant), and others.

Providers are encouraged to implement best practices.¹

In addition to the requirements related to receiving Rapid Rehousing resources the CoC encourages providers to implement best practices when locating and securing housing for applicant families. Best practices include:

1. Overall Best Practices
   a. Set Goals - from the start, identify and set goals with the household to determine what they want
   b. Set Expectations – review the various rules and regulations related to housing – from noise levels to cleanliness to respect for neighbors. Stress the benefits. Differentiate between the household’s wants versus their needs (e.g. studio serves the purpose rather than a one-bedroom)
   c. Set Up Support – have in place counseling and case management during housing process to assist with necessary changes as household transitions into housing (e.g. modifying behaviors that may be viewed negatively in residential settings)
   d. Listen to Household – meet regularly, view apartments together, recognize household’s ability to decide where they want to live. Have household take an active role on the search
   e. Recognize What Landlords Want – know what landlords are looking for in prospective tenants (tenants who pay on time, maintain property, get along with others)
   f. Address Credit, and Criminal History Issues – educate household on their credit report. Obtain it and review it with household, encourage payment arrangement on utilities to correct discrepancies. Same with criminal history – obtain police records to ensure information is accurate. Work with our identify resources to assist household with cleaning up their criminal record
   g. Work with Landlords – work closely with landlord to provide simple, straightforward explanations of a household’s credit/criminal history (face-to-face is best). Once household accepted have landlord and household meet. Prepare household for this first impression (e.g. specific questions the landlord may ask). If household not accepted maintain positive attitude and motivation for possible future opportunity
   h. Understand the Purpose of the Security Deposit – educate the household that the security deposit is a guarantee against damage not unpaid rent. Meet with the landlord and the client to do an inspection and document/photograph any existing damage and include in household’s file
   i. Review the Lease – review the lease with the household. Emphasize sections on rent, alteration of the apartment, lease violation, rules relating to guests and pets. Identify who is responsible for paying the utilities and any additional charges. Encourage the household to ask questions
   j. Anticipate Challenges – provide and identify support for household who may be experiencing a major transition and adjustments in routines now that they are housed

2. Financial Assistance Best Practices
   a. Service Providers should not issue checks to anyone other than a property owner or property management company. In no situation should a check or payment be made to household or another party
b. Service Providers should verify property ownership by calling the Santa Clara County Tax Assessor. Provide the Assessor with the address of the unit the provider is interested in renting and verify the name of the property owner

c. Service Provider should call the landlord to verify the rental agreement

d. Service providers should mail payment to the property owner and/or property management company. Should the landlord, property owner and/or property management company need the check immediately they may pick it up from the service provider. The household should not pick-up or deliver the payment to the property owner and/or property management company

e. Service providers should consider requiring two signatures for amounts over an identified threshold. All other standard financial procedures should apply including review of canceled checks and review of stale checks that have not been cashed.

VII. Service Requirements/Components for Rapid Rehousing

Case Managers will provide intensive case management services in order to assist households to successfully retain housing and move off the subsidy and into self-sufficiency. Services may be provided at the program offices, and Case Managers will conduct home visits when appropriate. Services may include, but are not limited to:

A. Intake and assessment
B. A minimum of one monthly face-to-face case management meeting
C. A minimum of one quarterly home visit
D. Assistance with transportation, including accompaniment to appointments, home visits
E. Verification of progress toward achievement of short and long term client objectives
F. Referral to behavioral health resources
G. Job search assistance
H. Benefits assistance and advocacy
I. Referral to vocational and training programs
J. Mediation and negotiation with landlords
K. Crisis intervention
L. Referral to child care resources
M. Referral to other services and resources
N. Assistance with housing applications
O. Budgeting and money management assistance
P. Social and organized activities
During the clients’ participation in the program, clients must meet with a case manager not less than once per month to assist the program participant in ensuring long-term housing stability. The project is exempt from this requirement if the Violence Against Women Act of 1994 (42 U.S.C. 13925 et seq.) or the Family Violence Prevention and Services Act (42 U.S.C. 10401 et seq.) prohibits the recipient carrying out the project from making its housing conditional on the participant’s acceptance of services.

All clients may receive follow-up services for up to 6 months to ensure stability and assess the effectiveness of RRH programs.

E. Transitional Housing

I. Target Populations for Assistance

Santa Clara County Continuum of Care transitional housing (TH) programs serve a range of populations, including single adults and families with children. Regardless of target population, program design and services should further the goal of transitioning participants to permanent housing. In alignment with national priorities and evidence-based practices, the Continuum of Care encourages TH programs to prioritize and target the following populations:

1. Transitional age youth, including single youth, pregnant youth, and/or youth-led households
2. Persons with experience of domestic violence or other forms of severe trauma
3. Individuals and heads of household struggling with substance abuse, or early in recovery from substance abuse

II. Structure of Transitional Housing Assistance

1. Goals of Assistance
   a. Transitional housing will serve as a bridge to permanent housing, and participants will transition to the most appropriate permanent housing situation as quickly as is feasible.
   b. Upon exit from the program, participants move into a permanent housing situation and are able to maintain housing stability.

2. Subsidy Amount/Length of Time/Calculation:
   a. Transitional housing facilitates the movement of homeless individuals and families to PH within 24 months of entering transitional housing.
   b. CoC-funded TH programs must comply with CoC Program requirements regarding client portion of rent, occupancy charges, FMR and Rent Reasonableness.
c. Rents collected from residents of TH may be reserved in whole or in part to assist the residents to move to permanent housing.

d. **CoC-Funded Programs**: All participants in CoC-funded TH programs must enter into a lease or occupancy agreement, so that participants retain full tenants rights during their residency in the program.

### III. Eligibility Requirements

In order to qualify for transitional housing, households must satisfy the following criteria:

A. Meet the HUD definition of homeless in the CoC Program Interim Rule under Category 1, Category 2, or Category 4.

B. Other eligibility criteria created at the program level.

### IV. Documentation Requirements

**CoC-Funded Programs**: For participants in CoC-funded transitional housing programs, documentation must be included in the case file, and/or scanned into the HMIS client record that demonstrates eligibility as follows:

C. **Category 1: Literally Homeless** (in order of preference)

4. Third party verification (HMIS print-out, or written referral/certification by another housing or service provider); or

5. Written observation by an outreach worker; or

6. Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;

   If the provider is using anything other than a) Third Party Verification, the case file must include documentation of due diligence to obtain third party verification.

D. **Category 2: Imminent Risk of Homelessness**

7. A court order resulting from an eviction action notifying the individual or family that they must leave within 14 days; or

8. For individual and families leaving a hotel or motel – evidence that they lack the financial resources to stay; or

9. A documented and verified written or oral statement that the individual or family will be literally homeless within 14 days; and

10. Certification that no subsequent residence has been identified; and

11. Self-certification or other written documentation that the individual lacks the financial resources and support necessary to obtain permanent housing.

E. **Category 4: Fleeing/Attempting to Flee DV**
For victim service providers:

1. An oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources. Statement must be documented by a self-certification or a certification by the intake worker.

For non-victim service providers:

1. Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; and
2. Certification by the individual or head of household that no subsequent residence has been identified; and
3. Self-certification or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.

V. Service Requirements/Components for Transitional Housing

Case Managers will provide case management services at a level that meets the needs of each participant, in order to assist households to exit the program into permanent housing and achieve self-sufficiency.

VIII. Transitional housing programs are encouraged to adopt a low-barrier, housing first approach. Unless required by law, a condition of a particular source of funding, or necessary to serve a target population in recovery from substance abuse, programs will not screen out or exclude participants based on any of the following:

a. Failure to participate in supportive services or make progress on a service plan;
b. Having too little or no income;
c. Refusal to participate in drug tests;
d. Active or history of substance abuse;
e. Experience of domestic violence (e.g. lack of a protective order, period of separation, etc); or
f. Failure to participate in a probation or parole program.

IX. Transitional housing programs are characterized by:

1. Client-centered services, by directly providing a range of services or by serving as part of a network that provides a range of services, tailored to each participant's level and type of need;
2. Immediacy, by providing for timely intervention and avoidance of delays in implementing a workable plan for transition to a permanent housing situation; and
3. Continuity and linkage to after care (to the extent possible when funding is available), by providing services in cooperation with other resources and ensuring appropriate follow-up after the child, adult, or family has left the program.

X. Transitional housing programs must develop service plans with participants and provide or offer referrals for identified services that address each participant's ongoing needs. Service planning should be initiated at intake, and focuses on identifying and transitioning participants to the most appropriate permanent housing situation.

XI. Ongoing assessment of progress on the participant's service plan should be conducted throughout the individual's or family's term of residence in the program.

XII. Transitional housing programs, either directly or by referral, must make services available to all clients that are tailored to support each client in transitioning to permanent housing. The level and type of services offered should meet each client's identified needs, including but not limited to any of the following:

1. Crisis intervention;
2. Legal assistance;
3. Service coordination;
4. Emergency and ongoing identification of medical and health needs and referral for care;
5. Public benefits eligibility assessment and application assistance;
6. Educational and employment assistance;
7. Exit planning, housing search, and relocation assistance;
8. Education related to activities of daily living (life skills);
9. Preventive health education, including information about prevention of HIV/AIDS, Tuberculosis and Sexually Transmitted Disease;
10. Substance abuse and mental health counseling;
11. Support groups;
12. Structured social/recreational activities;
13. Parenting education;
14. Job referral and placement;
15. Child care;
16. Transportation;
17. Domestic violence counseling; and
18. Other appropriate services as necessary for the service population.

XIII. If the program provides referrals for mental health, substance abuse, health care, or developmental disability services, this same referral information must be offered to every client. Then, the program providing these services may separately ask questions about the issues relevant to the provision of that service.
XIV. Any services related to an individual's disability may not be required as a condition of receiving shelter unless the shelter is specifically designated for individuals with disabilities and has a mandatory service component according to its funding criteria.

F. Other Services and Services-Only Programs

X. Information and Referral and Case Management Services

A. Information and Referral
At a minimum, programs providing Information and Referral services offer the following:

1. A basic assessment of client needs (could be informal/verbal);
2. Information about community resources and referrals to local partners;
3. Assistance in acquiring services, including access to phones to make local calls, letters of introduction, lists of required documents, blank applications/forms, coaching regarding appropriate language to use when asking for services to get the desired outcome, etc.;
4. Advocacy on behalf of individual clients.

B. Case Management
At a minimum, programs providing Case Management services offer all Information and Referral services, as well as the following:

1. Client-centered goal development focused on managing the practical problems of daily living;
2. Individualized support in identifying and completing action steps toward goals;
3. Encouragement and support toward goal achievement through regular meetings in an ongoing relationship;
4. For each case managed client or household, programs must maintain a separate case file including registration and assessment paperwork (including any community-wide assessments) and case notes;
5. For each case managed client, HMIS participating programs must record a Program Entry and Exit in HMIS and ensure that HUD Universal Data Elements are completed.

C. Intensive Case Management
At a minimum, programs providing Intensive Case Management services offer all Information and Referral and Case Management services, as well as the following:

1. Education about basic living skills, health care, getting the most out of treatment, and understanding the stages of change;
2. Assistance with access and coordination between medical, mental health, and substance abuse services, if needed;
3. Assistance in the development of new informal support systems to sustain the client's improving recovery patterns;

4. Response to client crises and assistance in stabilizing the situation;

5. Available to meet with clients outside of program offices (attend court with client, transport client to important appointments, home visitation, etc.)

6. Maintain low case loads of no more than 15-20 active clients.

XI. Outreach Services

All programs providing outreach services, street outreach or mobile outreach teams must comply with the following standards.

A. Outreach workers providing outreach services through street outreach or mobile outreach teams will receive on-going training in best practices generally accepted in the community designed to engage homeless persons on the street at the first point of contact in a manner in which they are willing and able to connect as below. Training should be held at least once per season/year in this area.

1. Use of assertive outreach techniques such that the team(s) will actively work to make contact with clients and engage them at the level and in the manner in which they are willing to connect;

2. Interventions carried out in the field, at locations where clients congregate and are comfortable rather than in traditional mental health settings;

3. High staff-to-client ratio of approximately one direct service staff to every ten clients;

4. Direct service provision that includes assistance in meeting basic survival needs (food, showers, a place to come in from the streets) as well as clinical services;

5. Referrals, advocacy and intensive case management without time limits in order to address the client's full range of needs, including linkages with medical, psychiatric, and alcohol and drug treatment services; benefits programs; and emergency, transitional, supportive, and/or permanent housing.

B. Outreach services are provided by a team of professionals or paraprofessionals. For reasons of safety for both personnel and persons served, street outreach teams consist of at least two personnel.

C. Outreach services are designed to bring the existing service delivery system to the person or family served. These services are offered to persons and families who have unmet needs and who are not served or are under-served by existing service delivery mechanisms in the community.

D. Outreach service provision is flexibly tailored to the unique needs and characteristics of each person or family served. It is characterized by:

1. flexibility;
2. voluntary acceptance of services by the person or family served, except in those cases where the outreach team has the authority to commit individuals against their will and without their consent;

3. a team approach; and

4. linkage to, or direct provision of a full range of readily accessible prevention,

5. support, and treatment services.

E. During the provision of outreach services, the engagement and assessment of the client is characterized by:

1. sensitivity to the willingness of the person or family to be engaged;

2. a non-threatening manner;

3. maximum respect for the autonomy of the person or family being engaged; and

4. persistence.

B. Outreach services provide linkages to, or directly provide, a full range of prevention, support, and treatment services, including but not limited to:

1. screening and assessment;

2. harm reduction;

3. basic needs intervention;

4. crisis intervention;

5. help accessing public assistance;

6. advocacy;

7. legal assistance;

8. case management;

9. housing assistance;

10. social support services;

11. informational services;

12. service planning;

13. medical/dental evaluation and care;

14. counseling and/or treatment; and

15. other services necessary to serve the target population.

XII. Drop-In Centers

All programs operating Drop-In Centers must comply with the following standards.
A. In programs operating drop-in centers, staff should receive annual training on counseling skills, techniques for handling conflicts or crises in a non-violent manner, cultural sensitivity, sexual harassment, and sensitivity to wider issues of homelessness at a one-time training per season/year on these subjects.

B. Drop-in centers provide services in a safe, welcoming, minimally intrusive environment that is designed to foster trust and personal engagement.

C. Drop-in centers provide:
   1. Information and referral;
   2. Food or snacks;
   3. Bathrooms;
   4. Seating accommodations; and
   5. Access to telephones.

D. S4.4 Drop-in centers may also provide, either directly or by referral:
   1. Crisis intervention;
   2. Emergency services;
   3. Legal and advocacy services
   4. Mental health services
   5. Case management;
   6. Facilities for personal hygiene: showers and laundry;
   7. Employment and housing services;
   8. Classes in living skills;
   9. Community space;
   10. Meeting space;
   11. Linkage to medical service;
   12. Mail, voice mail, computer access;
   13. Clothing, and;

E. Personnel are available during drop-in center operating hours to provide ongoing services and overall supervision.

F. Drop-in centers have written policies and procedures for expelling an individual or family from the facility that:
   1. Are clear and simple, avoiding overly rigid and bureaucratic rules;
2. Require that all reasonable efforts are made to provide an appropriate referral;

3. Are clearly posted in all appropriate languages or in a fashion readily accessible to accommodate non-hearing and sight impaired individuals or are otherwise provided to persons using the service;

4. Include a definition of the reasons or conditions for which an individual or family may be expelled;

5. Delineate a clearly defined process for expulsion including due process provisions; and

6. Describe the conditions or process for re-admission to the facility.

XIII. Prevention and Support Services

All programs providing prevention and support services must comply with the following standards as appropriate to the population served.

A. General Requirements

1. Prevention and support services are provided to persons and/or families who are at risk of developing problems in physical, mental, social or economic functioning. They are designed to provide individuals and/or families with information and new or enhanced skills to:

   a. Ameliorate a problem or condition that can lead to individual, family and social displacement or dysfunction, prior to its onset; or

   b. Stabilize a problem or condition so that the problem or condition does not worsen; and/or

   c. Maintain the highest level of functioning possible within their community.

2. Prevention and support services focus on realistic, attainable, and measurable goals and they are provided within the context of broad community, state, and federal prevention efforts.

3. Prevention and support service programs publicize their services utilizing a variety of methods to inform the target population, the general public, and other referral sources of:

   a. The types of service that are offered;

   b. Service availability; and

   c. How individuals can access the program’s resources.

4. Prevention and support service programs maintain linkages with a wide variety of services, programs and systems, including other community, state and federal prevention efforts, hospitals, schools, the criminal justice system, legal services, advocacy services, and mental health services, as well as other organizations that are likely sources of referrals.
5. Programs offer one or more of the following prevention and support services:
   a. Direct financial assistance;
   b. Mortgage/rent assistance, security deposit, emergency financial aid, utility assistance, rent arrearage;
   c. Legal assistance;
   d. Mediation;
   e. Education on tenants rights and responsibilities;
   f. Vocational training or rehabilitation;
   g. Employment assistance and/or counseling services;
   h. Transportation;
   i. Budgeting and financial management skills building;
   j. Remedial education and literacy programs;
   k. Nutrition education and counseling;
   l. Pregnancy prevention and support;
   m. Child care;
   n. Drug and alcohol education;
   o. Health promotion;
   p. Life skills education programs;
   q. Mental health education;
   r. Parenting and child development education;
   s. Housing assistance, including counseling;
   t. Housing maintenance and repair;
   u. Furniture/appliance provision or warehousing;
   v. Clothing provision/laundry;
   w. Food pantry and/or meals;
   x. Mental health or other counseling services; and
   y. Other services to maintain housing or to promote optimal social, psychological, and physical development and functioning.
G. Emergency Shelter Services

I. Temporary and Basic Shelter Services

All temporary and basic shelters must comply with the following standards, except where the standard is designated as applying to only a certain shelter type.

A. Temporary and basic shelters provide services coordinated to meet the immediate safety and survival needs of the individual or family served, including shelter, food, clothing and other support services. These services are provided in a minimally intrusive environment.

B. At a minimum, temporary and basic shelters provide the following services directly onsite:
   1. sleeping accommodations;
   2. personal hygiene supplies and facilities, including toilets and wash basins;
   3. showers and/or bathtubs (temporary shelters may provide referrals to other facilities for these services).

C. In addition to the services listed in Section D.VI.B, temporary and basic shelters provide either directly or by referral the following services:
   1. food;
   2. information and referral;
   3. crisis intervention;
   4. mailing address;
   5. linkage to medical services;
   6. clothing; and
   7. laundry facilities, either on-site or located within walking distance.

D. The use of services beyond the provision of food and shelter should be encouraged.

E. Basic shelters may require as a condition of admission that the individual or family be clean from drug use and sober.

II. Service-Enriched Shelter Services

Service-enriched shelters must comply with the following standards.

A. In addition to meeting basic needs, service-enriched shelters are designed to increase the client's coping and decision-making capacities and assist in planning for the client's reintegration into community living.

B. Service-enriched shelter programs are characterized by:
1. comprehensiveness, by directly providing a range of services or by serving as part of a network that provides a range of services;

2. immediacy, by providing for timely intervention and avoidance of delays in implementing a workable plan; and

3. continuity and linkage to after care (to the extent possible when funding is available), by providing services in cooperation with other resources and ensuring appropriate follow-up after the child, adult, or family has left the program.

C. In addition to providing the services of a basic shelter (See Section D.VI Temporary and Basic Shelter Services), service-enriched shelters make available, either directly or by referral, the following services:

1. crisis intervention;

2. assessment for child abuse and/ or neglect (in family shelters);

3. service coordination;

4. emergency and ongoing identification of medical and health needs and referral for care;

5. public assistance eligibility assistance;

6. educational and employment assistance; and

7. exit planning and relocation assistance

D. In addition to the services listed in Section D.VII.C., service-enriched shelters also provide some or all of the following services, as indicated by the service population:

1. education related to activities of daily living (life skills);

2. preventive health education, including information about prevention of HIV/AIDS, Tuberculosis and Sexually Transmitted Disease;

3. substance abuse and mental health counseling;

4. support groups;

5. structured social/recreational activities;

6. parenting education;

7. job referral and placement;

8. child care;

9. transportation;

10. domestic violence counseling; and

11. other appropriate services as necessary for the service population.
E. If the shelter provides referrals for mental health, substance abuse, health care, or developmental disability services, this same referral information must be offered to every client. Then, the program providing these services may separately ask questions about the issues relevant to the provision of that service.

F. Any services related to an individual's disability may not be required as a condition of receiving shelter unless the shelter is specifically designated for individuals with disabilities and has a mandatory service component according to its funding criteria. (See R3.9)

G. Programs serving all homeless people may require non-disability related services (e.g., money management or employment training) as a condition to housing, so long as the requirement is communicated to all clients at intake.

H. Ongoing assessment of adjustment to community living arrangements is conducted throughout the individual's or family's term of residence in the program.

I. Service-enriched shelters develop exit plans with the individuals served and provide or offer referrals for identified services that address their ongoing needs. Exit planning is initiated at intake.

H. Emergency Shelter Facility Management

All shelters, temporary, basic, and service-enriched, must comply with the following standards, except where the standard is designated as applying to only certain shelter types.

I. Codes and Ordinances

A. The shelter conforms to all applicable state and local building, fire and health regulations, including wheelchair accessibility standards.

B. The shelter does not exceed the maximum occupancy issued to it by the Fire Department for the entire shelter nor for the individual rooms used as sleeping quarters.

C. The shelter conspicuously posts the maximum occupancy issued to them by the Fire Department for the entire shelter and for the individual rooms used as sleeping quarters.

D. The shelter conforms to all pertinent requirements of the Americans With Disabilities Act (ADA), the Federal Fair Housing Amendments Act (FHAA), the California Fair Employment and Housing Act (FEHA), and the Transitional Housing Misconduct Act (THMA).

II. Shelter Location

A. The shelter provides clients with reasonable access to public transportation.

Preferred Practice Recommended Standards

B. New shelter construction should be located to facilitate the use of community-based services.
III. Shelter Layout and Floor Plan

A. The shelter is well arranged and carefully planned to provide as safe and secure an environment as possible.

B. If the shelter provides residents with separate rooms with doors, residents must be able to secure the door while in the room, and staff must have keys to all rooms.

C. In shelters that separate resident sleeping accommodations by gender, transgendered clients should be sheltered according to their gender of identification, regardless of physical characteristics.

D. Basic & Services Enriched Shelter Standard: If a shelter provides food on-site, the sleeping area must be separate from the dining area.

E. Service-Enriched Shelter Standard: The shelter includes rooms for providing on-site services, as applicable.

Preferred Practice Recommended Standards

F. The shelter provides adequate separation of families, couples and single adults, and adequate separation of single women and single men.

G. Room accommodations, bathrooms, lounges and other common spaces in the shelter should be wheelchair accessible. Wheelchair access should be provided to all common areas and to not less than 10% of the sleeping units.

H. The shelter should provide a private/quiet space that allows children to do their homework and clients to study and work.

I. The shelter includes some outdoor space for client-use only. The outdoor area is enclosed and appropriately screened to ensure privacy.

IV. Protection of the Family Unit

Preferred Practice Recommended Standards

A. Shelters should attempt to provide accommodations which protect the family unit whenever possible, allowing parents and children to be accommodated together.

V. Visitors

A. Shelters may permit residents to have visitors as appropriate to the shelter population and type of facility.

B. Shelter residents are responsible for the behavior of their visitors and may experience the consequences of their guests' negative behaviors as specified in the shelter rules.

VI. Security

A. The building and grounds are routinely and regularly monitored.
B. Building or shelter security is maintained, and when appropriate to the population served and the type of facility, residents are encouraged to form resident patrols.

VII. Storage of Personal Possessions

A. Shelters which hold funds or possessions on behalf of residents have a written policy and established procedure for securing and returning residents' belongings. The policy specifies how the stored items will be safeguarded, the shelter's liability for items that are lost or stolen, and the length of time funds or possessions will be held. Shelters must explain this policy to clients before holding any funds or possessions for them, and shelters must post this policy in a conspicuous location in all appropriate languages.

B. Security deposits may be used to compensate the program for a resident's failure to pay program fees, to repair damages, exclusive of ordinary wear and tear, caused by the resident or resident's guest or for the cleaning of the premises. Security deposits, less deductions, shall be returned, and an itemized statement of deductions made, shall be provided to the departed resident within three weeks after the resident has left the program.

C. If the shelter holds funds (other than Security Deposit) or possessions on behalf of a resident, those funds or possessions are returned the same day if possible, and no later than two weeks after the demand for return.

Preferred Practice Recommended Standard

D. In shelters, bedrooms should have individual, separate lockable storage lockers for the adult resident's belongings. Each locker should be large enough to accommodate winter clothing.

E. Service Enriched shelters and Transitional Housing Programs should allow residents to store personal belongings for up to 72 hours after residents have left the shelter or housing.

VIII. Smoking, Drugs & Alcohol, and Weapons

A. The program prohibits possession and use of illegal drugs and alcohol on the premises.

B. The program prohibits smoking indoors.

C. The program prohibits possession of weapons by everyone (clients, staff, volunteers, guests, etc.) at the facility. The program posts its policy regarding the discovery of weapons, including a list of items considered to be weapons.

IX. Medication: Storage, Access & Distribution

A. The program complies with laws and regulations regarding the storage of record-keeping concerning medications.

B. The program has established procedures for preserving clients' confidentiality in the storage of and keeping of records concerning medications.
X. Shelter Maintenance

A. The shelter has a written building maintenance policy that includes a clearly identified person to whom the residents can report maintenance problems.

B. Routine maintenance is performed by qualified personnel or qualified personnel supervise maintenance work performed by residents.

XI. Housekeeping Policies

A. The shelter has a housekeeping plan to ensure a safe, sanitary, clean and comfortable environment. The plan includes:
   1. a cleaning schedule for all parts of the facility, including, but not limited to, the floors, walls, windows, doors, ceilings, fixtures, equipment, and furnishings;
   2. a schedule for collecting and discarding trash inside the facility;
   3. a clearly identified person(s) responsible for the tasks on the housekeeping plan.

B. Trash inside the facility is contained in appropriate trash receptacles. Trash receptacles are emptied on a regular basis.

C. Adequate, properly maintained supplies and equipment for housekeeping functions are available. These supplies are properly labeled, and supplies and equipment are kept in a separate cabinet away from any food and out of the reach of children.

D. A Material Safety Data Sheet is maintained where the chemicals that the sheets apply to are stored for all chemical products used on site. An additional copy of the sheets must be maintained in a location that can be accessed easily by staff and clients in the event of an emergency and must be available upon request.

XII. Communicable Diseases

A. In compliance with Cal/OSHA Interim Tuberculosis Control Enforcement Guidelines, shelters must:
   1. annually test employees for Tuberculosis (TB), in accordance with current criteria recommended by the Centers for Disease Control and Prevention;
   2. have written criteria to identify individuals who are suspected of having infectious TB;
   3. have written TB exposure control procedures;
   4. provide employees and residents with proper medical evaluation and preventative therapy;
   5. provide TB prevention training to employees; and
   6. maintain proper documentation of employee TB prevention training, TB exposure incidents, and diagnosed TB cases.
B. Staff use "universal precautions" when disposing of child/infant items such as diapers, tissues, band-aids, etc. Gloves and plastic bags are used when handling and disposing of these items.

C. The program notifies clients anytime there is a possibility that they were exposed to a communicable disease that is spread through casual contact. Notification must include posting a written warning about possible exposure in a conspicuous location and in all appropriate languages or in a fashion readily accessible to accommodate non-hearing and sight impaired individuals. The warning includes the date of the exposure, the disease, the onset time of the disease, its symptoms and how it is treated.

D. The program consults a medical professional when deciding if a client or potential client is infected with a contagious communicable disease that might endanger the health of other clients.

E. The program maintains written policies regarding mandatory implementation of universal precautions, control of tuberculosis, (per the California Department of Health Service's guidelines), and notification of clients of possible exposure to a communicable disease.

F. The program maintains written policies on client confidentiality issues regarding communicable diseases, including HIV/AIDS.

G. Program admission and exit policies and daily operation procedures adhere to protocols established by the Center for Disease Control.

*Preferred Practice Recommended Standard*

H. All shelter clients should be tested for TB within 30 days of their intake. Afterwards, they should receive a TB test card that should be accepted at other shelters.

I. All shelter clients should be given information about and if appropriate referred to County-sponsored disease testing (e.g. for TB and HIV/AIDS) and child immunizations.

**XIII. Pest Control**

A. The shelter works actively to prevent insect and rodent infestations and to eliminate them if they occur. In kitchen, dining areas, and food storage areas, the shelter takes precautions such as wiping up spills and crumbs frequently; storing food at least 6 inches off the floor and away from the walls; checking incoming boxes for insects and rodents excluding clients' personal belongings; filling in all crevices and cracks in walls; elevating garbage containers off the floor; having annual pest control inspections; and installing self-closing doors, where appropriate, on the outside of the facility.

B. The shelter notifies residents of any pest-control maintenance activities.

C. Notification must be given 24 hours in advance. The Material Safety Data Sheets are requested from any exterminators hired and kept on file.

*Preferred Practice Recommended Standard*

D. Shelters should have monthly pest control inspections.
XIV. Heating and Ventilation

A. The shelter has a heating and ventilation system that is in proper working order and maintains a minimum temperature appropriate for the population served.

XV. Interior/Exterior Lighting

Preferred Practice Recommended Standard

A. Natural lighting is provided wherever possible. Windows should allow a natural lighting ratio of 1 foot of window space to every 10 square feet of room area. Exceptions allow for the kitchen to be provided with adequate artificial light.

XVI. Electricity, Gas and Water

A. A map designating the location of the gas main will be conspicuously posted and known to the shelter’s on-site emergency response designee. A gas shut-off tool must be attached near the gas main. Instructions for using the gas shut-off tool must be posted next to the tool in all appropriate languages.

XVII. Heaters Bath & Toilet Facilities

A. The shelter has a sufficient supply of functional, clean, and reasonably private toilets and wash basins.

B. The shelter has functional, clean, and reasonably private bathing facilities for residents. (Temporary or winter shelters may provide referrals to places that have bathing facilities on site.)

C. The shelter provides separate bathrooms for male and female in ratios appropriate to the capacity of the shelter. Temporary or winter shelters may have unisex bathrooms.

D. Transgender clients have access to bathrooms based on their gender of identification, regardless of physical characteristics. People who do not clearly identify as male or female should have access to whichever toilet/shower facility helps them feel safest. Where there are single-use showers and bathrooms in the facility designated for residents, transgender residents will be told about them and welcome to use them.

E. The shelter provides toilets and wash basins accessible to residents with disabilities.

F. Basic & Services Enriched Shelter Standard: If the shelter provides services to persons with infants and young children, it must provide adequate space and equipment such as bathtubs, portable tubs, and basins for the bathing and changing of infants and young children.

G. Toiletries

1. The shelter provides toilet tissue, soap, and a means for washing and drying hands.

2. If the shelter provides showers on site, towels and soap must be provided.

3. The shelter provides containers for disposal of feminine hygiene products.
**Preferred Practice Recommended Standard**

4. Shelters should supply deodorant, shampoo, toothbrushes, toothpaste, condoms, feminine hygiene products, and diapers.

**XVIII. Telephones**

A. The shelter takes incoming emergency phone messages and messages from other service providers such as case manager or advocates, for residents during business hours and has a process for making these messages available to them. Messages are taken without confirming whether or not the individual is a client of the agency.

B. *Basic and Service-Enriched Shelter Standard:* The shelter has or provides access to a phone that residents can use within reasonable limits. This phone is made as private as possible.

**XIX. Furnishings**

**A. General**

1. The shelter provides the necessary equipment and furnishings to support shelter activities.

2. All shelter equipment and furnishings are maintained so they are clean, safe and appropriate for their intended function.

**B. Dining Area**

1. *Basic &Service-Enriched Shelter Standard:* If a shelter provides food on site, tables and chairs must be provided in the dining area.

**C. Bedroom/Sleeping Area**

1. At a minimum, basic and service-enriched shelters provide residents with a bed or a cot. Winter shelters and rotating church shelters, at a minimum, provide residents with a mat.

2. Each resident is supplied with sheets, a pillow and pillowcase and at least one blanket.

3. Bed linens, blankets and towels are laundered as often as necessary for cleanliness and freedom from odors. The shelter has sufficient numbers of each item to allow for changes when necessary.

4. Clean bed linens are to be provided to new residents at intake. Residents are expected to maintain cleanliness of linens when facilities are available onsite, otherwise clean linens will be provided by the facility at least once a week.

5. The shelter implements routine procedures for disinfecting the bed, mat, or cot and its cover with each change of client.

**Preferred Practice Recommended Standards**

6. The shelter should furnish each resident, whether an adult or child, with a clean bed (or crib for infants) that is a minimum of 27 inches in width, or a double bed for an adult couple.
7. The shelter should use vinyl mattress covers or mattresses that are resistant to bacteria, fluids, and pests and sanitize them between clients.

8. In shelters, bedrooms should have individual lockable storage lockers for the resident's belongings. Each locker should be large enough to accommodate winter clothing.

XX. Provisions for Babies and Young Children

A. If the shelter provides services to people with infants, it must provide refrigeration and cooking equipment capable of being used for the storage and preparation of infant formula, baby food and milk. (Winter Shelters can apply for a one-time, one-year waiver).

B. All children's furniture and equipment meets national safety standards. Donated furniture and equipment also must meet these same standards.

C. Basic & Service-Enriched Shelter Standard: If the shelter provides services to people with children, it must provide age appropriate cribs or beds, storage space for toys, and appropriate feeding equipment for infants and young children.

D. Basic & Service-Enriched Shelter Standard: If the shelter provides services to people with children, it must have/provide appropriate feeding equipment for infants and young children.
J. Inter-Organizational Collaboration

I. HMIS

A. All agencies providing shelter, housing and services to the homeless and those at risk of becoming homeless should participate in the Homeless Management Information System designated by the Continuum of Care in order to collect, track, and report uniform information on client needs and services and enhance community-wide service planning and delivery.

B. All agencies participating in the Homeless Management Information System will abide by the countywide system administrator’s policies and procedures, including the “Santa Clara County Continuum of Care HMIS Governance Agreement” and the “Santa Clara HMIS Standard Operating Procedures”, and adhere to the current HUD data standards.

C. Assessments will be conducted according to the policies, procedures, and confidentiality rules of each individual program, of the Homeless Management Information System countywide administrators, and of the Coordinated Assessment system.

D. All users of the Homeless Management Information System must be trained according to the standards of the HMIS system administrators, including End User Training, and Confidentiality Training.

E. All agencies, regardless of participation in the Homeless Management Information System, are required to keep their Program Descriptor Data Elements current and accurate at all times. This information should be updated at least annually by agency HMIS administrators or reported to the countywide system administrators.

II. Coordinated Assessment

A. All agencies participating in HMIS will serve as Coordinated Assessment Access Points, in accordance with Section K, Coordinated Assessment Policies and Procedures (See Section K.III, Access Points).

III. Continuum of Care (CoC) Participation

A. All agencies providing shelter and services to the homeless should be participants in the Santa Clara County Continuum of Care.

B. To the extent possible, member organizations of the Santa Clara County CoC will participate in community-wide efforts endorsed by the CoC Board.
K. Coordinated Assessment Policies & Procedures

I. Background

A. What is Coordinated Assessment?
Coordinated assessment (also known as coordinated entry) is a consistent, communitywide process to match people experiencing homelessness to community resources that are the best fit for their situation. In a community using coordinated assessment, homeless individuals and families complete a standard triage assessment survey that identifies the best type of services for that household. Participating programs accept referrals from the system, reducing the need for people to traverse the county seeking assistance at every provider separately. When participating programs do not have enough space to accept all referrals from the system, people are prioritized for services based on need.

In Santa Clara County we plan to start phase one of coordinated assessment with permanent housing programs (permanent supportive housing and rapid rehousing), and in later phases add other resources, such as emergency shelter and transitional housing.

B. HUD Requirement
Under the interim rule for the U.S. Department of Housing and Urban Development's (HUD) Continuum of Care (CoC) program, each CoC must establish and operate a centralized or coordinated assessment system (24 CFR 578.7(a)(8)). HUD defines a centralized or coordinated assessment system as “a centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool” (24 CFR 578.3).

Participation in the coordinated assessment system is required for grantees receiving HUD CoC and Emergency Solutions Grant (ESG) funds.

C. Community Vision
Our community vision for coordinated assessment is that we have a fully engaged coordinated assessment system with standardized assessment and all emergency shelter, transitional housing, permanent supportive housing, and rapid rehousing placements made through the system. Coordinated assessment will encompass all populations and prioritize and place people effectively and efficiently, quickly matching people to the housing type that is most likely to get them permanently housed.

In phase one, the coordinated assessment process will provide referrals for permanent housing interventions, including permanent supportive housing and rapid rehousing. Later phases of implementation will add assessment and referral processes for emergency shelter and transitional housing.
D. Benefits of Coordinated Assessment

Coordinated assessment will benefit our community by:

1. Using existing resources effectively by connecting people to the housing program that is the best fit for their situation.
2. Reducing the need for people to call around to multiple housing programs and fill out multiple applications to join waitlists. Coordinated assessment will assess people for all participating permanent housing programs at the same time.
3. Providing clear communication about what housing is available.
4. Collecting information about how many people in Santa Clara County need different types of housing. This information will help us advocate for more resources to provide housing and services for homeless people in Santa Clara County.

II. System Overview

In Santa Clara County’s Coordinated Assessment system, all homeless individuals and families will complete a standard triage assessment survey that considers the household’s situation and identifies the best type of housing intervention to address their situation. The standard triage assessment survey that will be used in Santa Clara County is the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) created by OrgCode Consulting and Community Solutions. The VI-SPDAT will be integrated into the standard HMIS intake for people who are homeless and conducted at HMIS partner agencies, including shelters, service centers, transitional housing programs, and outreach programs: anywhere that people who are homeless first encounter our system of care.

Permanent housing programs, including permanent supportive housing and rapid rehousing, will fill spaces in their programs from a community queue of eligible households generated from HMIS. The queue will be prioritized based on length of time homeless and VI-SPDAT scores to ensure that we house those with the greatest need first. This coordinated process will reduce the need for people to traverse the county seeking assistance at every provider separately.

III. Access Points

A. Requirements for Access Points

Access points are locations where people who are homeless can complete the assessment survey to participate in coordinated assessment. In Santa Clara County, all HMIS partner agencies will serve as access points and the triage assessment survey (VI-SPDAT) will be incorporated into the standard HMIS intake.

In order to participate as an access point, organizations must have a current, signed HMIS partner agency agreement and meet the following requirements:

1. Participate in HMIS and follow all HMIS user agency requirements (domestic violence victim service providers are exempt from this requirement).
2. Maintain at least one staff person who is trained and authorized to conduct the VI-SPDAT and only allow trained and authorized staff or volunteers to conduct the VI-SPDAT.

3. Agree to follow the community guidelines for completing the assessment and communicating about the coordinated assessment system.

4. Agree to provide additional referrals to other community services, as appropriate, to people completing the assessment.

B. Communication and Frequently Asked Questions

As the original point where people connect with the coordinated assessment system, access points are also likely to get questions from people asking about their status on “the list” and when they will get referred to housing. Organizations should be able to:

1. Check HMIS to determine if the individual or household has a current (less than one year old) VI-SPDAT entered in HMIS.

   a. If so, communicate to the individual or household that they are current in the system and will be contacted if services that are a good fit for them become available.

   b. If the individual/household does not have any record of a VI-SPDAT in HMIS, work with them to complete the standard HMIS intake and VI-SPDAT.

   c. If the individual's/household's VI-SPDAT is over one year old, have them complete an annual update.

2. Check to make sure that the individual's/household's contact information is current and update it if needed.

Organizations should not communicate the individual’s or household’s number or place in the community queue in HMIS as this placement may change frequently as new assessments are entered into the system. See the Santa Clara County Coordinated Assessment FAQs for more information.

C. Outreach and Marketing

An outreach strategy will be developed to reach all individuals and families who are homeless within Santa Clara County. This strategy will be implemented in phases to facilitate a more manageable transition to the new system:

- **Phase One – 2015 – Early 2016:** HMIS partner agencies will serve as access points, providing a diverse, countywide network of service providers that are easily accessible to homeless individuals and families throughout the county. Additionally, domestic violence service providers will serve as access points for domestic violence survivors. Together, these organizations reach tens of thousands of individuals each year and provide services including outreach, shelter, drop-in services, and transitional housing providing a built-in network for reaching homeless people throughout the community.
• **Phase Two – Beginning in Mid-2016**: Additional outreach will be developed to spread information about coordinated assessment to non-CoC member organizations that serve people who are homeless, including schools, hospitals, libraries, and government offices. This phase of outreach will be delayed to avoid overwhelming the new system in the beginning when organizations will be assessing all of their current clients.

IV. **Assessments**

A. **The VI-SPDAT**
Santa Clara County uses the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) created by OrgCode Consulting, Inc. and Community Solutions as the standard triage assessment tool. This assessment will be used for all homeless individuals and households in Santa Clara County. There are three versions of the VI-SPDAT in use for different populations:

1. Individuals
2. Families
3. Transition Age Youth

The VI-SPDAT is to be completed by all individuals and families who are homeless under Category 1 (Literally Homeless) and Category 4 (Fleeing Domestic Violence) of HUD’s definition of homelessness. The VI-SPDAT will be conducted as part of the standard HMIS intake.

B. **Training and Authorization of Users**
The VI-SPDAT can only be conducted by staff or volunteers who have successfully completed training and been authorized by OSH.

Training on the VI-SPDAT will be incorporated into HMIS user training and will include training on how to conduct the assessment, guidelines for communicating with people about coordinated assessment, and frequently asked questions. As a result, all HMIS users will be trained on completing and entering the VI-SPDAT.

Individuals who are already trained HMIS users at the time that the VI-SPDAT is implemented must complete a separate VI-SPDAT training prior to conducting any assessments. Training may be completed by:

- Attending SPDAT Level 1 Training (covering the SPDAT and VI-SPDAT) conducted by OrgCode or a certified local trainer; or
- Completing SPDAT Level 0 Training (covering the VI-SPDAT only) online at [www.orgcode.com](http://www.orgcode.com).

OSH staff will monitor the quality and consistency of assessments entered into HMIS and provide feedback, training, and adjustments to policies and procedures as necessary to address issues that may arise. Additionally, OSH may revoke the right of any individual user or agency to participate in HMIS and/or coordinated assessment if the individual or agency violates user agreements or policies and procedures.
C. Confidentiality and Releases of Information

The VI-SPDAT is covered under the standard HMIS Release of Information (ROI). The ROI authorizes HMIS partner agencies to conduct the HMIS intake and the VI-SPDAT, enter the information in HMIS, and share the individual's or household's information with other participating organizations in order to facilitate connecting the household with housing and services. The ROI **MUST** be completed and uploaded into HMIS before any other information, including the VI-SPDAT, can be entered into HMIS.

D. Conducting the Assessment

The VI-SPDAT will be conducted as part of the standard intake for HMIS and as part of annual updates in HMIS. It may be directly entered into HMIS or completed on paper and then entered into HMIS.

The VI-SPDAT should be conducted in a setting that promotes privacy and confidentiality. The staff member or volunteer conducting it must follow the community guidelines for explaining what the assessment is and how coordinated assessment works.

All of the questions on the VI-SPDAT are designed to be answered with one-word “yes” or “no” answers. There is no need for respondents to go into detail describing their situation or past history. Respondents should be told that it is important to answer the questions honestly and accurately in order to match them to the best services for them.

The VI-SPDAT and HMIS standard intake must be conducted in person and the release of information must be uploaded into HMIS.

After completing the assessment, the volunteer or staff member should provide the individual/household with referrals to meet immediate needs. It is very unlikely that a housing placement will be available immediately or even in the near term, due to the overwhelming need in our community. Thus, it is important to provide information about resources that can meet immediate needs, such as shelter, food, and health care.

Individuals and households that score in the low acuity range should be provided with referrals to other resources to meet their housing needs, since they will not be matched with permanent supportive housing or rapid rehousing. Referrals should be based on the individual's/household's specific situation, and could include referrals to the Emergency Assistance Network, emergency shelters, or transitional housing programs.

E. Updates to Assessments

As long as individuals/families remain homeless, they should complete the VI-SPDAT annually to capture changes in their circumstances. In addition, individuals/households may complete an update whenever they experience a significant change in their circumstances. The update would include an HMIS update and a new VI-SPDAT.
V. Community Queue

Santa Clara County maintains a community queue in HMIS based on the VI-SPDAT scores and intake records in HMIS. HMIS also contains the inventory and eligibility criteria for each permanent housing provider, including permanent supportive housing and rapid rehousing programs.

A. Housing Program Inventory
All participating housing providers will enter their program inventory and eligibility criteria in HMIS. Program staff will work with the HMIS system administrator and OSH to make sure program information stays up to date. Additional eligibility criteria will be used to pre-screen individuals and households on the queue for basic eligibility.

B. Match to Program Type
Santa Clara County uses the VI-SPDAT to determine the best type of housing intervention for the individual or household being assessed. Those who are identified to have high acuity are referred to permanent supportive housing. Those with moderate acuity are referred to rapid rehousing. People who are assessed to be low acuity most likely will be able to resolve their homelessness without a housing intervention. Since Santa Clara County has limited housing capacity, housing interventions will be prioritized for those who most need it. Individuals and households with low acuity will be referred to other, non-permanent housing interventions. This could include deposit assistance from an Emergency Assistance Network provider, making sure they are connected to public benefits, and referring to other services in the community.

C. Prioritization
Santa Clara County has a significant shortage of housing opportunities compared to the need. Thus, the coordinated assessment system will triage people and house those who are most in need first. Permanent Supportive Housing placements will be prioritized for those who have been homeless on the streets or in emergency shelter for at least a year and with the highest acuity, thus serving those who are most in need and most at risk if they remain on the streets, first.

Permanent Supportive Housing Prioritization Criteria:

1. VI-SPDAT Score – Those who have been on the street, in emergency shelter, and/or places not meant for human habitation for at least a year with the highest acuity will be served first.

2. Length of Time Homeless – Among those with the same VI-SPDAT score, individuals/households who have been homeless the longest will be prioritized first.

3. High Use of Services – Among those with the same VI-SPDAT score and the same length of time homeless, individuals/households will be prioritized based on the level of utilization of County services, with those with the highest utilization served first.

To reflect our commitment to serve those most in need and most at risk, the CoC will work with all CoC funded permanent supportive housing projects to phase in turnover beds to be dedicated or prioritized for the chronically homeless.
Rapid Rehousing Prioritization Criteria:

1. VI-SPDAT Score – Those with the highest score within the rapid rehousing range will be served first.
2. Risks Score – Among those with the same VI-SPDAT score, individuals/households with the highest Risks sub-score in the VI-SPDAT will be prioritized first.
3. Length of Time on the Community Queue – Among those with the same VI-SPDAT score and the same Risks score, individuals/households will be served in the order they completed the assessment.

VI. Housing Referrals

A. Matches to Housing Opportunities
Matches are facilitated by staff in the Office of Supportive Housing (OSH). When a permanent housing program has a space available, the designated OSH representative will use the community queue in HMIS to identify the household or individual to be referred by:

1. Filtering the community queue based on the type of housing intervention (permanent supportive housing or rapid rehousing) so that it pulls a list of individuals/households that have matched to that type of housing.
2. Filtering the community queue based on the eligibility criteria of the housing program.
3. Prioritizing the community queue based on the prioritization methodology described above.

The OSH representative will then make a referral in HMIS to the permanent housing program.

OSH staff will provide human judgment and discretion in making referrals based upon the prioritization and match-making methodology laid out in this document. Discretion may include taking into account a client's known preferences when making matches, avoiding referrals to programs where an individual/household has had a serious violation in the past, and addressing inconsistencies or concerns in the assessment or eligibility information entered in HMIS. Any match that requires some flexibility outside the methodology described here requires approval from a senior manager in the OSH.

B. Provider Responsibilities
When a permanent housing program receives a referral in HMIS, the provider will follow these steps:

1. **Locate the individual/household**: It is expected that the provider will make at least 3-5 reasonable attempts to find the individual/household. In addition to trying the contact information in the person's HMIS account, attempts should include seeking the person out in locations and at other service providers that they are known to frequent.
   a. All attempts to find the individual/household must be documented in HMIS.
2. **Verify eligibility:** Information in the individual's/household's HMIS account (including the VI-SPDAT) is primarily self-reported. Providers will need to conduct their own program intake and documentation of eligibility.

3. Enter the individual/household into the program in HMIS. If the individual/household cannot be located, the provider will notify the OSH representative who made the match. Together, the OSH staff and the provider will determine if additional attempts should be made. If the individual/household still cannot be located, they will be referred back to the community queue and OSH staff will initiate a new match.

If the individual/household turns out to be ineligible for the program, they will be referred back to the community queue and OSH staff will initiate a new match. The program should provide information regarding why the individual/household was not eligible and a note will be made in HMIS. Depending on the reason for ineligibility, OSH staff may initiate a review of the client's information and/or request that the client complete an updated assessment (for example, if inaccurate or out of date information on the assessment led OSH to believe the client would be eligible).

If the individual/household declines a referral, they will be referred back to the community queue and OSH staff will initiate a new match. Individuals/households have the right to decline any and all referrals. OSH staff will continue to offer referrals as many times as it takes to match the individual/household with housing. However, OSH will follow some basic guidelines:

1. OSH staff will not re-refer an individual or household to the same program multiple times if the person/household has communicated that they are not interested in that program. Instead, the individual/household will be referred to other programs in the community.
2. If an individual/household declines 3 referrals, OSH staff will wait three months before making the next referral.
3. If an individual/household declines 6 referrals, OSH staff will communicate with the individual/household that they will not be given any new referrals until they inform OSH that they are interested in receiving a new referral.

C. **Project Specific Wait Lists**

One of the benefits of coordinated assessment is that it simplifies the path to housing by replacing the multitude of existing project specific wait lists with a shared community queue. However, some projects have requirements from their funders that may conflict with coordinated assessment. In those situations, OSH will work with the provider to determine the best possible way to participate in coordinate assessment.

VII. **Confidential Process for Domestic Violence Survivors**

A separate, confidential process is available for domestic violence survivors who are receiving services from designated domestic violence service providers in the community. This process allows
service providers to maintain confidentiality and safety for their clients, while also ensuring that homeless survivors have access to the full array of housing opportunities in the community.

A. Assessment
The participating domestic violence service providers will conduct the VI-SPDAT triage assessment with the individuals and families staying in their shelters and transitional housing programs. These service providers are prohibited by law from using HMIS, so the VI-SPDAT and additional eligibility criteria that is usually included in the HMIS standard intake will be completed on a paper form. This modified intake form will only include the minimum information necessary to determine eligibility and prioritization and it will specifically exclude personally identifying information, including: name, date of birth, social security number, and last permanent address. The service provider completing the form will include the name of the agency, the appropriate staff contact, and an alternate staff contact. All communication about the assessment and any possible placements will be conducted through the service provider to maintain client confidentiality. The domestic violence service provider will include an internally generated ID number that the agency can associate with the client, but that cannot otherwise be identified with the client. OSH staff will use this number to identify the client when communicating with the service provider.

B. Community Queue
OSH will maintain a separate Community Queue outside of HMIS for survivors referred by domestic violence service providers. No client data will be entered into HMIS, in order to maintain confidentiality and safety for survivors and compliance with federal law. Anytime there is an opening in a permanent housing program, OSH staff will reference both the HMIS community queue and the community queue outside of HMIS to determine the most highly prioritized eligible individual/household.

C. Housing Referrals
When an anonymous client from a domestic violence service provider receives a housing referral, OSH staff will contact the service provider. It is the responsibility of the service provider to reach out to the client and connect them with the permanent housing provider. The standard policies regarding the length of time to look for someone and the individual's/household's right to decline a referral still apply.

VIII. Transition Process

A. Timeline
Access Points will begin administering the VI-SPDAT in November 2015. The VI-SPDAT will be conducted as part of the standard HMIS intake for people who are homeless. Slowly, the community queue will begin to fill with individuals and households.

Once we reach 500 assessments, we will begin to make housing referrals through the community queue (unless the queue reaches 500 assessments prior to December 1st, 2015, in which case we will wait until December 1st). Until that time, referrals will continue to be made as they are now.
B. Care Coordination Project Registry

The Care Coordination Project (CCP) currently maintains a registry of chronically homeless individuals that was developed as part of the Housing 1000 Campaign. These individuals were screened using the Vulnerability Index (VI), which is similar to the VI-SPDAT, but not similar enough for the scores to be comparable.

When the VI-SPDAT becomes available, the CCP will seek to communicate with each person on the registry that they will need to complete an HMIS update and the VI-SPDAT in order to stay on the registry.

While the coordinated assessment registry is built up in the community queue, we will continue to make permanent supportive housing placements from the CCP registry. This will allow time for people on the existing registry to complete the VI-SPDAT. This will also allow time for a critical mass to build up on the registry so that we are truly prioritizing those most in need for housing placements, not simply housing those who complete the VI-SPDAT first.

C. Existing Project Specific Wait Lists

OSH will work with projects that have existing project-specific wait lists to transition to using coordinated assessment to fill program spaces. Transition plans will made on a project-by-project basis and will take into account funding and regulatory requirements specific to each project. Some possible transition plans include:

1. **One-Time Transition** – The project notifies every individual or household on their wait list that they will be changing the method for accepting applicants. Everyone on the wait list is directed to complete the VI-SPDAT at an access point organization. The wait list is disbanded and the project begins filling all units from community queue referrals.

2. **Phased Transition** – The project designates some portion of their units to be filled utilizing coordinated assessment, while continuing to fill the remaining units from the existing wait list until it is gone. No new individuals or households should be added to the project specific wait list.

IX. Administrative Structure

A. System Oversight

Oversight of the coordinated assessment system, including implementation of the VI-SPDAT, community queue, prioritization and match-making, will be provided by the Office of Supportive Housing (OSH). OSH serves as the Santa Clara County CoC's collaborative applicant and HMIS Lead and staffs the CoC Board and the CoC Coordinated Assessment Work Group. The CoC board delegated authority to OSH, as the collaborative applicant, to approve and implement operational policies for coordinated assessment (See Delegation of Authority Table approved in April 2015). OSH will staff implementation of coordinated assessment and report back on progress to the CoC Board Executive Committee.
B. Grievance Procedures
Any person participating in the coordinated assessment process has the right to file a grievance. Grievances related to a particular service provider (for example, a grievance related to how an assessment was conducted at a particular provider) should be resolved through that provider's grievance procedure. Grievances specific to the coordinated assessment system (for example, a grievance related to the match making process), should be forwarded to OSH.

C. Revisions to Policies and Procedures
The Policies and Procedures document will be reviewed and, if necessary, updated at least annually by the Coordinated Assessment Work Group and OSH staff.

D. Participating Providers:
All CoC and ESG funded service providers must participate in the coordinated assessment system. For permanent housing providers (both rapid rehousing and permanent supportive housing) that means working with the coordinated assessment system to take referrals from the community queue. The CoC strongly encourages all other permanent housing providers with housing dedicated to people who are homeless to participate, as well.

X. Definitions

ACCESS POINT

Locations where people can complete the triage assessment survey to participate in coordinated assessment. Access points often include emergency shelters and drop-in service centers.

CHRONIC HOMELESSNESS

HUD's definition of chronically homeless is an individual (or a family with an adult head of household) who:

• Is homeless and lives in a place not meant for human habitation, a safe haven, or an emergency shelter;
• Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last three years; AND
• Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability, post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability.

An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and who met all of the criteria above before entering that facility is also considered chronically homeless (24 CFR 578.3).

COLLABORATIVE APPLICANT
The eligible applicant that has been designated by the Continuum of Care to apply for a grant for Continuum of Care planning funds on behalf of the Continuum. The collaborative applicant for Santa Clara County is the Office of Supportive Housing.

COMMUNITY QUEUE

A prioritized list in HMIS of people who have completed the triage assessment survey and are in need of permanent housing. The list can be sorted by basic eligibility criteria and is prioritized so that individuals and families with the greatest need are housed first.

CONTINUUM OF CARE (COC)

The Santa Clara County Continuum of Care carries out the responsibilities required under HUD regulations, set forth at 24 CFR 578 – Continuum of Care Program. The CoC is comprised of a broad group of stakeholders dedicated to ending and preventing homelessness in Santa Clara County. CoC membership is open to all interested parties, and includes representatives from organizations within Santa Clara County. The over-arching CoC responsibility is to ensure community-wide implementation of efforts to end homelessness and ensuring programmatic and systemic effectiveness of the local continuum of care program.

EMERGENCY SOLUTIONS GRANT (ESG)

ESG is a grant program of the U.S. Department of Housing and Urban Development (HUD) that funds emergency assistance for people who are homeless or at-risk of homelessness. ESG grantees are required to participate in Coordinated Assessment.

HOMELESS

HUD’s definition of homelessness (24 CFR 578.3) has four categories:

CATEGORY 1

Literally homeless individuals/families

CATEGORY 2

Individuals/families who will imminently lose their primary nighttime residence with no subsequent residence, resources, or support networks.

CATEGORY 3

Unaccompanied youth or families with children/youth who meet the homeless definition under another federal statute.

CATEGORY 4

Individuals/families fleeing or attempting to flee domestic violence.

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

A local information technology system used to collect data on the provision of housing and services to homeless individuals and families.
HOUSING AND URBAN DEVELOPMENT (HUD)
The United States Department of Housing and Urban Development.

LITERALLY HOMELESS
Category 1 of HUD’s definition of homelessness. Literally homeless means an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning the individual or family has a primary nighttime residence that is a public or private place not meant for human habitation, the individual or family is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by charitable organizations or federal, state, or local government programs), or the individual is existing 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.

OFFICE OF SUPPORTIVE HOUSING (OSH)
an office within the County of Santa Clara’s Department of Behavioral Health Services. OSH serves as the collaborative applicant for the Santa Clara County Continuum of Care, staffs the Coordinated Assessment Work Group, and serves as the lead agency for implementation of coordinated assessment in Santa Clara County.

PERMANENT SUPPORTIVE HOUSING (PSH)
a type of permanent housing designed for chronically homeless and other highly vulnerable individuals and families who need long-term support to stay housed. Permanent supportive housing provides housing linked with case management and other supportive services. Permanent supportive housing has no time limitation, providing support for as long as needed and desired by the resident.

RAPID REHOUSING (RRH)
a type of permanent housing program that provides short-term financial assistance and support to quickly re-house homeless households in their own independent housing. The goal is to quickly move households out of homelessness and back into permanent housing, providing the lightest level of service necessary to assist the household.

RELEASE OF INFORMATION (ROI)
The consent form that individuals/households complete and sign to grant consent for their personal information to be entered into HMIS and used for coordinated assessment. Signing the release of information is not required to participate in coordinated assessment and receive referrals for housing; however, it is required to for information to be entered into HMIS.

SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (SPDAT)
an assessment tool developed by OrgCode Consulting, Inc. that is designed to help guide case management and improve housing stability outcomes.

TRANSITION AGE YOUTH (TAY)
Young adults ages 18 – 24 years old.

VULNERABILITY INDEX – SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (VI-SPDAT)

A pre-screening tool designed by OrgCode Consulting, Inc. and Community Solutions that can be conducted to quickly determine whether a client has high, moderate, or low acuity.
L. Emergency Solutions Grant Monitoring

The CoC is responsible for monitoring projects that receive ESG funds to ensure that the projects are performing adequately, operated effectively, managed efficiently, and in compliance with HUD requirements.

The Santa Clara County CoC Operations Committee will be responsible for monitoring project performance.

I. Monthly

A monthly monitoring report regarding performance will be generated by the HMIS Administrator and shared with the Committee monthly.

The monthly monitoring report will be shared with all ESG recipients and programs. ESG recipients and ESG-funded programs will be encouraged to participate in the Committee and invited to attend all Committee meetings at which ESG performance is discussed.

The report will include community-wide performance on the following objectives using the benchmarks set for each objective:

A. From HMIS, the percentage who:
   1. Obtain permanent housing
   2. Maintain/retain permanent housing (1 year)
   3. Maintain/retain permanent housing (3 years)
   4. Exit with earned income/employment
   5. Exit with mainstream benefits
   6. Have adequate resources to meet needs (calculated just like CCP)
   7. Return to homelessness after report start
   8. Exit to Known Destination

B. Also from HMIS:
   1. Average Nightly Occupancy
   2. Time (in days) from program entry to permanent housing for those obtaining permanent housing

C. Data Quality
   HMIS data quality will be evaluated for each program on a monthly basis.
II. Quarterly

The CoC Providers Advisory Committee will review program-level performance to identify poor performers, taking into account populations served. To the extent that technical assistance and training is needed, the committee will provide recommendations to the Collaborative Applicant and the CoC Board.

ESG recipients and ESG-funded programs will be encouraged to participate in the Committee and invited to attend all Committee meetings at which ESG performance is discussed.

Poor performers may be selected for more intensive, on-site monitoring. This may include site visits, client feedback, and/or grant records. Ongoing poor performers may be selected for targeted technical assistance or other response.

III. Annually

In addition to the monthly and quarterly reports, the CoC Providers Advisory Committee may include a review of the HUD Annual Performance Report (APR) as well as other local sources to ensure compliance with HUD requirements.

Collaborative Applicant will coordinate with the ESG recipient to share any agency capacity policies.
M. Adoption

The Santa Clara Countywide Quality Assurance Standards for Homeless Housing & Service Programs are hereby adopted as of this day, September 8, 2016.

Hilary Barroga, Continuum of Care Quality Improvement Manager
Attachment: HDX System Performance Measures

<table>
<thead>
<tr>
<th>#</th>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Copy of HDX Report that shows all System Performance Measures that were submitted to HUD</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>Screenshots showing submission of HDX System Performance Measures on 8/13/2016</td>
<td>7</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Universe (Persons)</th>
<th>Average LOT Homeless (bed nights)</th>
<th>Median LOT Homeless (bed nights)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Previous FY</td>
<td>Current FY</td>
</tr>
<tr>
<td>1.1 Persons in ES and SH</td>
<td>4951</td>
<td>44</td>
</tr>
<tr>
<td>1.2 Persons in ES, SH, and TH</td>
<td>6579</td>
<td>145</td>
</tr>
</tbody>
</table>

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client’s “Length of Time on Street, in an Emergency Shelter, or Safe Haven” (Data Standards element 3.17) response and prepends this answer to the client’s entry date effectively extending the client’s entry date backward in time. This “adjusted entry date” is then used in the calculations just as if it were the client’s actual entry date.
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.

<table>
<thead>
<tr>
<th>Exit was from</th>
<th>Total # of Persons whoExited to a Permanent Housing Destination (2 Years Prior)</th>
<th>Returns to Homelessness in Less than 6 Months (0 - 180 days)</th>
<th>Returns to Homelessness from 6 to 12 Months (181 - 365 days)</th>
<th>Returns to Homelessness from 13 to 24 Months (366 - 730 days)</th>
<th>Number of Returns in 2 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td># of Returns % of Returns</td>
<td># of Returns % of Returns</td>
<td># of Returns % of Returns</td>
<td># of Returns % of Returns</td>
<td></td>
</tr>
<tr>
<td>Exit was from SO</td>
<td>13 2 15%</td>
<td>1 8%</td>
<td>0 0%</td>
<td>3 23%</td>
<td></td>
</tr>
<tr>
<td>Exit was from ES</td>
<td>809 100 12%</td>
<td>31 4%</td>
<td>47 6%</td>
<td>178 22%</td>
<td></td>
</tr>
<tr>
<td>Exit was from TH</td>
<td>436 8 2%</td>
<td>7 2%</td>
<td>10 2%</td>
<td>25 6%</td>
<td></td>
</tr>
<tr>
<td>Exit was from SH</td>
<td>2 0 0%</td>
<td>0 0%</td>
<td>0 0%</td>
<td>0 0%</td>
<td></td>
</tr>
<tr>
<td>Exit was from PH</td>
<td>277 1 0%</td>
<td>3 1%</td>
<td>0 0%</td>
<td>4 1%</td>
<td></td>
</tr>
<tr>
<td>TOTAL Returns to Homelessness</td>
<td>1537 111 7%</td>
<td>42 3%</td>
<td>57 4%</td>
<td>210 14%</td>
<td></td>
</tr>
</tbody>
</table>
Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

<table>
<thead>
<tr>
<th></th>
<th>Previous FY PIT Count</th>
<th>2015 PIT Count</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT Count of sheltered and unsheltered persons</td>
<td>7567</td>
<td>6556</td>
<td>-1011</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>819</td>
<td>807</td>
<td>-12</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>9</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>1065</td>
<td>1113</td>
<td>48</td>
</tr>
<tr>
<td>Total Sheltered Count</td>
<td>1893</td>
<td>1929</td>
<td>36</td>
</tr>
<tr>
<td>Unsheltered Count</td>
<td>5674</td>
<td>4627</td>
<td>-1047</td>
</tr>
</tbody>
</table>

Metric 3.2 – Change in Annual Counts

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

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Unduplicated Total sheltered homeless persons</td>
<td>6672</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>5035</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>26</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>2161</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>309</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of adults with increased earned income</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of adults who increased earned income</td>
<td>1%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Performance Measurement Module (Sys PM)

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

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults</td>
<td></td>
<td>309</td>
<td></td>
</tr>
<tr>
<td>(system stayers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of adults with increased</td>
<td></td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>non-employment cash income</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of adults who</td>
<td></td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>increased non-employment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>cash income</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults</td>
<td></td>
<td>309</td>
<td></td>
</tr>
<tr>
<td>(system stayers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of adults with increased</td>
<td></td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>total income</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of adults who</td>
<td></td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>increased total income</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Metric 4.4 – Change in earned income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults</td>
<td></td>
<td>311</td>
<td></td>
</tr>
<tr>
<td>who exited (system leavers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of adults who exited</td>
<td></td>
<td>65</td>
<td></td>
</tr>
<tr>
<td>with increased earned income</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of adults who</td>
<td></td>
<td>21%</td>
<td></td>
</tr>
<tr>
<td>increased earned income</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults</td>
<td></td>
<td>311</td>
<td></td>
</tr>
<tr>
<td>who exited (system leavers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of adults who exited</td>
<td></td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>with increased non-employment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>cash income</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of adults who</td>
<td></td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>increased non-employment cash</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>income</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Metric 4.6 – Change in total income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults</td>
<td></td>
<td>311</td>
<td></td>
</tr>
<tr>
<td>who exited (system leavers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of adults who exited</td>
<td></td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>with increased total income</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of adults who</td>
<td></td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>increased total income</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Person with entries into ES, SH or TH during the reporting period.</td>
<td></td>
<td>5567</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td>1443</td>
<td></td>
</tr>
<tr>
<td>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)</td>
<td></td>
<td>4124</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Person with entries into ES, SH, TH or PH during the reporting period.</td>
<td></td>
<td>6445</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td>1556</td>
<td></td>
</tr>
<tr>
<td>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)</td>
<td></td>
<td>4889</td>
<td></td>
</tr>
</tbody>
</table>

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD’s Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in 2016.
Performance Measurement Module (Sys PM)

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

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

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons who exit Street Outreach</td>
<td></td>
<td>265</td>
<td></td>
</tr>
<tr>
<td>Of persons above, those who exited to temporary &amp; some institutional destinations</td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Of the persons above, those who exited to permanent housing destinations</td>
<td></td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>% Successful exits</td>
<td></td>
<td>6%</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons in ES, SH, TH and PH-RRH who exited</td>
<td></td>
<td>5632</td>
<td></td>
</tr>
<tr>
<td>Of the persons above, those who exited to permanent housing destinations</td>
<td></td>
<td>1370</td>
<td></td>
</tr>
<tr>
<td>% Successful exits</td>
<td></td>
<td>24%</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Previous FY</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons in all PH projects except PH-RRH</td>
<td></td>
<td>1533</td>
<td></td>
</tr>
<tr>
<td>Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations</td>
<td></td>
<td>1446</td>
<td></td>
</tr>
<tr>
<td>% Successful exits/retention</td>
<td></td>
<td>94%</td>
<td></td>
</tr>
</tbody>
</table>
Screenshots showing submission of HDX-system Performance Measures on 8/13/2016