Before Starting the CoC Application

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

The Collaborative Applicant is responsible for reviewing the following:

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

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

1A-1. CoC Name and Number: 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 Sup
1B. Continuum of Care (CoC) Engagement

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

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

<table>
<thead>
<tr>
<th>Organization/Person Categories</th>
<th>Participates in CoC Meetings</th>
<th>Votes, including selecting CoC Board Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Staff/Officials</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CDBG/HOME/ESG Entitlement Jurisdiction</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Local Jail(s)</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Hospital(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>EMS/Crisis Response Team(s)</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Mental Health Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance Abuse Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Affordable Housing Developer(s)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Disability Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Disability Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Public Housing Authorities</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Youth Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>School Administrators/Homeless Liaisons</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic Violence Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Street Outreach Team(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>LGBT Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Agencies that serve survivors of human trafficking</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other homeless subpopulation advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Homeless or Formerly Homeless Persons</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Mental Illness Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance Abuse Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
1B-1a. Applicants must describe the specific strategy the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness. (limit 2,000 characters)

SOLICIT & CONSIDER OPINIONS: 1) Public, open-attendance Performance Management Work Group, NOFA Comm., Coordinated Assessment Work Group (CAWG), and HMIS Admins mtgs gather input on all areas of the CoC’s operations, track system perf, develop policies, & respond to challenges. The CoC uses General Membership mtgs & trainings to share CoC policy, procedures, & goals with CoC membership & gather feedback. In 2018, the CoC Lead held two mtgs (attendance of 58 & 45) to share the CoC’s report on Community Plan to End Homelessness implementation & facilitate action planning for 2019-2020. CoC mtg attendees included healthcare, VSPs, LGBTQ services, child welfare, education, benefits advocates, behavioral health, faith orgs, veterans services, private funders, affordable housing developers, & local govt. 2) The CoC Lead works with cross-system partners on Coordinated Entry (CE), data sharing, the YHDP app & youth system planning, Pay for Success, Vets campaign, discharge plans, Jail Diversion initiative, service co-location, LL Engagement, & living-wage employment. 3) In 2017, the CoC created a Lived Experience Advisory Board to ensure regular input from persons with experience of homelessness & conducted focus groups of homeless & formerly homeless people to get feedback on the CoC’s CE System & youth services. COMMUNICATION: All mtgs are widely advertised via the CoC (615 members) & Service Provider Network (492 members) email lists. Times & locations of CoC mtgs are posted on the CoC’s public online calendar. IMPROVEMENTS & NEW APPROACHES: Feedback in public mtgs is a primary catalyst for changes to CoC policies & practices & new policies are vetted by CoC committees. E.g., in 2017, the CAWG requested changes to CE policies to better protect survivor safety & choice, including clear data privacy options & DV pre-screening tool. On request of VSPs at the CAWG, the CoC Lead met with the CoC’s DV Consortium to gather further feedback & edits to new draft policies & tool.

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

INVITATION, FREQUENCY, & COMMUNICATION: New members are invited...
to join the CoC by attending any CoC meeting, by joining the CoC email list, or by notifying the CoC Lead that they would like to join. The CoC solicits new members at all public CoC mtgs, which happen AT LEAST MONTHLY, & in email announcement & invitations to CoC mtgs sent AT LEAST MONTHLY to the Service Providers Network & the CoC listserv (492 & 615 members, 75 & 57 new members in the past year). Times & locations of all CoC mtgs & events are posted on the CoC’s public online calendar. The CoC uses ongoing Coordinated Entry/HMIS outreach & annual funding announcements to invite new members. The CoC drafted a contract addendum for use by City of San Jose, Santa Clara County, & other funders, which requires local grantees to join HMIS and Coordinated Entry & to participate in CoC mtgs. The CoC Lead publicizes the CoC’s work through monthly system performance reports at Board of Supervisors (BoS) mtgs, & annual Community Plan implementation reports; the 2017 report was posted on CoC & partner websites, shared w/ news media, presented to the BoS, & released at two public CoC mtgs attended by a total of 103 community members. OUTREACH TO PEOPLE WITH EXPERIENCE OF HOMELESSNESS: The CoC targets outreach for new members to people with experience of homelessness through dedicated seats on the Review & Rank panel & the CoC Board & through the LIVED EXPERIENCE ADVISORY BOARD (LEAB), a 7 member board with experience of homelessness convened by Destination: Home & the CoC Lead. LEAB applications were solicited in March 2017 via the CoC & SPN listservs & LEAB members conduct ongoing recruitment focused on diversity of membership. The LEAB will survey people with experience of homelessness to help set LEAB priorities & gather input for the CoC. The LEAB reviews proposed policies (e.g. changes to CoC Lead discharge & appeals policy) & identifies opportunities to participate in CoC mtgs & other public forums.

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

PUBLIC NOTICE OF FUNDING: The CoC funding opportunity is open to all and widely advertised to agencies across Santa Clara County through a NOFA Announcement & TA Workshop invitation (6/25) and follow-up reminder (7/10) emailed to the CoC listserv (615 members). Funding availability was also announced at a public NOFA Committee meeting (6/28) prior to the TA Workshop. All announcements welcomed agencies not currently receiving CoC funding and made clear that new project funding is available. Application materials and application instructions were provided at a 3-hour public TA Workshop (7/11), were posted on the CoC website (7/12) and were emailed to the CoC and Service Providers Network (615 and 492 members) email lists and all TA Workshop attendees. 1 hour of the TA Workshop was dedicated to new project funding and applications. On-call technical assistance was available to help applicants understand HUD requirements and complete the e-snaps application. Six non-CoC funded agencies attended the TA Workshop, five of which have never received CoC funding. PROCESS: Applications for new project funding are scored by the Review and Rank panel based on the extent the new project will contribute to system performance. Scored factors include:
Project readiness/timeliness; Effective program design & plan for services, case management, and evidence-based practices; Performance outcomes for similar prior/existing projects; Accessibility and appropriateness of housing; Alignment with Housing First; Agency capacity to administer grant funding; Extent of client participation in program design and policy-making; and Agency HMIS participation. New project applications (like renewal projects) are ranked in the priority listing based on each project’s total score. There is no point bonus for prior experience with CoC funding. RESULT: 3 of 3 new project applications were ranked along with the CoC’s renewal projects in the priority listing.
1C. Continuum of Care (CoC) Coordination

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

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

<table>
<thead>
<tr>
<th>Entities or Organizations the CoC coordinates planning and operation of projects</th>
<th>Coordinates with Planning and Operation 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>Funding Collaboratives</td>
<td>Yes</td>
</tr>
<tr>
<td>Private Foundations</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through other Federal resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through State Government</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through Local Government</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through private entities, including foundations</td>
<td>Yes</td>
</tr>
<tr>
<td>Other:(limit 50 characters)</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>

1C-2. CoC Consultation with ESG Program Recipients. Applicants must describe how the CoC:
(1) consulted with ESG Program recipients in planning and allocating ESG funds; and
(2) participated in the evaluating and reporting performance of ESG Program recipients and subrecipients.
(limit 2,000 characters)
CONSULT: There are two ESG recipients in the CoC: the City of San Jose (CSJ) and the California Department of Housing and Community Development (HCD). CSJ is an active member of the CoC and the CoC Lead regularly communicates with CSJ regarding the use of ESG funding to fill capacity gaps.
not addressed by other funding sources. For example, in 2018 CSJ and the CoC Lead have coordinated the release of two RFPs, one for CSJ's ESG and one for County shelter and housing funding, to ensure strategic allocation of funding to cover both outreach and shelter needs, to avoid duplicating funding, and to plan for ESG-funded outreach teams to connect with Coordinated Entry. HCD subcontracts ESG funding to the County Office of Supportive Housing, the CoC Lead. The CoC Lead makes all local decisions for award of HCD ESG funding based on HCD funding requirements and priorities. The CoC Lead participated in a call with HCD in January 2018 to discuss the State's ESG Annual Plan and give feedback on HCD’s funding allocation process, participated in a call in April 2018 about HCD’s ESG funding allocation process, and completed a feedback survey requested by HCD. EVALUATION & REPORTING: The HMIS and CoC Lead assists CSJ to generate an annual ESG CAPER. CSJ requires ESG projects to track and report CoC performance metrics in all ESG contracts, the CoC Lead RRH Manager coordinates with CSJ ESG to evaluate ESG RRH and align CoC & ESG RRH, and CoC Lead staff sit on CSJ’s ESG funding panel. OSH administers all HCD ESG funding and tracks performance of its subgrantees using CoC performance metrics. CoC and ESG written standards include a process for monitoring ESG subrecipients, using HMIS data to evaluate performance and recommend TA and monitoring by the CoC Lead.

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

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

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

COC PROTOCOLS: The CoC’s COORDINATED ENTRY (CE) policies & procedures were developed in consultation with VSPs to prioritize client safety and autonomy, using a confidential queue to ensure the survivor’s name is known only to the assessing VSP. VSPs, including DOJ-funded, are voting CoC members & CE access points. All survivors seeking victim services are assessed for housing need & connected to CE as needed. Survivors who
present at non-VSP CE access points (including HHS-funded outreach) are given the option to continue the CE assessment with the non-VSP, with the option to be entered in HMIS anonymously, or receive a referral to a VSP for assessment & access to the Confidential DV Queue. VSP access point staff are trained in trauma-informed care, victim-centered services, & safety planning to address immediate safety needs & administer the CE assessment. Non-VSP access points have access to DV Crisis Hotline staffed by VSPs for support/resources when clients have immediate safety needs. When a client is referred from the DV Queue, CE staff notify the VSP that assessed the client & the VSP locates the client to maintain privacy. The CoC’s EMERGENCY TRANSFER PLAN creates a process for survivors in imminent danger of violence or who experienced sexual assault on the premises in the past 90 days. Clients can request external or internal transfer or both. If external, the client has first priority for the next CE referral. If internal, the program must take immediate steps to transfer the client to a safe unit if available, or if not to inform the client & explain all options. Programs must prevent disclosure of new location. CLIENT CHOICE: 191 PSH, 42 RRH, & 14 TH DV-dedicated beds meet diverse needs of survivors, including physical & mental health, mainstream benefits, education & employment, & child care. Survivors can ACCESS ALL HOUSING RESOURCES IN CE (DV-dedicated & not), including ESG & CoC-funded, regardless of entry through the DV Queue or the main CE Queue.

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

BEST PRACTICES TRAINING FOR PROGRAM STAFF: The CoC offers an annual training for all providers and Coordinated Entry access points on best practices for serving survivors of domestic violence, dating violence, human trafficking, sexual assault, and stalking, and VAWA requirements. The CoC Lead co-presented the most recent (2/22/18) training with the YWCA (a Victim Service Provider) and the County’s Office of Women’s Policy (OWP). The YWCA covered: relevant definitions; preconceptions about the experience of abuse, survivors, and perpetrators; importance of power and control; identifying trauma & providing trauma-informed care; survivor-centered approaches and other best practices for working directly with survivors; and local resources for persons with immediate safety needs. The OWP covered safety planning, state confidentiality and privacy protections, and national and local data. The CoC Lead covered VAWA and CoC requirements and the CoC’s Emergency Transfer Plan. COORDINATED ENTRY TRAINING: The CoC Lead offers monthly trainings for Coordinated Assessment System (CAS) access point staff. All staff who administer the CAS assessment are required to attend a training. The training covers the confidential process for survivors of DV to access CAS, CoC policies and procedures for protecting survivor safety and privacy (including data privacy options within HMIS or through referral to a VSP), and procedures for non-VSPs serving clients fleeing DV who need safety planning and other victim services. The CoC is in the process of finalizing a DV pre-screening tool developed in collaboration with local VSPs and the DV Advocacy Consortium for use by all CAS access points, which will include steps for identifying immediate safety needs, responding to trauma, and offering warm
hand-offs to victim services. Once finalized, the CAS trainings will cover the pre-screening tool and information to strengthen delivery of trauma-informed CAS access.

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

The CoC Lead regularly reviews the COORDINATED ENTRY QUEUE, including the confidential, de-identified DV queue and households with DV experience on the primary queue, to assess and track levels of housing need, household size and type, and other characteristics of survivors seeking housing assistance. The CoC Lead collects MONTHLY OCCUPANCY DATA for all DV-dedicated ES, TH, RRH, and PSH, including from HMIS-comparable databases, to track high occupancy rates and seeks to expand shelter and housing supply where utilization is at capacity. The CoC Lead collects DE-IDENTIFIED AGGREGATE DATA FROM COMPARABLE DATABASES for all CoC- and County-funded housing programs operated by VSPs in the form of local performance outcomes (housing stability, increased income) and annual APRs for CoC-funded programs. Aggregate performance data is used to monitor and improve program performance and during technical assistance visits to identify and problem-solve population-specific challenges and needs. The CoC reviews ANNUAL PIT COUNT DATA regarding experience of domestic violence to track population trends. RESULT: Based on identified need for increased DV-dedicated Rapid Re-housing capacity, the CoC has added funding (local and CoC) for 42 DV RRH units since 2016, and the CoC Lead partnered with the community’s DV Advocacy Consortium (VSP collaborative) to submit a 2018 DV Bonus RRH application. The CoC Lead provided PIT data on DV & trafficking to the County Office on Women’s Policy (OWP) for a study of survivor housing needs, which resulted in the County Board of Supervisors allocating $5 MILLION for DV services, including $1.6 million for housing. The CoC Lead is coordinating with the OWP on the use of those funds. The CoC Lead and Destination: Home are working with VSPs on integration into the Homelessness Prevention System (HPS) as access points. VSPs will contribute deidentified HPS assessment and referral data to the CoC’s HPS for system evaluation and refinement of HP targeting

1C-4. DV Bonus Projects. Is your CoC applying for DV Bonus Projects? Yes

1C-4a. From the list, applicants must indicate the type(s) of DV Bonus project(s) that project applicants are applying for which the CoC is including in its Priority Listing.

<table>
<thead>
<tr>
<th>SSO Coordinated Entry</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH</td>
<td>X</td>
</tr>
<tr>
<td>Joint TH/RRH</td>
<td></td>
</tr>
</tbody>
</table>

Applicant: San Jose/Santa Clara City & County CoC
Project: CA-500 CoC Registration FY2018

| FY2018 CoC Application | Page 10 | 09/12/2018 |
1C-4b. Applicants must describe:
(1) how many domestic violence survivors the CoC is currently serving in the CoC’s geographic area;
(2) the data source the CoC used for the calculations; and
(3) how the CoC collected the data.
(limit 2,000 characters)

A) HMIS NUMBERS: From July 2017 through June 2018, the CoC served 923 unique households with experience of DV in HMIS-participating homeless programs (18% of all households). This included 676 in ES, 51 in TH, 95 in RRH, and 101 in PSH. On August 30, 2018 alone, the CoC served 562 unique households with experience of DV, including 225 in ES, 29 in TH, 125 in RRH, and 183 in PSH. SOURCE & METHODOLOGY: This data is from the CoC’s HMIS. Data is entered into HMIS by ES, TH, RRH, and PSH projects based on the HMIS Data Standards Manual and community guidelines. The report includes all heads of households with a project start date in ES, SH, RRH, or PSH from July 1 2017 to June 30 2018 and identifies those who reported experience of DV at program entry. The same report was run for all clients with active enrollments in ES, SH, RRH, or PSH on August 30.

B) VSP NUMBERS: From July 2017 through June 2018, the CoC’s Victim Service Providers (VSPs) served 889 people in shelter or motels (455 adults and 434 children); 43 people in TH; and 232 in PH. In ES, motels, and TH, this included 344 household with children and 230 adult-only households. At a single point in time, on August 15, 2018, the VSPs sheltered or housed 382 unique individuals, including 45 in shelters or motels, 23 in TH, and 320 in PH. SOURCE & METHODOLOGY: The five VSPs of the community’s Domestic Violence Advocacy Consortium (AACI, Community Solutions, Next Door Solutions, the YWCA Silicon Valley, and Maitri) provided aggregate annual and point-in-time service data to the CoC from their internal databases.

1C-4c. Applicants must describe:
(1) how many domestic violence survivors need housing or services in the CoC’s geographic area;
(2) data source the CoC used for the calculations; and
(3) how the CoC collected the data.
(limit 2,000 characters)

A) COORDINATED ENTRY (CE): As of August 30, 2018, approximately 2,090 households with experience of DV needed housing or services to address homelessness, including at least 724 currently fleeing. SOURCE: This number is from the CoC’s CE system. METHODOLOGY: CE data is compiled in two referral queues, the Community Queue in HMIS & a confidential DV Queue. The Queue in HMIS is linked to HMIS data elements about experience of DV and fleeing DV, allowing the HMIS Lead to run a deduplicated list of households active on the Community Queue who indicated that they had experienced DV (1,740) or were currently fleeing (374). The DV Queue consists solely of households fleeing DV & assessed by VSPs, with a total of 350 people on that list at the end of August. Some overlap may exist between the two queues; however, due to underreporting of DV, it’s likely the combined number is still an undercount.

B) PIT COUNT: At least 1,038 people with experience of DV were homeless in the CoC during the 2017 PIT Count, supporting the high incidence of DV in the CoC’s CE data. SOURCE: The CoC’s most recent (2017) sheltered & unsheltered PIT Count. METHODOLOGY: Data is collected through HMIS for
non-DV ES, TH, & SH; as aggregate data through an online reporting tool from DV ES, TH, & SH; & through surveys during the unsheltered count. Sheltered count includes all ES, TH, & SH on the HIC & was deduplicated using unique client IDs & identifying info. Unsheltered data is based on a representative sample survey.

C) VSP DATA: VSPs report that DV shelters were at or above capacity 308 out of 365 days from July 2017 to June 2018 and estimate 2,429 adults were turned away during that time because DV shelters were full. SOURCE & METHODOLOGY: The five VSPs of the community’s Domestic Violence Advocacy Consortium (AACI, Community Solutions, Next Door Solutions, the YWCA Silicon Valley, and Maitri) provided aggregate annual and point-in-time service data to the CoC from their internal databases.

1C-4d. Based on questions 1C-4b. and 1C-4c., applicant must:
(1) describe the unmet need for housing and services for DV survivors, or if the CoC is applying for an SSO-CE project, describe how the current Coordinated Entry is inadequate to address the needs of DV survivors;
(2) quantify the unmet need for housing and services for DV survivors;
(3) describe the data source the CoC used to quantify the unmet need for housing and services for DV survivors; and
(4) describe how the CoC determined the unmet need for housing and services for DV survivors.
(limit 3,000 characters)

DESCRIPTION & QUANTITY OF UNMET NEED: Despite focused efforts by the CoC to increase DV-targeted resources, in partnership with the community’s victim service providers, there is an urgent need for housing tailored to the unique needs of people fleeing DV. The CoC’s unmet housing and service need for households fleeing DV includes approx. 328 units of RRH and 571 units of PSH. The primary need is for DV-dedicated units with trauma-informed, client-centered services and a program design focused on client safety and autonomy, addressing all of the destabilizing impacts of violence, and building support networks. All homeless housing is available to DV survivors through CE, and the CoC consults the community’s DV Advocacy Consortium (DVAC) of VSPs to ensure that all CoC resources take into account the needs of survivors and people fleeing DV, including CoC-wide provider trainings and ongoing feedback and improvements to Coordinated Entry (CE). However, the CoC’s mainstream homeless housing and services are not yet right-sized to the level of overall need, with at least twice as many households entering CE for the first time as can be housed each month. Most importantly, the CoC recognizes that people fleeing DV are a unique population, often recovering from intense trauma, disconnected from support systems, and experiencing urgent safety and privacy needs. Particularly for households actively fleeing DV, it is essential that the CoC provide the option of DV-specific programs, operated by agencies with highly experienced staff and training capacity, and integrated with the community’s DV system of care. DATA SOURCE: Quantity of unmet need is based on inventory data from the HIC (updated monthly) and inflow numbers the CE system. METHODOLOGY: As of August 30, there are 2,090 households with DV experience on the CE queue currently in need of housing support, 724 of whom are fleeing. Of those fleeing, approximately 469 are assessed as needing PSH and 255 need RRH or other time-limited assistance. From July 1, 2017 to June 30, 2018, total CE inflow of households with EXPERIENCE OF DV was 1,080 households. This is the total number of households who reported
experience of DV who were assessed for the first time during those 12 months, including 211 households who were FLEEING DV. For those who are fleeing, 50% of the inflow were assessed to need PSH and the rest need RRH or other time-limited assistance. The CoC currently has 56 PSH units and 48 RRH units dedicated to homeless DV survivors or people fleeing DV. To meet the needs of households fleeing DV who are currently on the queue plus expected inflow over the next year, the CoC will need to house approximately 574 (469 on the queue and an estimated 105 more next year) in PSH and 360 (255 on the queue and an estimated 105 more next year) in RRH. Based on past-year turnover rates, the CoC anticipates approx. 32 openings in current DV-dedicated RRH and 3 openings in DV-dedicated PSH in the next year.

1C-4e. Applicants must describe how the DV Bonus project(s) being applied for will address the unmet needs of domestic violence survivors. (limit 2,000 characters)

The “DV Collaborative” application for DV Bonus funding is an essential step toward meeting the CoC’s estimated unmet need for 328 units of RRH to serve households fleeing DV over the next year. The project will add 30 units of DV-dedicated RRH, administered by the CoC’s most experienced CoC recipient (County Office of Supportive Housing) and with supportive services provided by VSPs with decades of experience serving people fleeing DV. These units will serve approx. 50 households annually with trauma-informed, client-centered, Housing First RRH. Through VSPs, clients will have access to services to meet their specific needs and barriers, including safety planning, housing search assistance, case management, job training and employment opportunities, mental health services, connection to primary medical care, credit repair and financial education, child care and parenting support, and links to civil, family, and immigration legal services. All housing search, case management, and other in-house services will be provided by certified Confidential DV Counselors with State Certified Domestic Violence Counselor training, who will be able to leverage both CoC and DV system resources. Beyond a much-needed addition of units, the project is designed to deepen integration of the DV system with the CoC and expand the capacity of the community’s VSPs to provide housing for people experiencing homelessness. VSP agencies are active participants in CoC committees and are CE access points, but only one VSP receives CoC funding and housing referrals from Coordinated Entry (CE). The project design contemplates multiple VSPs providing supportive services, with a single VSP agency to coordinate and pass through funding. The CoC will benefit from the breadth of expertise in the DV system, and VSPs will better understand the CoC systems and resources available to support all of their clients, including CE, the Living Wage Employment Initiative, & landlord engagement initiatives.

1C-4f. Applicants must address the capacity of each project applicant applying for DV bonus projects to implement a DV Bonus project by describing:
(1) rate of housing placement of DV survivors;
(2) rate of housing retention of DV survivors;
(3) improvements in safety of DV survivors; and
(4) how the project applicant addresses multiple barriers faced by DV survivors.
(limit 4,000 characters)
The “DV Collaborative” application is for 30 units of RRH, with grant administration, monitoring, & support by recipient County Office of Supportive Housing (OSH). The expected subrecipient, YWCA Silicon Valley, is a VSP with extensive housing experience & a member of the community’s DV Advocacy Consortium (DVAC). OSH & YWCA collaborate on a current CoC-funded RRH program for survivors, OSH acting as recipient/grant admin & YWCA providing supportive services. Outside of this partnership, OSH & YWCA each operate housing programs that serve survivors. RATE OF HOUSING PLACEMENT (July 2017-June 2018): Across YWCA’s DV RRH, 80% of clients obtained housing, excluding those still in housing search. Across all of OSH’s RRH, 71% of survivors & 80% of clients who were fleeing obtained housing. RATE OF HOUSING RETENTION (July 2017-June 2018): Across YWCA’s DV RRH, 25% of exits were to permanent housing (PH). Across all OSH RRH, 89 (15 fleeing) survivors exited & 54% went to PH (60% of fleeing). IMPROVEMENTS IN SAFETY: Safety is a primary focus of all YWCA services, which include 24/7 crisis response, therapy & peer counseling, shelter, medical & legal advocacy, & RRH. RRH client safety is ensured during & after assistance through safety planning, client-centered housing search/services, & data privacy safeguards. Safety planning begins at first contact with the DVAC agency that refers the client to Coordinated Entry & a warm handoff to YWCA ensures safety plan continuity. Legal Services Specialists help clients obtain TROs & protective orders, when desired. Case managers check in regularly w/ clients & track client perception of safety. A written protocol ensures confidentiality of all client data from the point of collection to the point of destruction. Services are recorded in confidential client files under double lock & key & in a secure HMIS-comparable database. ADDRESSING BARRIERS: The YWCA has decades of experience serving survivors of sexual assault, human trafficking, intimate partner violence & DV in the CoC & brings core value of empowering survivors to RRH programs with a survivor-centered, trauma-informed, Housing First approach. All RRH staff are certified Confidential DV Counselors & have completed a 65-hr State Certified DV & Sexual Assault Counselor training plus on-going in-house training, covering trauma informed care, survivor-defined advocacy, cultural humility, safety planning, confidentiality, harm reduction, & housing. On program entry, RRH clients complete a Housing Barriers Assessment & work with case managers on a housing plan targeting key barriers. Planning & service participation are client-driven & voluntary, & staff are trained in Motivational Interviewing. Common barriers for DV survivors include immediate safety needs, intense trauma, poor or no credit history, history of eviction, low or no income & lack of job history, mental health & substance use issues, lack of support networks, & disconnection from medical care. Housing Specialists build relationships with landlords to ensure access to safe & appropriate housing, assess client housing preferences, educate clients on housing laws & tenant rights, help w/ housing search & applications, & accompany clients to meet landlords. Case managers assess eligibility for benefits & offer financial literacy counseling, medical advocacy, help building life skills (driving, meal planning), systems navigation, & transportation. Services at YWCA or by referral include job training & employment; mental health & primary medical care; credit repair; direct services for kids & parenting support; emotional support for assault & trauma; links to civil, family, & immigration law services; & ESL classes. OSH leads CoC-wide initiatives to remove housing barriers, including development of RRH-dedicated affordable housing, landlord engagement & incentives, & the Living Wage Employment Initiative (w/ Destination: Home) that prioritizes RRH clients for living-wage job training.
1C-5. PHAs within CoC. Applicants must use the chart to provide information about each Public Housing Agency (PHA) in the CoC’s geographic areas:

(1) Identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA who were experiencing homelessness at the time of admission;
(2) Indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV Program; and
(3) Indicate whether the CoC has a move on strategy. The information should be for Federal Fiscal Year 2017.

<table>
<thead>
<tr>
<th>Public Housing Agency Name</th>
<th>% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2017 who were experiencing homelessness at entry</th>
<th>PHA has General or Limited Homeless Preference</th>
<th>PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g. move on?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Santa Clara County Housing Authority</td>
<td>21.16%</td>
<td>Yes-Both</td>
<td>No</td>
</tr>
<tr>
<td>City of San José Housing Authority</td>
<td>9.85%</td>
<td>Yes-Both</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></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-5a. For each PHA where there is not a homeless admission preference in their written policy, applicants must identify the steps the CoC has taken to encourage the PHA to adopt such a policy. (limit 2,000 characters)

N/A

1C-5b. Move On Strategy with Affordable Housing Providers. Does the CoC have a Move On strategy with affordable housing providers in its jurisdiction (e.g., multifamily assisted housing owners, PHAs, Low Income Tax Credit (LIHTC) developments, or local low-income housing programs)?

Move On strategy description. (limit 2,000 characters)

Yes

The Office of Supportive Housing, which administers over 90% of CoC-funded PSH in partnership with subrecipient agencies, has a process for working with the Santa Clara County Housing Authority (SCCHA) and the City of San José Housing Authority to assist long-term clients who no longer require PSH levels of support to transition out of CoC-funded PSH into PHA vouchers. First, OSH identifies legacy clients in its CoC-funded PSH projects that no longer require
intensive services. Then, those clients are given the option to transition out of CoC-funded PSH. For those who wish to transition, the CoC Lead notifies the Housing Authorities and requests step-down vouchers, which the SCCHA Board authorizes. Finally, the CoC Lead provides transition case management to assist clients with income re-certification and/or application paperwork and to support continued housing stability. Due to increased focus on serving high-need chronically homeless households over the past 7 years and the implementation of Coordinated Entry in 2015, the vast majority of the CoC Lead’s PSH clients continue to need PSH services for many years or permanently.

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

CoC programs ensure equal access & culturally competent housing & services for LGBTQ clients. 1)The CoC Lead partners with the County Office of LGBTQ Affairs & the LGBTQ Wellness Program to provide FREE ANNUAL TRAININGS for all homeless-serving programs to support implementation of HUD’s Equal Access rules, covering the requirements of both Equal Access final rules & best practices for serving LGBTQ-identified clients. The CoC Lead offers Equal Access support, problem solving, & tools for CoC-funded agencies through annual technical assistance visits & follow-up TA. 2)A COC-WIDE ANTI-DISCRIMINATION POLICY is part of the CoC’s Quality Assurance Standards (QAS), available on the CoC website, & covers sexual orientation & gender identity, including all requirements of HUD’s Equal Access Final Rules. The QAS require written EAFR-compliant anti-harassment & equal access program policies. 3)The CoC has identified LGBTQ TAY as highly vulnerable, with LGBTQ-identified TAY over-represented in the CoC’s homeless TAY population. BWC (TAY housing provider & CoC member) operates BWC Connections, an LGBTQ-targeted outreach & drop-in program for TAY, which offers educational & skill-building workshops, peer support groups, & connections to Coordinated Entry & other services in a safe & supportive environment. BWC provides transitional housing targeted specifically to LGBTQ youth, through a site-based transitional living program & a pilot host-homes model. LGBTQ Youth Space, a County-funded & peer-staffed drop-in center for LGBTQ-identified youth, is a CoC member & offers mental health services, safer sex education, social activities, & monthly health van visits. The CoC Lead has held two focus groups at LGBTQ Youth Space since 2016 to gather feedback about how to improve system access, services, and housing for LGBTQ youth. 4)The CoC Lead, in partnership with the County Office of LGBTQ Affairs developed a plan for a new LGBTQ-friendly emergency shelter program, to open in 2018.

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?  
   Yes

2. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity (Equal Access Final Rule)?  
   Yes

3. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement Equal Access to Housing in HUD Programs in Accordance with an Individual’s Gender Identity (Gender Identity Final Rule)?  
   Yes

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

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

Other:(limit 50 characters)
- Sup Court is CE access point: X
- Housing Fast pays fines & removes barriers to hsg: X
- Jail diversion PSH prog for ment. ill exiting jail: X

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

The CoC’s Coordinated Entry System (CE) COVERS THE ENTIRE GEOGRAPHIC AREA of the CoC through a no-wrong-door access model. Over 40 access points (incl. outreach, prevention, shelters, VSPs, schools, Resource Centers, & correctional facilities), which cover every local jurisdiction. CE REACHES PEOPLE LEAST LIKELY TO APPLY FOR HOMELESSNESS ASSISTANCE by leveraging existing service centers with ties to target subpopulations (people with developmental disabilities, TAY & young-parent families, families with children, fleeing DV, limited English proficiency) as access points, & through extensive street & medical outreach, including
encampments. Outreach teams include diverse multi-lingual staff, peers (e.g. youth, LGBTQ, veterans, people with experience of homelessness), & mental health clinicians, & they target subpops. less likely to seek services (TAY, LGBTQ, pregnant & parenting, vets, long-term homeless individuals in encampments). CE assessment & marketing materials have been translated into commonly spoken languages. At least 13 CE access points have on-site staff to give assessments in commonly spoken languages, & sign & spoken language interpreters are available to all CE access points. CE PRIORITIZES THE MOST VULNERABLE using the Single Adult, Family, & TAY VI-SPDAT assessments, assessing vulnerability based on history of homelessness; medical, legal, & safety risks; social supports; health needs; & experience of abuse. CE prioritization also considers length of time homeless & high use of County medical services. CE uses local assessment questions to minimize ineligible referrals & quickly match clients to openings. TO ENSURE TIMELY ASSISTANCE, CE matchmakers communicate constantly with programs regarding vacancies, often making referrals prior to expected vacancies. To reduce time from referral to enrollment, the CoC Lead’s street outreach locates all clients referred from CE to PSH, compiles documents eligibility, & provides a warm hand-off to the program.
1D. Continuum of Care (CoC) Discharge Planning

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

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

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

<table>
<thead>
<tr>
<th>System of Care</th>
<th>Yes/No Indication</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>
1E. Continuum of Care (CoC) Project Review, Ranking, and Selection

Instructions

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

1E-1. Project Ranking and Selection. Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2018 CoC Program Competition:

1. objective criteria;
2. at least one factor related to achieving positive housing outcomes;
3. a specific method for evaluating projects submitted by victim services providers; and
4. attach evidence that supports the process selected.

<table>
<thead>
<tr>
<th>Used Objective Criteria for Review, Rating, Ranking and Section</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Included at least one factor related to achieving positive housing outcomes</td>
<td>Yes</td>
</tr>
<tr>
<td>Included a specific method for evaluating projects submitted by victim service providers</td>
<td>Yes</td>
</tr>
</tbody>
</table>

1E-2. Severity of Needs and Vulnerabilities. Applicants must describe:

1. the specific severity of needs and vulnerabilities the CoC considered when reviewing, ranking, and rating projects; and
2. how the CoC takes severity of needs and vulnerabilities into account during the review, rating, and ranking process. (limit 2,000 characters)

The CoC considers severity of needs and vulnerabilities of each project’s client population through specific scored criteria, the scoring discretion of the CoC’s Review and Rank panel of experts and threshold requirements. Projects receive EXTRA POINTS for: 1) being PSH (DISABLING CONDITION required); 2) dedicating beds to CH; 3) Housing First P&Ps (no barriers for CRIMINAL HISTORY, LOW OR NO INCOME, EXPERIENCE OF DV/ASSAULT, SUBSTANCE USE); 4) serving a priority population (including SURVIVORS OF DV); 5) and program design and services targeting clients with the highest level of need. Review and Rank panelists are experts in homelessness and housing in the community and are instructed that they MAY ADJUST SCORES AS APPROPRIATE based on the severity of needs and vulnerabilities of a project’s client population, as specified in the following language on the scoring tool for renewal projects: “Keep in mind that outcomes will naturally be lower in a population with more severe needs. Such populations include persons with LOW OR NO INCOME, current or past SUBSTANCE ABUSE, a history of victimization (e.g., DOMESTIC VIOLENCE, SEXUAL ASSAULT, CHILDHOOD ABUSE), CRIMINAL HISTORIES, and CHRONIC HOMELESSNESS.” Panelists
receive a WRITTEN REPORT ON RENEWAL PROJECTS with client
demographic information, including rates of mental illness, substance abuse,
HIV/AIDS, chronic conditions, developmental and physical disability, multiple
health conditions, history of domestic violence, and level of income. As part of
the local application process, applicants may provide additional client data and
explain how a particularly high-need client population impacted performance
outcomes. Participation in Coordinated Entry is a threshold requirement in the
local Review and Rank process for all new & renewal projects, ensuring that all
projects accept the most vulnerable, longest-time homeless households, with
high emergency medical utilization as a tie-break.

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

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

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

Reallocation:  Yes

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Did the CoC establish a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program Competition Application deadline? Attachment required.</td>
<td>Yes</td>
</tr>
<tr>
<td>(2) If the CoC rejected or reduced project application(s), did the CoC notify applicants that their project application(s) were being rejected or reduced, in writing, outside of e-snaps, at least 15 days before FY 2018 CoC Program Competition Application deadline? Attachment required.</td>
<td>Did not reject or reduce any project</td>
</tr>
<tr>
<td>(3) Did the CoC notify applicants that their applications were accepted and ranked on the Priority Listing in writing outside of e-snaps, at least 15 before days of the FY 2018 CoC Program Competition Application deadline?</td>
<td>Yes</td>
</tr>
</tbody>
</table>
2A. Homeless Management Information System (HMIS) Implementation

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

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

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

   1-2; 8-9; 12-13; 16-33; Governance Charter & HMIS Governance Agreement


   Yes

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

   BitFocus, Inc.

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

   Single CoC

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

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Total Beds in 2018 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 (ES) beds</td>
<td>746</td>
<td>59</td>
<td>687</td>
<td>100.00%</td>
</tr>
<tr>
<td>Safe Haven (SH) beds</td>
<td>20</td>
<td>0</td>
<td>20</td>
<td>100.00%</td>
</tr>
<tr>
<td>Transitional Housing (TH) beds</td>
<td>814</td>
<td>14</td>
<td>800</td>
<td>100.00%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) beds</td>
<td>834</td>
<td>20</td>
<td>814</td>
<td>100.00%</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH)  beds</td>
<td>4,220</td>
<td>191</td>
<td>2,541</td>
<td>63.07%</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

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

The CoC has maintained 100% HMIS coverage for all non-PSH beds (ES, SH, TH, and RRH). The CoC has already taken steps to increase HMIS coverage for PSH, including working with major funders (the County, the City of San Jose, Destination: Home) to require HMIS participation in all contracts. The greatest challenge to full PSH coverage continues to be HUD-VASH, which accounts for approximately 29% of the CoC’s PSH inventory and is not currently in HMIS. VA case managers for locally-funded subsidy programs and other VA-funded programs (SSVF, GPD) are using HMIS, and the VA has worked closely with the CoC Lead to integrate VA-funded programs into the CoC’s Coordinated Entry System. VA staffing capacity to support HMIS data entry for the large HUD-VASH inventory was identified as a primary barrier to onboarding HUD-VASH into HMIS. To overcome this barrier, the HMIS Lead recently hired two data entry specialists to take on some of the required data entry. **OVER THE NEXT 12 MONTHS:** 1) The CoC will work with the Santa Clara County Housing Authority (SCCHA), which administers the HUD-VASH rental assistance vouchers, to develop a plan for providing HMIS Lead staff with current HUD-VASH client data for entry into HMIS and a process for ongoing HUD-VASH data entry. The HMIS Lead has worked with the SCCHA on similar data entry/clean-up projects and can build on the existing partnership to protect client privacy while ensuring timely and accurate data entry. 2) The process will be implemented with regular communication between the SCCHA and the HMIS Lead to assess its effectiveness, including tracking HUD-VASH bed coverage and data quality. 3) If necessary, the process will be adjusted to ensure it meets the goals of client privacy and data quality.

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

12

#### 2A-7. CoC Data Submission in HDX. Applicants must enter the date the CoC submitted the 2018 Housing Inventory Count (HIC) data into the Homelessness Data

04/29/2018
Exchange (HDX).
(mm/dd/yyyy)
2B. Continuum of Care (CoC) Point-in-Time Count

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

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

01/24/2018

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

04/29/2018
2C. Continuum of Care (CoC) Point-in-Time (PIT) Count: Methodologies

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

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

CHANGES IN METHODOLOGY: No changes were made to methodology of the sheltered PIT count, which is a complete census count of all ES, SH, and TH programs within the CoC. All non-DV ES, SH, and TH on the HIC are in HMIS, and sheltered count data is pulled from HMIS for those programs. The small number of programs not in HMIS administer a survey to all participants and report data to the CoC. The decrease in the sheltered count is due to the CoC’s focus on shifting resources away from TH and into RRH. One large program that was TH during the last count has been reclassified to RRH. The CoC continues to increase its ES capacity to address the high unsheltered population, including opening a seasonal shelter and adding inclement weather shelters, which are opened on nights of cold and/or rainy weather. Utilization of these projects fluctuates based on weather and demand. Inclement weather shelters were open during the 2017 and 2018 PIT counts, but there was less demand (and therefore lower utilization) in 2018. DATA QUALITY CHANGES: Minor changes were made to optimize sheltered count data quality. For the 2018 count, the HMIS Administrator reached out to agencies earlier than in previous years to request that they review their program rosters in HMIS, to give programs more time to update HMIS and ensure an accurate count. As a result of ongoing efforts to expand cross-system coordination, and additional DV TH program was identified and included in the 2018 count for the first time. The changes had NO SIGNIFICANT IMPACT on the sheltered count. As in past years, the sheltered PIT count is implemented jointly by the HMIS Lead and HMIS Administrator. The HMIS Administrator provides year-round training and tech support for HMIS users and agency-level admins to improve data quality and completeness to ensure accurate data in the system at the time of the PIT count. The HMIS Lead monitors data quality and works with the HMIS Administrator to identify training and support needs.

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

2C-2a. If “Yes” was selected in 2C-2, applicants must enter the number of
2C-3. Presidentially Declared Disaster Changes to Sheltered PIT Count. Did your CoC add or remove emergency shelter, transitional housing, or Safe Haven inventory because of funding specific to a Presidentially declared disaster, resulting in a change to the CoC’s 2018 sheltered PIT count?

No

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

| Beds Added: | 398 |
| Beds Removed: | 400 |
| Total: | -2 |

2C-4. Changes in Unsheltered PIT Count Implementation. Did your CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018? If your CoC did not conduct and unsheltered PIT count in 2018, select Not Applicable.

Not Applicable

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

Yes

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

No unsheltered PIT count was conducted in 2018. The CoC conducted a targeted youth count between 3pm and 8pm on the day of the 2017 unsheltered PIT Count. The CoC convened multiple YOUTH FOCUS GROUPS and met...
with youth providers to identify locations where youth are likely to be found during planning. Based on Focus Group and youth provider input, the planning group determined that homeless youth would be significantly more likely to be counted during daytime. The CoC collaborated with the County Office of Education to expand PIT participation by school districts and with BWC (the CoC’s primary housing provider for TAY) to expand the reach of the youth count. The youth count was CONDUCTED BY FIVE TEAMS OF HOMELESS YOUTH, each including at least 2-4 youth and 2 youth provider outreach staff. Youth were paid for their service and acted as guides/navigators and helped count youth.

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

No unsheltered PIT count was conducted in 2018. During the planning process for the 2017 PIT count, the CoC Lead partnered with providers specializing in veterans, persons experiencing chronic homelessness, and families with children to recruit persons with experience of homelessness from each target population to serve as peer guides in the PIT visual count and to administer surveys. Peer guides acted as navigators for PIT count teams, identifying high traffic areas and places where people experiencing homelessness, including subpopulations, are likely to be found. The CoC Lead leveraged the year-round work of outreach teams that are very familiar with encampments and other locations that people congregate by partnering with outreach programs working with encampments in the City of San Jose, vets-specific outreach, and family shelters. Encampment-focused outreach staff were enlisted to count and survey encampments instead of volunteer teams, to take advantage of established relationships and trust. Family emergency shelters and shelters with dedicated veteran beds were included in the sheltered count, and the CoC Lead ensured that the survey responses included a representative sample of persons in those shelters.
3A. Continuum of Care (CoC) System Performance

Instructions

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

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

Number of First Time Homeless as Reported in HDX. 4,713

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

The CoC has IDENTIFIED RISK FACTORS for homelessness by reviewing local data & national research. Santa Clara County PIT survey responses since 2011 indicate eviction, lack of employment, & inadequate or no income as primary causes of homelessness & barriers to housing. Local hsg market data indicate that the county’s extreme housing costs & lack of affordable housing disproportionately impact very low income residents. National research indicates that a range of factors put households at risk, including low or no income, mental illness, physical & sexual abuse, & interaction with the criminal justice system. Based on this data, the CoC’s Homelessness Prevention System (HPS) selected three eligibility criteria: low household income; self-report that housing will be lost within 14 days; & a score of 12+ on the Prevention VI-SPDAT which assesses income & financial health, history of homelessness, eviction risk, abuse and/or trafficking, & acuity of mental & physical health needs. STRATEGIES TO ADDRESS THOSE AT RISK: 1) CalWorks, SSVF, & 7 agencies of the Emergency Assistance Network (EAN) provide CoC-wide homelessness prevention (HP) financial assistance (rent, utilities, medical, etc), case management, connections to benefits & job training programs, food & clothing. 2) In 2016, the CoC & EAN agencies began the HPS Pilot offering longer-term financial assistance & case management & bringing the EAN into HMIS, with ongoing data collection & evaluation to refine targeting of assistance. 3) EAN housing specialists help clients retain housing or relocate. 4) The CoC Lead partners with the Law Foundation for eviction-prevention legal services 5) BWC (TAY housing provider) trains school staff on identifying at-risk families and locates staff at schools to connect families to HP. 6) Abode (CoC housing provider) offers HP assistance for formerly incarcerated adults at the Reentry Resource Center. RESPONSIBLE: RRH Program Manager at the
Office of Supportive Housing (CoC Lead)

3A-2. Length-of-Time Homeless as Reported in HDX. Applicants must:
(1) provide the average length of time individuals and persons in families remained homeless (i.e., the number);
(2) describe the CoC’s strategy to reduce the length-of-time individuals and persons in families remain homeless;
(3) describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
(4) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the length of time individuals and families remain homeless.

(see 2,000 characters)

AVG LENGTH OF TIME HOMELESS (LOTH) DECREASED by 11%, to 124
days (SPM 1a). STRATEGIES TO REDUCE: 1) High rents & lack of affordable
housing are primary barriers to housing. The CoC has added 1,449 new
homeless-dedicated units/vouchers since 2015. In 2017, the CoC Lead
awarded the first round of funding from a $950 million County affordable
housing bond for 6 affordable housing projects, adding 352 units of ELI-
affordable housing, including 233 PSH, over the next 3 years. Remaining
housing bond funds will add approx. 4,400 new ELI-affordable units over 10
years. 2) Coordinated Entry (CE) prioritizes on LOTH & vulnerability. In 2017,
CE evaluation Consumer & Provider focus groups identified ways to shorten
time from assessment to housing (changes to training/tools for locating clients &
updating client contact info; reduce rate of ineligible referrals). 3) The CoC Lead
dedicated its Client Engagement Team of expert street outreach to locate all
clients referred to PSH & document eligibility to reduce time from CE referral to
enrollment. 4) All CoC, ESG, County, & City of San Jose-funded PSH & RRH
programs are Housing First, removing barriers & increasing stability for clients
with long histories of homelessness. 5) CoC partners with schools, Child
Welfare Agency, justice system, & VSPs on innovative RRH targeting families
with school-aged children or in foster system, people exiting jail, & people
fleeing DV. 6) In 2016 & 2017, CoC Lead expanded housing case management
at shelters to support exits directly to PH. ID LONGEST TIME HOMELESS:
Outreach covers the entire CoC using evidence-based practices (CTI, Harm
Reduction, TIC) to engage longest-term homeless. Outreach & over 40 CE
access points administer VI-SPDAT & enter responses (including time
homeless) into HMIS & CE. CE uses County hospital database & HMIS to ID
long-term high utilizers of emergency services eligible for specialized PSH.
RESPONSIBLE: County Office of Supportive Housing ES & PSH Program
Managers.

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

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>FY2018 CoC Application</td>
</tr>
</tbody>
</table>
3A-3a. Applicants must:
(1) describe the CoC’s strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations; and
(2) describe the CoC’s strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.
(limit 2,000 characters)

STRATEGIES FOR ES, TH, RRH: 1) A persistent gap between high, rising rents & stagnant low-income wages is a primary barrier to housing in the CoC. The CoC’s Living Wage Employment Initiative partnership prioritizes RRH & RRH-eligible clients on the Coordinated Entry queue for job training & employment programs, & affordable housing developed with County Housing Bond & other funds over next 10 years will include RRH set-asides. 2) RRH providers partner with mainstream systems (school districts, Child Welfare Agency, Justice System, VSPs) to design & implement RRH that leverages cross-system resources & expertise to address root causes of housing instability. 3) The CoC’s landlord incentive programs use dedicated funding to bring in new landlords & retain existing partners as they have new vacancies. The All the Way Home vets program has engaged 610 new landlords since 2015. 4) The CoC Lead increased case management at Cold Weather Shelters to improve exit care & exits to PH. 5) RRH programs offer intensive housing-focused case management from program entry. RESPONSIBLE: County Office of Supportive Housing (OSH) RRH Program Managers. STRATEGIES FOR PSH: 1) The CoC’s PSH programs maintain high housing stability through Housing First, intensive case management, & a no-fail approach. 2) Case managers trained in evidence-based practices (trauma-informed care, motivational interviewing, harm reduction) support clients with complex service needs. 3) Meaningful daily activity programs offer group activities & peer mentorship to build social supports. 4) PSH programs targeting high utilizers integrate medical & psychiatric services to meet connected housing & healthcare needs. 5) The CoC Lead partners with the Social Services Agency to dedicate SSI advocates to PSH programs; with the Law Foundation to provide legal services for PSH clients; & with the County’s Valley Homeless Healthcare Program for PSH-dedicated medical clinic hours. RESPONSIBLE: OSH PSH Program Managers

3A-4. Returns to Homelessness as Reported in HDX. Applicants must report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX.
3A-4a. Applicants must:
(1) describe how the CoC identifies common factors of individuals and persons in families who return to homelessness;
(2) describe the CoC’s strategy to reduce the rate of additional returns to homelessness; and
(3) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the rate individuals and persons in families returns to homelessness.

(limit 2,000 characters)

ID HOUSEHOLDS WHO RETURN & COMMON FACTORS: The CoC uses HMIS reports to track returns to homelessness system-wide, by project type, & by subpopulation, & use drill-down feature to identify specific clients. HMIS reports allow the CoC/ Lead to analyze common factors across clients who return to homelessness from RRH, PSH, TH, and ES. STRATEGIES: 1) Housing case managers build relationship with landlords & support landlord-tenant relationships to prevent eviction, supported by CoC-wide trainings on landlord engagement & tenant rights. 2) The CoC Lead & housing providers partner with the Law Foundation for anti-eviction legal services & mediation. 3) PSH housing programs offer Housing First no-fail support for clients even after multiple evictions, working with clients to address causes of eviction & find better-fit housing options. RESULT: 93% PSH housing stability. 4) In 2017, the CoC Lead began working with providers to increase flexibility of RRH programs & encourage case management after end of financial assistance as necessary. 5) The CoC’s Living Wage Employment Initiative engages job training & employment partners in living-wage industries to prioritize RRH clients, ensuring stability after assistance ends. 6) For clients fleeing DV, trauma-informed case management & prioritizing client choice & safety support housing stability. 7) For TAY, Positive Youth Development & trauma-informed approaches; family reconciliation supports; GED & high school diploma programs, vocational training, & higher education opportunities; & diverse housing options (TH, RRH, host homes, PSH) promote growth, independence, & long-term stability. 8) The Homeless Prevention System serves clients who exited homelessness & are at risk of return. 9) The CoC scoring tool includes 10 points for renewal projects based on returns to homelessness. RESPONSIBLE: County Office of Supportive Housing RRH & PSH Program Managers & Destination: Home Director of Employment Strategies

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

(limit 2,000 characters)

EMPLOYMENT INCOME STRATEGIES & COLLAB WITH MAINSTREAM EMPLOYMENT ORGS: 1) The CoC’s LIVING WAGE EMPLOYMENT INITIATIVE (LWEI) engages job training and employment partners to prioritize RRH clients for living-wage employment opportunities. A partnership between Destination: Home (CoC’s collective impact backbone org.) and the CoC Lead,
the LWEI offers employment training and work experience to cohorts of RRH clients in fields with livable entry wages and opportunity for income growth (healthcare, building & construction, advanced manufacturing, data & design technology). The CoC Lead and D:H convene monthly LWEI meetings for RRH case managers and staff of MAINSTREAM EMPLOYMENT ORGANIZATIONS (Leaders Up, TeenForce, Working Partnerships, Building Trades Council, Work2uture, Center for Employment Training, REDF) to share information and identify opportunities for RRH clients. Since Dec 2016, 90% of LWEI clients who obtained permanent full-time jobs remained employed for at least 180 days. 2) Housing providers maintain relationships with JOB/VOCATIONAL TRAINING PROGRAMS (e.g. Goodwill, San Jose Job Corp, Center for Employment Training, NOCA Job Center, and County Employment Specialists). Housing providers use these relationships to inform clients of employment training options and make referrals. 3) Housing providers offer resume & interview support, transportation, and connections to childcare to support client employment. NON-EMPLOYMENT INCOME STRATEGIES: 1) All housing providers ASSESS CLIENTS FOR BENEFITS ELIGIBILITY and help clients apply for and maintain public benefits. 2) The CoC Lead offers annual CoC-wide trainings on connecting clients to public benefits co-presented with the County Social Services Agency (SSA) and the Law Foundation SSI/SSDI specialists. The CoC Lead partners with SSA to provide dedicated SSI advocates for PSH clients. RESPONSIBLE: County Office of Supportive Housing RRH Program Managers & Destination: Home Director of Employment Strategies

3A-6. System Performance Measures Data Submission in HDX. Applicants must enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2017 (mm/dd/yyyy)
3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Instructions

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

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

<table>
<thead>
<tr>
<th>Total number of beds dedicated as DedicatedPLUS</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of beds dedicated to individuals and families experiencing chronic homelessness</td>
<td>989</td>
</tr>
<tr>
<td>Total</td>
<td>989</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)</th>
<th>X</th>
</tr>
</thead>
<tbody>
<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</td>
<td>X</td>
</tr>
<tr>
<td>Head of Household with Mental/Physical Disability</td>
<td>X</td>
</tr>
</tbody>
</table>
3B-2.2. Applicants must:
(1) describe the CoC’s current strategy to rapidly rehouse every household of families with children within 30 days of becoming homeless;
(2) describe how the CoC addresses both housing and service needs to ensure families successfully maintain their housing once assistance ends; and
(3) provide the organization name or position title responsible for overseeing the CoCs strategy to rapidly rehouse families with children within 30 days of becoming homeless.

(limit 2,000 characters)

STRATEGY TO RAPIDLY REHOUSE: In 2017 the CoC added 73 new RRH beds for families with children. 1) SWIFT IDENTIFICATION of families experiencing homelessness & connection to Coordinated Entry (CE) at over 40 entry points, including schools, street outreach, Family Resource Centers, VSPs, & family shelters. BWC (TAY hsg provider) trains school staff to identify at-risk & homeless families & co-locates services at schools to provide CE access. 2) All CoC, ESG, County, & City of San Jose RRH for families w/ children is Housing First & uses trauma-informed care to remove barriers to housing. 3) The CoC Lead & BWC partnered with McKinney Vento liaisons, Head Start, First 5 (childhood development), & Kids Connections (developmental screening) on 60-unit family RRH. To expand access, school staff & liaisons were trained to give CE assessments. 4) CoC Lead partnered with the local child welfare agency to design & implement a RRH program for up to 46 families with children recently or currently in foster care, finding housing to allow families to stay together or reunify. 5) The CoC’s landlord engagement programs use dedicated funding to bring in & retain landlords.

HOUSING & SERVICE NEEDS FOR LONG-TERM STABILITY: 1) The CoC plans to create 4,800 new ELI affordable housing units over ten years with $950 million County housing bond, including RRH-dedicated units. 2) RRH programs provide trauma-informed care, connections to affordable childcare, transport. subsidies, therapy, financial & credit counseling, legal services, educ. & employment services, tailored housing plans, & connections to health insurance & medical care to address the causes of housing instability. 3) Help clients increase income by connecting to mainstream benefits & via the Living Wage Employment Initiative, which prioritizes RRH clients for mainstream job training & employment programs in industries with livable wages & growth potential.

RESPONSIBLE: County Office of Supportive Housing RRH Program Managers

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

CoC conducts mandatory training for all CoC and ESG funded service providers on these topics. ☐
CoC conducts optional training for all CoC and ESG funded service providers on these topics. ☐
CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients. ☐
CoC has worked with ESG recipient(s) to identify both CoC and ESG funded facilities within the CoC geographic area that may be out of compliance, and taken steps to work directly with those facilities to come into compliance. ☐
3B-2.4. Strategy for Addressing Needs of Unaccompanied Youth Experiencing Homelessness. Applicants must indicate whether the CoC’s strategy to address the unique needs of unaccompanied homeless youth includes the following:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human trafficking and other forms of exploitation</td>
<td></td>
</tr>
<tr>
<td>LGBT youth homelessness</td>
<td></td>
</tr>
<tr>
<td>Exits from foster care into homelessness</td>
<td></td>
</tr>
<tr>
<td>Family reunification and community engagement</td>
<td></td>
</tr>
<tr>
<td>Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs</td>
<td>Yes</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Priority Issue</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)</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</td>
<td>X</td>
</tr>
</tbody>
</table>

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

INCREASING HOUSING & SERVICES FOR HL TAY: The CoC’s strategy for increasing resources for homeless TAY focuses on 1) adding TAY-specific permanent housing, 2) improving performance of existing programs, and 3) coordinating funders to plan new initiatives. 1: Since 2016, the CoC has brought online 126 RRH units for youth and young-parent families. In 2017, BWC (the CoC’s largest TAY housing provider) submitted and was awarded a TH-RRH CoC grant for TAY. Six new TAY-dedicated PSH units will come online in 2018 as part of a new affordable housing development collaboration by the County, the City of Morgan Hill, EAH Housing, and the SCC Housing Authority. 2: In 2018, the CoC Lead conducted two TAY focus groups to identify gaps in the CoC’s youth system and ways to improve existing services. The CoC Lead monitors performance of TAY housing annually and conducts annual TA visits.
to offer training and tools to increase program effectiveness. New and existing TAY housing programs use evidence-based practices (positive youth development, trauma informed care, housing first, peer leadership & support) to enhance housing and stability outcomes. 3: The CoC Lead facilitates a monthly working group of funders of mainstream and homeless youth services (including the County Social Services Agency, Public Health Dept, Office of Educ, Kids in Common, First 5, & Destination: Home), to identify opportunities to expand the youth system. INCREASING HOUSING & SERVICES FOR UNSHELTERED TAY: The CoC’s strategy for increasing resources for unsheltered TAY focuses on 1) housing for vulnerable subpopulations and 2) expanding outreach & Coordinated Entry (CE) access to increase client choice. 1: In 2018, BWC opened two new transitional housing programs targeting LGBTQ-identified youth. Their new LGBTQ host-homes program provides up to 6 months of rental assistance to TAY in a host home placement, with training, monthly stipends and 24-hour support for host families. A new LGBTQ transitional living program provides up to 18 months of housing and services to help HL LGBTQ youth obtain employment and/or pursue educational goals, access LGBTQ-competent mental health and medical care, build safe and supportive social networks, and obtain permanent housing. 2: The CoC has dedicated TAY street outreach and drop-in centers, and has trained McKinney Vento liaisons and school staff of two school districts to provide CE access. In 2017, the CoC integrated TH for TAY into CE. To maximize client choice, TAY referred to TH are informed that they may also eligible for RRH and may elect to accept a RRH referral instead.

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

EVIDENCE: The CoC uses PIT, HIC, HMIS, and Coordinated Entry (CE) data to measure the effectiveness of its strategies to increase the availability of housing and services for youth. The CoC Lead analyzes HIC capacity data, updated monthly in the CoC’s Community Capacity Report, to track growth in youth system capacity by housing type (ES, TH, RRH, and PSH). The CoC Lead, Performance Management Work Group, and Youth and Families Working Group analyze the PIT count of homeless youth, CE data on youth seeking housing assistance, and HMIS data on housing outcomes and returns to homelessness to track youth housing need, system inflow and outflow, and system effectiveness. MEASURES OF EFFECTIVENESS: The CoC uses the following measures to calculate the effectiveness of its strategies to increase housing and services for youth experiencing homelessness: 1) The change in the number of youth-dedicated ES, TH, RRH, and PSH beds over time (monthly, annually); 2) The change in the number of sheltered and unsheltered youth experiencing homelessness during the annual sheltered and bi-annual unsheltered PIT Count; 3) The number of TAY who entered CE for the first time, as measured by TAY assessed by CE for the first time, compared to the number of TAY housed system-wide, as measured by the deduplicated number of PSH and RRH clients with housing move-in dates plus exits to PH from ES
and TH (monthly, annually); 4) The percentage of youth served in PSH who remain in PSH or exit to other PH; 5) The percentage of youth who exit ES, TH, and RRH to PH; and 6) The percentage of youth who exit any homeless housing to PH and returns to homelessness as indicated by a subsequent HMIS entry. APPROPRIATENESS OF MEASURES: As the CoC implements strategies to increase the capacity and effectiveness of the youth system to meet community need, the number of housing units for TAY will increase, the number of youth experiencing homelessness will decrease, the number of TAY housed will be greater than the number of TAY entering the system for the first time each month, and measures of housing stability will increase. These measures will fluctuate and external forces may cause some measures to indicate increased need (e.g. housing crisis drives up PIT numbers) while other measures show success (e.g. expanded RRH capacity results in more TAY housed each month). Tracking all six measures over time gives the CoC a holistic picture of the success of its strategies to strengthen the TAY system.

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

YOUTH EDUCATION PROVIDERS: BWC (CoC’s primary TAY housing provider), Opportunity Youth Academy (5 school sites across the CoC providing individualized teaching and support to youth who are disconnected from education), 2 community college districts, and 5 school districts collaborate as members of the Opportunity Youth Partnership collective impact initiative. BWC refers TAY seeking high school diplomas to the OYA. The CoC Lead partnered with Head Start and First 5 (early childhood education) to implement the CoC’s RRH for Families with School Aged Children program. SCHOOL DISTRICTS: Schools participate in the bi-annual PIT Count and partnered with BWC in a 2016-2017 survey of unstably housed students. Multiple school districts have partnered with the CoC Lead to implement a school-based RRH program for School-aged Children program to serve 60 families. In 2018, through planning and coordination with the CoC Lead, Santa Clara Unified and Alum Rock School Districts entered a FORMAL PARTNERSHIP to participate in Coordinated Entry (CE) and become HMIS partner agencies, and the CoC Lead is working with other school districts toward CE and HMIS participation. BWC has FORMAL PARTNERSHIPS with Santa Clara Unified School District, the San Jose Unified School District, and the Eastside Union High School District to locate BWC counselors at middle and high school campuses and with SJUSD and ESUHSD to locate BWC family advocates at schools for case management and connections to CE and CoC resources. LEAs: LEA meetings facilitated by County Office of Education, attended by CoC Lead, CoC and ESG providers, districts, McKinney-Vento liaisons, and youth providers, share information about legislative updates, McKinney-Vento TA, and available resources. LEA representatives participate in the CoC’s youth and families working group (YFWG), a monthly meeting of youth and children-focused funders facilitated by the CoC Lead to discuss opportunities for improvement of the youth system.
3B-2.7a. Applicants must describe the policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services. 
(limit 2,000 characters)

CoC POLICIES AND PROCEDURES REQUIRE PROGRAMS to: 1) 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. 2) Post notices of student’s rights at each program site that serves homeless children and families in appropriate languages. 3) Designate staff that will be responsible for ensuring that homeless children and youth in their programs are in school and are receiving all educational services they are entitled to; and for 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. 4) Take the educational needs of children into account when placing families in housing and place families with children as close as possible to their school of origin so as not to disrupt such children's education. 5) Allow parents or the youth (if unaccompanied) to make decisions about school placement. 6) 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.

3B-2.8. Does the CoC have written formal agreements, MOU/MOA’s or partnerships with one or more providers of early childhood services and supports? Select “Yes” or “No”. Applicants must select “Yes” or “No”, from the list below, if the CoC has written formal agreements, MOU/MOA’s or partnerships with providers of early childhood services and support.

<table>
<thead>
<tr>
<th>Provider</th>
<th>MOU/MOA</th>
<th>Other Formal Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Childhood Providers</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Head Start</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Early Head Start</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Child Care and Development Fund</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Federal Home Visiting Program</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Healthy Start</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Public Pre-K</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Birth to 3 years</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Tribal Home Visiting Program</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Other: (limit 50 characters)</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

3B-3.1. Veterans Experiencing Homelessness. Applicants must describe the actions the CoC has taken to identify, assess, and refer Veterans experiencing homelessness, who are eligible for U.S. Department of Veterans Affairs (VA) housing and services, to appropriate resources such as HUD-VASH, Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD).
IDENTIFY: Comprehensive outreach & CE access ensure that all homeless vets are identified & in CE. Outreach teams & all 40+ Coordinated Entry (CE) access points ask about military service & discharge status when assessing any adult, then refer those adults to CE including information about vet status. Outreach, including veteran-specific outreach with peer staff, covers the entire CoC & targets areas where vets congregate, including encampments & the VA Medical Center. A vets hotline, direct marketing to vets, & vet-dedicated shelter beds increase access to CE. ASSESS: All vets are assessed for CE prioritization with the standard CE assessment. Pursuant to HMIS Release of Information signed by CE clients, CE staff send vet names from CE to the VA, which confirms eligibility for VA programs. REFER TO RESOURCES: CE refers eligible vets directly to SSVF based on CE prioritization. In 2017, the CoC Lead, the VA, and GPD providers developed a CE referral protocol for GPD beds that prioritizes based on need & streamlines eligibility screening through the VA. HUD-VASH beds are filled based on a progressive engagement model. Clients refers from CE to SSVF & GPD programs who are determined to need long-term supports are referred directly from SSVF or GPD to HUD-VASH. Constant communication between CE staff, the CoC Lead, the VA, & housing providers ensure that eligible clients are connected to VA-funded resources, including at least bi-monthly meetings between the VA, the CoC Lead, & CE staff to problem-solve CE challenges & improve referral efficiency & targeting of VA-funded housing resources. Beginning in 2015, the CoC’s All the Way Home veterans campaign enhanced coordination between the CoC, VA, local governments, volunteers, & landlords to target vet homelessness. RESULT: The monthly inflow of homeless veterans decreased from 53 to 30 while the placement rate increased from 15 to 36; the VASH lease-up rate increased from 60% to 92%; & 1,120 vets have been housed.

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

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

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

3B-5. Racial Disparity. Applicants must: (1) indicate whether the CoC assessed whether there are racial disparities in the provision or outcome of homeless assistance; Yes
(2) if the CoC conducted an assessment, attach a copy of the summary.

3B-5a. Applicants must select from the options below the results of the CoC’s assessment.

| People of different races or ethnicities are more or less likely to receive homeless assistance. | □ |
| People of different races or ethnicities are more or less likely to receive a positive outcome from homeless assistance. | □ |
| There are no racial disparities in the provision or outcome of homeless assistance. | □ |
| The results are inconclusive for racial disparities in the provision or outcome of homeless assistance. | X |

3B-5b. Applicants must select from the options below the strategies the CoC is using to address any racial disparities.

| The CoC’s board and decisionmaking bodies are representative of the population served in the CoC. | □ |
| The CoC has identified steps it will take to help the CoC board and decisionmaking bodies better reflect the population served in the CoC. | □ |
| The CoC is expanding outreach in geographic areas with higher concentrations of underrepresented groups. | □ |
| The CoC has communication, such as flyers, websites, or other materials, inclusive of underrepresented groups | □ |
| The CoC is training staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness. | □ |
| The CoC is establishing professional development opportunities to identify and invest in emerging leaders of different races and ethnicities in the homelessness sector. | □ |
| The CoC has staff, committees or other resources charged with analyzing and addressing racial disparities related to homelessness. | □ |
| The CoC is educating organizations, stakeholders, boards of directors for local and national non-profit organizations working on homelessness on the topic of creating greater racial and ethnic diversity. | □ |
| The CoC reviewed coordinated entry processes to understand their impact on people of different races and ethnicities experiencing homelessness. | □ |
| The CoC is collecting data to better understand the pattern of program use for people of different races and ethnicities in its homeless services system. | □ |
| The CoC is conducting additional research to understand the scope and needs of different races or ethnicities experiencing homelessness. | □ |
| Other: | □ |
4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

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

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

<table>
<thead>
<tr>
<th>Type of Health Care</th>
<th>Assist with Enrollment</th>
<th>Assist with Utilization of Benefits?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Private Insurers:</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-Profit, Philanthropic:</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other: (limit 50 characters)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

WORK WITH MAINSTREAM BENEFITS PROGRAMS: 1) In 2018, the CoC Lead (OSH) and the County Social Services Agency (SSA), which administers state and county benefits programs and application assistance for federal benefits, were jointly awarded a State Housing Disability Income Advocacy Program (HDAP) grant for housing and services targeted to homeless households who are eligible for SSI. The HDAP program is implemented as an OSH/SSA collaboration: OSH refers SSI-eligible clients from the Coordinated Entry queue to dedicated SSI advocates at SSA; SSA provides assistance obtaining SSI and other benefits while clients are referred to the OSH’s PSH and RRH resources. 2) The community’s CalWorks RRH program is co-managed by OSH (pass through funding & manages subcontracts) and SSA.
(SSA administers funding, Coordinated Entry assess., referrals) 3) SSA co-locates 2 SSI advocates with the CoC’s mobile homeless healthcare program. 4) OSH, SSA, and the City of San Jose jointly fund UPLIFT transportation passes/assistance for homeless clients of SSA’s SNAP, SSI advocacy, TANF, and GA offices. To systematically KEEP STAFF UP-TO-DATE: 1) The CoC Lead offers ANNUAL free open-invitation mainstream benefits trainings for providers CoC-wide, advertised via the CoC and Service Provider Network (SPN) listservs (615 and 492 members). Co-presented by the CoC Lead, SSA, and the Silicon Valley Law Foundation, the training covers eligibility, the application process and best practices, and how to maintain benefits for SSI/SSDI, County GA, SNAP, MediCal, CAPI, and CalWorks. 2) CoC Lead and SSA staff inform the Service Providers Network of updates/changes to benefits program via the SPN email list and at SPN meetings. For example, CoC Lead staff informed SPN of change in state CalWorks Homeless Assistance from once-per-lifetime assistance to allow assistance once annually.

RESPONSIBLE: OSH PSH Program Manager & SSA.

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

| Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition. | 30 |
| Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach–meaning that the project quickly houses clients without preconditions or service participation requirements. | 30 |
| Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects in the FY 2018 CoC Program Competition that will be designated as Housing First. | 100% |

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

The CoC’s street OUTREACH COVERS 100% of the CoC’s area & all outreach teams are Coordinated Entry (CE) access points. The City of San Jose contracts with PATH to provide DAILY street outreach to encampments in San Jose. Downtown Streets Team peer outreach operates DAILY in San Jose. HomeFirst street outreach operates DAILY countywide. Two HomeFirst vets outreach specialists conduct DAILY street outreach countywide, as well as outreach to jails & VA psychiatric facility to ensure vets aren’t discharged to the
street. DAILY countywide SSVF outreach targets vets & vet families. The County Hospital System’s Valley Homeless Healthcare Program (VHHP) conducts WEEKLY medical outreach in encampments countywide & WEEKLY medical van at sites across the county. The CoC Lead’s Client Engagement Team targets street outreach to clients on the CE queue who get referrals & aren’t easily located, to ensure that unsheltered & disconnected people access housing quickly. BWC runs DAILY dedicated TAY outreach, a 24/7 youth hotline, & a TAY drop-in center. Dignity on Wheels has mobile toilet, shower (including wheel-chair accessible) & laundry facilities DAILY in locations across the county. REACHING THOSE LEAST LIKELY TO REQUEST HELP: 1) Outreach teams are trained to build trust using evidence based practices (CTI, Trauma Informed Care, harm reduction) & warm hand-offs to available resources (ES beds, food/hygiene, medical services or referrals) & to repeatedly engage with people least likely to access services. 2) Outreach includes multi-lingual, medical, psychiatric, and peer staff (e.g. youth, LGBTQ, vets, formerly homeless) to target vulnerable populations. 3) Diversified approach including drop-in, VHHP medical outreach to people without healthcare access (including with disabling conditions), in-reach to jails. 4) Sign language interpreters & physically accessible transport available as needed. 5) BWC TAY outreach & drop-in center includes LGBTQ-specific services & drop-in space.

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

STRATEGIES: The CoC’s Coordinated Entry System (CES) is the primary access point for homeless housing and is committed to affirmatively furthering fair housing through no-wrong door access, outreach and marketing. The CES continues to expand access points at existing community-based service centers with ties to target subpopulations (people with developmental disabilities, youth & young-parent families, families with children, fleeing DV, speakers of Spanish, Chinese, Vietnamese and Tagalog) at high-volume mainstream resources across the CoC’s geographic area and via street outreach. Outreach teams include diverse MULTI-LINGUAL staff, peers (e.g. youth, LGBTQ, veterans), and mental health clinicians. Outreach targets subpopulations less likely to seek services (ppl with disabilities, youth, LGBTQ, pregnant & parenting, vets). The CES policies include a non-discrimination policy and requires prominent posting of information for filing a non-discrimination complaint at all CES access points. The policies require all access points to “be accessible to individuals with disabilities… as well as people in the COC who are least likely to access homeless assistance” and to “ensure effective communication with individuals with disability” including by providing “Braille, audio, large type, assistive listening devices, and sign language interpreters.” COMMUNICATION: The CES policies require all CE access points to “ensure effective communication with individuals with disabilities” including by providing “Braille, audio, large type, assistive listening devices, and sign language interpreters.” CES
assessment and outreach materials have been translated into commonly spoken languages. At least 13 CES access points have on-site staff to offer assessments in commonly spoken languages. Sign and spoken language interpreters are available to all CES access points and all CoC housing and service providers.

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

<table>
<thead>
<tr>
<th>RRH beds available to serve all populations in the HIC</th>
<th>2017</th>
<th>2018</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>532</td>
<td>834</td>
<td>302</td>
</tr>
</tbody>
</table>

4A-6. Rehabilitation or New Construction Costs. Are new proposed project applications requesting $200,000 or more in funding for housing rehabilitation or new construction? No

4A-7. Homeless under Other Federal Statutes. Is the CoC requesting to designate one or more of its SSO or TH projects to serve families with children or youth defined as homeless under other Federal statutes? No
**4B. Attachments**

**Instructions:**
Multiple files may be attached as a single .zip file. For instructions on how to use .zip files, a reference document is available on the e-snaps training site: https://www.hudexchange.info/resource/3118/creating-a-zip-file-and-capturing-a-screenshot-resource

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Required?</th>
<th>Document Description</th>
<th>Date Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>1C-5. PHA Administration Plan–Homeless Preference</td>
<td>No</td>
<td>PHA Administration...</td>
<td>09/05/2018</td>
</tr>
<tr>
<td>1C-5. PHA Administration Plan–Move-on Multifamily Assisted Housing Owners’ Preference</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1C-8. Centralized or Coordinated Assessment Tool</td>
<td>Yes</td>
<td>CE Assessment Tool</td>
<td>09/05/2018</td>
</tr>
<tr>
<td>1E-1. Objective Criteria–Rate, Rank, Review, and Selection Criteria (e.g., scoring tool, matrix)</td>
<td>Yes</td>
<td>CoC Rating and Ra...</td>
<td>09/05/2018</td>
</tr>
<tr>
<td>1E-3. Public Posting CoC-Approved Consolidated Application</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1E-3. Public Posting–Local Competition Rate, Rank, Review, and Selection Criteria (e.g., RFP)</td>
<td>Yes</td>
<td>Public Posting Pr...</td>
<td>09/05/2018</td>
</tr>
<tr>
<td>1E-4. CoC’s Reallocation Process</td>
<td>Yes</td>
<td>CoC Process for R...</td>
<td>09/06/2018</td>
</tr>
<tr>
<td>1E-5. Notifications Outside e-snaps–Projects Accepted</td>
<td>Yes</td>
<td>Projects Accepted...</td>
<td>09/05/2018</td>
</tr>
<tr>
<td>1E-5. Notifications Outside e-snaps–Projects Rejected or Reduced</td>
<td>Yes</td>
<td>Project Rejection...</td>
<td>09/05/2018</td>
</tr>
<tr>
<td>1E-5. Public Posting–Local Competition Deadline</td>
<td>Yes</td>
<td>Local Competition...</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>2A-1. CoC and HMIS Lead Governance (e.g., section of Governance Charter, MOU, MOA)</td>
<td>Yes</td>
<td>CoC and HMIS Lead...</td>
<td>09/10/2018</td>
</tr>
<tr>
<td>3A-6. HDX–2018 Competition Report</td>
<td>Yes</td>
<td>FY 2018 CoC Compe...</td>
<td>09/05/2018</td>
</tr>
<tr>
<td>3B-2. Order of Priority–Written Standards</td>
<td>No</td>
<td>Order of Priority</td>
<td>09/05/2018</td>
</tr>
<tr>
<td>3B-5. Racial Disparities Summary</td>
<td>No</td>
<td>Racial Disparity ...</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----</td>
<td>----------------------</td>
<td>------------</td>
</tr>
<tr>
<td>4A-7.a. Project List–Persons Defined as Homeless under Other Federal Statutes (if applicable)</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Attachment Details

Document Description: PHA Administration Plan

Attachment Details

Document Description:

Attachment Details

Document Description: CE Assessment Tool

Attachment Details

Document Description: CoC Rating and Ranking Procedure

Attachment Details

Document Description:

Attachment Details

Document Description: Public Posting Project Selections, Ranking and
Attachment Details

Document Description: CoC Process for Reallocation

Attachment Details

Document Description: Projects Accepted Notification

Attachment Details

Document Description: Project Rejection - Reduction Notification

Attachment Details

Document Description: Local Competition Deadline

Attachment Details

Document Description: CoC and HMIS Lead Governance
Document Description: HMIS Policy and Procedures Manual

Attachment Details

Document Description: FY 2018 CoC Competition Report

Attachment Details

Document Description: Order of Priority

Attachment Details

Document Description: Racial Disparity Assessment Summary

Attachment Details
Attachment Details

Document Description:

Attachment Details

Document Description:
Submission Summary

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

<table>
<thead>
<tr>
<th>Page</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A. Identification</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>1B. Engagement</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>1C. Coordination</td>
<td>09/12/2018</td>
</tr>
<tr>
<td>1D. Discharge Planning</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>1E. Project Review</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>2A. HMIS Implementation</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>2B. PIT Count</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>2C. Sheltered Data - Methods</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>3A. System Performance</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>3B. Performance and Strategic Planning</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>4A. Mainstream Benefits and Additional Policies</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>4B. Attachments</td>
<td>Please Complete</td>
</tr>
<tr>
<td>Submission Summary</td>
<td>No Input Required</td>
</tr>
</tbody>
</table>
ATTACHMENT: PHA ADMINISTRATION PLAN (APPLICABLE SECTIONS ONLY)

<table>
<thead>
<tr>
<th>DOCUMENT SATISFYING REQUIREMENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHA Administration Plan: Housing Authorities of the County of Santa Clara &amp; City of San Jose, Chapter 2, Revised 3/22/2018</td>
<td>1 – 6</td>
</tr>
<tr>
<td>- Homeless preference for Housing</td>
<td>2</td>
</tr>
</tbody>
</table>
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.”

“With its Moving to Work (MTW) authority, and similar to activity 2009-5, which created a direct referral program for the chronically homeless, HACSC and designated community partners will target vouchers to [the] Special Needs Population (SNP) as follows: (1) HACSC will…determine program eligibility and provide rental assistance; (2) A community partner will provide referrals of clients to HACSC and case management to the designated SNP.”

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
- Special Needs Population Direct Referral (SNDR) Program (serving persons with disabilities who experience multiple barriers to housing and who require intensive supportive services)
- 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 REINSTATEMENT 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);
- 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 is withdrawn from the Housing Choice Voucher waiting list (including withdrawals due to being determined ineligible for assistance according to Section 8 initial eligibility criteria in place at the time), or housed under the Housing Choice Voucher program, the HA will remove the applicant from the Mainstream, Project-Based Voucher and Moderate Rehabilitation assistance waiting lists.

If an applicant is housed with a Housing Choice Voucher through the Chronically Homeless Direct referral program, Special Needs Population Direct Referral program, the Family Unification Program, the Non-Elderly Disabled Program, the Veterans Affairs Supportive Housing or the Mainstream Program, the HA will remove the applicant from the Housing Choice Voucher, Project Based Voucher and Moderate Rehabilitation assistance waiting lists.

If an applicant is housed under the Project Based Voucher program, the HA will remove the applicant from the Housing Choice Voucher and Moderate Rehabilitation assistance waiting lists.

If an applicant is withdrawn from the Project Based Voucher and/or Moderate Rehabilitation assistance waiting lists due to non-responsiveness to an offer of PBV or Moderate Rehabilitation assistance, the HA will not remove the applicant from the Housing Choice Voucher waiting list.

If an applicant is determined ineligible for assistance according to Section 8 initial eligibility criteria in place at the time under the Project Based Voucher or Moderate Rehabilitation programs, the HA will remove the applicant from the Housing Choice Voucher, Mainstream, Project Based Voucher and Moderate Rehabilitation assistance waiting lists.

If an applicant from the PBV waiting list is referred to fill a PBV vacancy, they will not be offered assistance upon reaching the top of any other waiting list until the PBV process is complete.
ATTACHMENT: CE Assessment Tool

<table>
<thead>
<tr>
<th>DOCUMENT SATISFYING REQUIREMENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Santa Clara County VI-SPDAT for Single Adults</td>
<td>1–7</td>
</tr>
<tr>
<td>Santa Clara County VI-SPDAT for Families with Children</td>
<td>8–16</td>
</tr>
<tr>
<td>Santa Clara County Transition Age Youth VI-SPDAT</td>
<td>17–23</td>
</tr>
</tbody>
</table>
Santa Clara County VI-SPDAT for Single Adults

This packet includes:

- Local Instructions & Script for using the VI-SPDAT
- VI-SPDAT for Single Adults
- Additional Questions for assessing Program Eligibility

Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT)

Prescreen Triage Tool for Single Adults

AMERICAN VERSION 2.0

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved. 1 (800) 355-3426 info@orgcode.com www.orgcode.com
Santa Clara County VI-SPDAT Instructions

Before Completing the VI-SPDAT:

1. Check in HMIS to see if the individual/family has already completed a VI-SPDAT by looking under the Assessments Tab.

2. Upload a Signed Client Consent Form into HMIS: No information, including the VI-SPDAT, may be entered into HMIS until a signed client consent form (aka Release of Information or ROI) is uploaded into HMIS.

Completing the VI-SPDAT:

1. Select the appropriate version of the VI-SPDAT:
   a. VI-SPDAT for Single Adults – Use this version for adults age 25 or older with no children in the household.
   b. VI-SPDAT for Families – Use this version for households with at least one child under the age of 18.
   c. TAY VI-SPDAT – Use this version for transition age youth (age 18-24) and unaccompanied minors.

2. Introduce the VI-SPDAT: Explain to the client what you are doing using the introductory script on the next page.

3. Complete All Questions: Complete the VI-SPDAT and follow-up questions, including the additional questions on the last page of this packet.

4. Enter the VI-SPDAT in HMIS: You can find the VI-SPDAT under the Assessments tab in the menu bar at the top of the screen in HMIS. This is a universal assessment that is not connected to any specific program.
   a. If the Assessment Score is 4 or Higher: Refer the assessment to the community queue in HMIS.

After Completing the VI-SPDAT:

1. Collect Contact Information: Collect as much contact information as possible (phone, email, service provider or case manager that the individual/family works with, locations that they frequent, etc.). It is critical that we have as much contact information as possible in case any referrals become available for the individual/family. Ask them to come back and update their contact information if it changes.

2. Share information with the individual/family: Do NOT share the numerical score from the VI-SPDAT. If the person is interested, you can provide an explanation of the type of housing program that looks like the best fit for the individual/family.

3. If the score falls into the “no housing intervention” category (0-3): Explain that the assessment shows that they have the skills and ability to get back into housing with limited assistance. Refer the individual/family to resources in the community that will help them address barriers, such as: public benefits, employment programs, security deposit assistance, etc.
**Santa Clara County Introductory Script:**

I am going to go through a short survey with you that will provide us with more information about your situation. The answers will help us determine how we can best support you. Some of the survey questions are personal in nature, but they only require a Yes/No or one word answer. I really only need that one word answer. You don’t need to feel any pressure to provide more detail. You can also skip or refuse to answer any question. Skipping multiple questions may make it harder for us to identify services for you, but it is your right to refuse to answer questions you don’t feel comfortable with.

Please do your best to answer all of the questions as honestly and accurately as possible. Honest, accurate answers are important to help us identify the right services for you. In addition, if we are able to refer you to any services based on the information in this survey, that program will still need to verify all eligibility information. So, if your answers aren’t honest, it could prevent you from being accepted into a program.

The information that I collect with this survey will be stored in HMIS along with the rest of the intake information you provided. Sometimes we are able to identify services that might be a good match for you based on the information you provide. If that happens we will try to contact you, so it’s really important that you provide current contact information. This could include phone numbers, locations you frequent, case managers or organizations that you work with, or any other information that might help us find you.

**Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT)**

*Single Adults – American Version 2.0*

The VI-SPDAT is created and copyrighted by OrgCode Consulting, Inc. and Community Solutions (Copyright 2015). The VI-SPDAT is used in Santa Clara County by permission of OrgCode Consulting, Inc. Please do not alter any of the questions, including the order in which they are asked. For more information about the VI-SPDAT or OrgCode visit [www.orgcode.com](http://www.orgcode.com). Please complete all questions. The VI-SPDAT will be scored automatically when it is entered into HMIS.

Date: ______________________

Name & Phone # of Staff Person Completing the VI-SPDAT: ______________________________

**BASIC INFORMATION**

First Name: ____________________________ Nickname: ______________________________

Last Name: ______________________________

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

Date of Birth: ____ / ____ / ________  Age: ________

Social Security Number: ____-____-______

Consent to participate? ☐ Yes ☐ No

☐ Don’t Have/Don’t Know ☐ Refused

VI-SPDAT – Single Adults

SCC Packet – 12/15/16
SCORED DOMAINS

A. HISTORY OF HOUSING AND HOMELESSNESS

1. Where do you sleep most frequently? (Check One)
   - ☐ Shelters
   - ☐ Safe Haven
   - ☐ Other (specify): ________________________________
   - ☐ Transitional Housing
   - ☐ Outdoors
   - ☐ Refused

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

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

B. RISKS

4. In the past six months, how many times have you...
   a. Received health care at an emergency department/room? _______ ☐ Refused
   b. Taken an ambulance to the hospital? _______ ☐ Refused
   c. Been hospitalized as an inpatient? _______ ☐ Refused
   d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? _______ ☐ Refused
   e. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along? _______ ☐ Refused
   f. Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offense, or anything in between? _______ ☐ Refused

5. Have you been attacked or beaten up since you’ve become homeless? ☐ YES ☐ NO ☐ Refused

6. Have you threatened to or tried to harm yourself or anyone else in the last year? ☐ YES ☐ NO ☐ Refused

7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live? ☐ YES ☐ NO ☐ Refused

8. Does anybody force or trick you to do things that you do not want to do? ☐ YES ☐ NO ☐ Refused
9. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don’t know, share a needle, or anything like that? □ YES □ NO □ Refused

C. SOCIALIZATION & DAILY FUNCTIONING

10. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money? □ YES □ NO □ Refused

11. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that? □ YES □ NO □ Refused

12. Do you have any planned activities, other than just surviving, that make you feel happy and fulfilled? □ YES □ NO □ Refused

13. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that? □ YES □ NO □ Refused

14. Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted? □ YES □ NO □ Refused

D. WELLNESS

15. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health? □ YES □ NO □ Refused

16. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart? □ YES □ NO □ Refused

17. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you? □ YES □ NO □ Refused

18. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you’d need help? □ YES □ NO □ Refused

19. When you are sick or not feeling well, do you avoid getting help? □ YES □ NO □ Refused

20. FOR FEMALE RESPONDENTS ONLY: Are you currently pregnant? □ YES □ NO □ Refused

21. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past? □ YES □ NO □ Refused
22. Will drinking or drug use make it difficult for you to stay housed or afford your housing? □ YES □ NO □ Refused

23. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:
   a. A mental health issue or concern? □ YES □ NO □ Refused
   b. A past head injury? □ YES □ NO □ Refused
   c. A learning disability, developmental disability, or other impairment? □ YES □ NO □ Refused

24. Do you have any mental health or brain issues that would make it hard for you to live independently because you’d need help? □ YES □ NO □ Refused

25. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking? □ YES □ NO □ Refused

26. Are there any medications like painkillers that you don’t take the way the doctor prescribed or where you sell the medication? □ YES □ NO □ Refused

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

**CONTACT INFORMATION:**

Please enter all contact information at the end of the VI-SPDAT in HMIS. In addition, please update contact information in the Location Tab in HMIS. COMPLETE AND UP TO DATE CONTACT INFORMATION IS CRITICAL TO MAKE SURE PEOPLE CAN BE FOUND WHEN A HOUSING REFERRAL IS AVAILABLE!

On a regular day, where is it easiest to find you and what time of day is easiest to do so?
   Where:

   When:

Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?
   Phone:                           Email:

Is there someone that you trust and communicate with regularly that we can contact when we look for you? (Please include name and phone number if possible)

OK, now I’d like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so? □ YES □ NO □ Refused
Santa Clara County – Additional Questions:

Please complete the following additional questions. These questions are not part of the VI-SPDAT assessment; however, they may be used to identify programs for which the individual or household might be eligible. Please note that documentation will be required to verify eligibility if an individual or household is referred to a program based on responses to these questions.

1. Are you a veteran? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused
   a. If yes, which military service era did you serve in?
      ☐ Post September 11\textsuperscript{th} (September 11, 2001 – Present)
      ☐ Between Korean and Vietnam Wars (February 1955 – July 1964)
      ☐ Korean War (June 1950 – January 1955)
      ☐ Between WWII and Korean War (August 1947 – May 1950)
      ☐ WWII Era (September 1940 – July 1947)
      ☐ Don’t Know
      ☐ Refused
   b. If yes, what is your discharge status?
      ☐ Honorable
      ☐ General under Honorable Conditions
      ☐ Bad Conduct
      ☐ Under other than Honorable Conditions (OTH)
      ☐ Dishonororable
      ☐ Uncharacterized
      ☐ Don’t Know
      ☐ Refused

2. How many total years have you been homeless? ________________________________

3. Which city did you live in prior to becoming homeless? ________________________

4. If you are employed, in which city is your work place? _________________________

5. If you go to school, in which city is your school? ______________________________

6. In which city do you spend most of your time? _________________________________

7. Have you ever been in foster care? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

8. Have you ever been in jail? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

9. Have you ever been in prison? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

10. Do you have a permanent physical disability that limits your mobility? (i.e. wheelchair, amputation, unable to climb stairs?) ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

11. What type of health insurance do you have, if any?
    ☐ Medicaid ☐ Private Insurance
    ☐ Medicare ☐ No Health Insurance
    ☐ VA Medical ☐ Other
Santa Clara County VI-SPDAT for Families with Children

This packet includes:

- Local Instructions & Script for using the VI-SPDAT
- VI-SPDAT for Families with Children
- Additional Questions for assessing Program Eligibility

Vulnerability Index -
Service Prioritization Decision Assistance Tool
(VI-SPDAT)

Prescreen Triage Tool for Families

AMERICAN VERSION 2.0

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.
1 (800) 355-0420 info@orgcode.com www.orgcode.com

COMMUNITY SOLUTIONS
Santa Clara County VI-SPDAT Instructions

Before Completing the VI-SPDAT:

1. Check in HMIS to see if the individual/family has already completed a VI-SPDAT by looking under the Assessments Tab.

2. Upload a Signed Client Consent Form into HMIS: No information, including the VI-SPDAT, may be entered into HMIS until a signed client consent form (aka Release of Information or ROI) is uploaded into HMIS.

Completing the VI-SPDAT:

1. Select the appropriate version of the VI-SPDAT:
   a. VI-SPDAT for Single Adults – Use this version for adults age 25 or older with no children in the household.
   b. VI-SPDAT for Families – Use this version for households with at least one child under the age of 18.
   c. TAY VI-SPDAT – Use this version for transition age youth (age 18-24) and unaccompanied minors.

2. Introduce the VI-SPDAT: Explain to the client what you are doing using the introductory script on the next page.

3. Complete All Questions: Complete the VI-SPDAT and follow-up questions, including the additional questions on the last page of this packet.

4. Enter the VI-SPDAT in HMIS: You can find the VI-SPDAT under the Assessments tab in the menu bar at the top of the screen in HMIS. This is a universal assessment that is not connected to any specific program.
   a. If the assessment score is 4 or higher: Refer the assessment to the community queue in HMIS.

After Completing the VI-SPDAT:

1. Collect Contact Information: Collect as much contact information as possible (phone, email, service provider or case manager that the individual/family works with, locations that they frequent, etc.). It is critical that we have as much contact information as possible in case any referrals become available for the individual/family. Ask them to come back and update their contact information if it changes.

2. Share information with the individual/family: Do NOT share the numerical score from the VI-SPDAT. If the person is interested, you can provide an explanation of the type of housing program that looks like the best fit for the individual/family.

3. If the score falls into the “no housing intervention” category: Explain that the assessment shows that they have the skills and ability to get back into housing with limited assistance. Refer the individual/family to resources in the community that will help them address barriers, such as: public benefits, employment programs, security deposit assistance, etc.
Santa Clara County Introductory Script:

I am going to go through a short survey with you that will provide us with more information about your situation. The answers will help us determine how we can best support you. Some of the survey questions are personal in nature, but they only require a Yes/No or one word answer. I really only need that one word answer. You don’t need to feel any pressure to provide more detail. You can also skip or refuse to answer any question. Skipping multiple questions may make it harder for us to identify services for you, but it is your right to refuse to answer questions you don’t feel comfortable with.

Please do your best to answer all of the questions as honestly and accurately as possible. Honest, accurate answers are important to help us identify the right services for you. In addition, if we are able to refer you to any services based on the information in this survey, that program will still need to verify all eligibility information. So, if your answers aren’t honest, it could prevent you from being accepted into a program.

The information that I collect with this survey will be stored in HMIS along with the rest of the intake information you provided. Sometimes we are able to identify services that might be a good match for you based on the information you provide. If that happens we will try to contact you, so it’s really important that you provide current contact information. This could include phone numbers, locations you frequent, case managers or organizations that you work with, or any other information that might help us find you.

Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT)

Families with Children – American Version 2.0

The VI-SPDAT is created and copyrighted by OrgCode Consulting, Inc. and Community Solutions (Copyright 2015). The VI-SPDAT is used in Santa Clara County by permission of OrgCode Consulting, Inc. Please do not alter any of the questions, including the order in which they are asked. For more information about the VI-SPDAT or OrgCode visit www.orgcode.com. Please complete all questions. The VI-SPDAT will be scored automatically when it is entered into HMIS.

Date: ______________________

Name & Phone # of Staff Person Completing the VI-SPDAT: ________________________________

<table>
<thead>
<tr>
<th>BASIC INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>PARENT 1:</td>
</tr>
<tr>
<td>First Name: ____________________________ Nickname: ________________________________</td>
</tr>
<tr>
<td>Last Name: ______________________________</td>
</tr>
<tr>
<td>In what language do you feel best able to express yourself? ________________________________</td>
</tr>
<tr>
<td>Date of Birth: ____ / ____ / ____ Age: ________</td>
</tr>
<tr>
<td>Social Security Number: ________ -- -- ____________ □ Don’t Have/Don’t Know □ Refused</td>
</tr>
<tr>
<td>Consent to participate? □ Yes □ No</td>
</tr>
</tbody>
</table>

VI-SPDAT – Families with Children
SCC Packet – 12/15/16
PARENT 2:

First Name: ___________________________ Nickname: ___________________________

Last Name: ___________________________

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

Date of Birth: __________ / __________ / __________ Age: __________

Social Security Number: __________ -- __________ -- __________ □ Don’t Have/Don’t Know □ Refused

Consent to participate? □ Yes □ No

CHILDREN

1. How many children under the age of 18 are currently with you? _______ □ Refused

2. How many children under the age of 18 are not currently with your family, but you have reason to believe they will be joining you when you get housed? _______ □ Refused

3. **IF HOUSEHOLD INCLUDES A FEMALE:**
   Is any member of the family currently pregnant? □ YES □ NO □ Refused

4. Please provide a list of children’s names and ages:

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Age</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SCORED DOMAINS

A. HISTORY OF HOUSING AND HOMELESSNESS

5. Where do you and your family sleep most frequently? (Check One)
   - [ ] Shelters
   - [ ] Safe Haven
   - [ ] Transitional Housing
   - [ ] Other (specify): ________________________________
   - [ ] Outdoors
   - [ ] Refused

6. How long has it been since you and your family lived in permanent stable housing?  __________________________ [ ] Refused

7. In the last three years, how many times have you and your family been homeless?  __________________________ [ ] Refused

B. RISKS

8. In the past six months, how many times have you or anyone in your family...
   a. Received health care at an emergency department/room?  ________ [ ] Refused
   b. Taken an ambulance to the hospital?  ________ [ ] Refused
   c. Been hospitalized as an inpatient?  ________ [ ] Refused
   d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?  ________ [ ] Refused
   e. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?  ________ [ ] Refused
   f. Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offense, or anything in between?  ________ [ ] Refused

9. Have you or anyone in your family been attacked or beaten up since they’ve become homeless?  [ ] YES  [ ] NO  [ ] Refused

10. Have you or anyone in your family threatened to or tried to harm themself or anyone else in the last year?  [ ] YES  [ ] NO  [ ] Refused

11. Do you or anyone in your family have any legal stuff going on right now that may result in them being locked up, having to pay fines, or that make it more difficult to rent a place to live?  [ ] YES  [ ] NO  [ ] Refused

12. Does anybody force or trick you or anyone in your family to do things that you do not want to do?  [ ] YES  [ ] NO  [ ] Refused
13. Do you or anyone in your family ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone they don’t know, share a needle, or anything like that?  

☐ YES  ☐ NO  ☐ Refused

C. SOCIALIZATION & DAILY FUNCTIONING

14. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you or anyone in your family owe them money?  

☐ YES  ☐ NO  ☐ Refused

15. Do you or anyone in your family get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?  

☐ YES  ☐ NO  ☐ Refused

16. Does everyone in your family have planned activities, other than just surviving, that make them feel happy and fulfilled?  

☐ YES  ☐ NO  ☐ Refused

17. Is everyone in your family currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?  

☐ YES  ☐ NO  ☐ Refused

18. Is your family’s current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because other family or friends caused your family to become evicted?  

☐ YES  ☐ NO  ☐ Refused

D. WELLNESS

19. Has your family ever had to leave an apartment, shelter program, or other place you were staying because of the physical health of you or anyone in your family?  

☐ YES  ☐ NO  ☐ Refused

20. Do you or anyone in your family have any chronic health issues with your liver, kidneys, stomach, lungs or heart?  

☐ YES  ☐ NO  ☐ Refused

21. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you or anyone in your family?  

☐ YES  ☐ NO  ☐ Refused

22. Does anyone in your family have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you’d need help?  

☐ YES  ☐ NO  ☐ Refused

23. When someone in your family is sick or not feeling well, does your family avoid getting medical help?  

☐ YES  ☐ NO  ☐ Refused
24. Has drinking or drug use by you or anyone in your family led your family to being kicked out of an apartment or program where you were staying in the past?  
☐ YES ☐ NO ☐ Refused

25. Will drinking or drug use make it difficult for your family to stay housed or afford your housing?  
☐ YES ☐ NO ☐ Refused

26. Has your family ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:  
   g. A mental health issue or concern?  
      ☐ YES ☐ NO ☐ Refused  
   h. A past head injury?  
      ☐ YES ☐ NO ☐ Refused  
   i. A learning disability, developmental disability, or other impairment?  
      ☐ YES ☐ NO ☐ Refused

27. Do you or anyone in your family have any mental health or brain issues that would make it hard for your family to live independently because help would be needed?  
☐ YES ☐ NO ☐ Refused

28. Does any single member of your household have a medical condition, mental health concerns, AND experience with substance use?  
☐ YES ☐ NO ☐ Refused

29. Are there any medications that a doctor said you or anyone in your family should be taking that, for whatever reason, they are not taking?  
☐ YES ☐ NO ☐ Refused

30. Are there any medications like painkillers that you or anyone in your family don’t take the way the doctor prescribed or where they sell the medication?  
☐ YES ☐ NO ☐ Refused

31. YES OR NO: Has your family’s current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you or anyone in your family have experienced?  
☐ YES ☐ NO ☐ Refused

E. FAMILY UNIT

32. Are there any children that have been removed from the family by a child protection service within the last 180 days?  
☐ YES ☐ NO ☐ Refused

33. Do you have any family legal issues that are being resolved in court or need to be resolved in court that would impact your housing or who may live within your housing?  
☐ YES ☐ NO ☐ Refused

34. In the last 180 days have any children lived with family or friends because of your homelessness or housing situation?  
☐ YES ☐ NO ☐ Refused
35. Has any child in the family experienced abuse or trauma in the last 180 days?  
☐ YES  ☐ NO  ☐ Refused

36. **IF THERE ARE SCHOOL-AGED CHILDREN:** Do your children attend school more often than not each week?  
☐ YES  ☐ NO  ☐ N/A or Refused

37. Have the members of your family changed in the last 180 days, due to things like divorce, your kids coming back to live with you, someone leaving for military service or incarceration, a relative moving in, or anything like that?  
☐ YES  ☐ NO  ☐ Refused

38. Do you anticipate any other adults or children coming to live with you within the first 180 days of being housed?  
☐ YES  ☐ NO  ☐ Refused

39. Do you have two or more planned activities each week as a family such as outings to the park, going to the library, visiting other family, watching a family movie, or anything like that?  
☐ YES  ☐ NO  ☐ Refused

40. After school, or on weekends or days when there isn’t school, is the total time children spend each day where there is no interaction with you or another responsible adult...  
   a. 3 or more hours per day for children aged 13 or older?  
      ☐ YES  ☐ NO  ☐ Refused  
   b. 2 or more hours per day for children aged 12 or younger?  
      ☐ YES  ☐ NO  ☐ Refused

41. **IF THERE ARE CHILDREN BOTH 12 AND UNDER & 13 AND OVER:** Do your older kids spend 2 or more hours on a typical day helping their younger sibling(s) with things like getting ready for school, helping with homework, making them dinner, bathing them, or anything like that?  
☐ YES  ☐ NO  ☐ Refused

**CONTACT INFORMATION:**

Please enter all contact information at the end of the VI-SPDAT in HMIS. In addition, please update contact information in the Location Tab in HMIS. **COMPLETE AND UP TO DATE CONTACT INFORMATION IS CRITICAL TO MAKE SURE PEOPLE CAN BE FOUND WHEN A HOUSING REFERRAL IS AVAILABLE!**

On a regular day, where is it easiest to find you and what time of day is easiest to do so?  
*Where:*    *When:*

Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?  
*Phone:*    *Email:*

Is there someone that you trust and communicate with regularly that we can contact when we look for you? (Please include name and phone number if possible)

OK, now I’d like to take your picture so that it is easier to find you and confirm your identity in the future.  
May I do so?  
☐ YES  ☐ NO  ☐ Refused
Santa Clara County – Additional Questions:
Please complete the following additional questions. These questions are not part of the VI-SPDAT assessment; however, they may be used to identify programs for which the individual or household might be eligible. Please note that documentation will be required to verify eligibility if an individual or household is referred to a program based on responses to these questions.

1. Are you a veteran? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused
   a. If yes, which military service era did you serve in?
      ☐ Post September 11th (September 11, 2001 – Present)
      ☐ Between Korean and Vietnam Wars (February 1955 – July 1964)
      ☐ Korean War (June 1950 – January 1955)
      ☐ Between WWII and Korean War (August 1947 – May 1950)
      ☐ WWII Era (September 1940 – July 1947)
      ☐ Don’t Know
      ☐ Refused
   b. If yes, what is your discharge status?
      ☐ Honorable ☐ General under Honorable Conditions
      ☐ Bad Conduct ☐ Under other than Honorable Conditions (OTH)
      ☐ Dishonorable ☐ Uncharacterized
      ☐ Don’t Know ☐ Refused

2. How many total years have you been homeless? ________________________________

3. Which city did you live in prior to becoming homeless? _________________________

4. If you are employed, in which city is your work place? _________________________

5. If you (or your children) go to school, in which city is the school? ______________

6. In which city do you spend most of your time? _________________________________

7. Have you ever been in foster care? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

8. Have you ever been in jail? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

9. Have you ever been in prison? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

10. Do you have a permanent physical disability that limits your mobility? (i.e. wheelchair, amputation, unable to climb stairs?) ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

11. What type of health insurance do you have, if any?
    ☐ Medicaid ☐ Private Insurance
    ☐ Medicare ☐ No Health Insurance
    ☐ VA Medical ☐ Other
Santa Clara County Transition Age Youth VI-SPDAT

This packet includes:

- Local Instructions & Script for using the TAY-VI-SPDAT
- TAY-VI-SPDAT for Transition Age Youth (ages 18-24)
- Additional Questions for assessing Program Eligibility

Transition Age Youth - 
Vulnerability Index - 
Service Prioritization Decision Assistance Tool 
(TAY-VI-SPDAT)

“Next Step Tool for Homeless Youth”

AMERICAN VERSION 1.0

©2015 OrgCode Consulting Inc., Corporation for Supportive Housing, Community Solutions, and Eric Rice, USC School of Social Work. All rights reserved. 1 (800) 355-0420 info@orgcode.com www.orgcode.com

COMMUNITY SOLUTIONS  CSH  USC SCHOOL OF SOCIAL WORK
Santa Clara County VI-SPDAT Instructions

Before Completing the VI-SPDAT:
1. Check in HMIS to see if the individual/family has already completed a VI-SPDAT by looking under the Assessments Tab.

2. Upload a Signed Client Consent Form into HMIS: No information, including the VI-SPDAT, may be entered into HMIS until a signed client consent form (aka Release of Information or ROI) is uploaded into HMIS.

Completing the VI-SPDAT:
1. Select the appropriate version of the VI-SPDAT:
   a. VI-SPDAT for Single Adults – Use this version for adults age 25 or older with no children in the household.
   b. VI-SPDAT for Families – Use this version for households with at least one child under the age of 18.
   c. TAY-VI-SPDAT – Use this version for transition age youth (age 18-24) and unaccompanied minors.

2. Introduce the VI-SPDAT: Explain to the client what you are doing using the introductory script on the next page.

3. Complete All Questions: Complete the VI-SPDAT and follow-up questions, including the additional questions on the last page of this packet.

4. Enter the VI-SPDAT in HMIS: You can find the VI-SPDAT under the Assessments tab in the menu bar at the top of the screen in HMIS. This is a universal assessment that is not connected to any specific program.
   a. If the assessment score is 4 or higher: Refer the assessment to the community queue in HMIS.

After Completing the VI-SPDAT:
1. Collect Contact Information: Collect as much contact information as possible (phone, email, service provider or case manager that the individual/family works with, locations that they frequent, etc.). It is critical that we have as much contact information as possible in case any referrals become available for the individual/family. Ask them to come back and update their contact information if it changes.

2. Share information with the individual/family: Do NOT share the numerical score from the VI-SPDAT. If the person is interested, you can provide an explanation of the type of housing program that looks like the best fit for the individual/family.

3. If the score falls into the “no housing intervention” category: Explain that the assessment shows that they have the skills and ability to get back into housing with limited assistance. Refer the individual/family to resources in the community that will help them address barriers, such as: public benefits, employment programs, security deposit assistance, etc.
Santa Clara County Introductory Script:

I am going to go through a short survey with you that will provide us with more information about your situation. The answers will help us determine how we can best support you. Some of the survey questions are personal in nature, but they only require a Yes/No or one word answer. I really only need that one word answer. You don’t need to feel any pressure to provide more detail. You can also skip or refuse to answer any question. Skipping multiple questions may make it harder for us to identify services for you, but it is your right to refuse to answer questions you don’t feel comfortable with.

Please do your best to answer all of the questions as honestly and accurately as possible. Honest, accurate answers are important to help us identify the right services for you. In addition, if we are able to refer you to any services based on the information in this survey, that program will still need to verify all eligibility information. So, if your answers aren’t honest, it could prevent you from being accepted into a program.

The information that I collect with this survey will be stored in HMIS along with the rest of the intake information you provided. Sometimes we are able to identify services that might be a good match for you based on the information you provide. If that happens we will try to contact you, so it’s really important that you provide current contact information. This could include phone numbers, locations you frequent, case managers or organizations that you work with, or any other information that might help us find you.

Transition Age Youth –
Vulnerability Index – Service Prioritization Decision Assistance Tool (TAY-VI-SPDAT)
“Next Step Tool for Homeless Youth”
American Version 1.0

The TAY-VI-SPDAT is created and copyrighted by OrgCode Consulting, Inc., Corporation for Supportive Housing, Community Solutions, and Eric Rice, USC School of Social Work (Copyright 2015). The TAY-VI-SPDAT is used in Santa Clara County by permission of OrgCode Consulting, Inc. Please do not alter any of the questions, including the order in which they are asked. For more information about the TAY-VI-SPDAT or OrgCode visit www.orgcode.com. Please complete all questions. The TAY-VI-SPDAT will be scored automatically when it is entered into HMIS.

Date: ______________________

Name & Phone # of Staff Person Completing the VI-SPDAT: ________________________________

BASIC INFORMATION

First Name: ________________________ Nickname: __________________________

Last Name: ________________________

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

Date of Birth: __ / __ / ____________ Age: __________

Social Security Number: __________ -- __________ -- ____________

☐ Don’t Have/Don’t Know  ☐ Refused

Consent to participate? ☐ Yes  ☐ No
SCORED DOMAINS

A. HISTORY OF HOUSING AND HOMELESSNESS

1. Where do you sleep most frequently? (Check One)
   - ☐ Shelters
   - ☐ Couch surfing
   - ☐ Other (specify): __________________________
   - ☐ Transitional Housing
   - ☐ Outdoors
   - ☐ Safe Haven
   - ☐ Refused

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

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

B. RISKS

4. In the past six months, how many times have you...
   a. Received health care at an emergency department/room? _________ ☐ Refused
   b. Taken an ambulance to the hospital? _________ ☐ Refused
   c. Been hospitalized as an inpatient? _________ ☐ Refused
   d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? _________ ☐ Refused
   e. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along? _________ ☐ Refused
   f. Stayed one or more nights in a holding cell, jail, prison or juvenile detention, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offense, or anything in between? _________ ☐ Refused

5. Have you been attacked or beaten up since you’ve become homeless? ☐ YES ☐ NO ☐ Refused

6. Have you threatened to or tried to harm yourself or anyone else in the last year? ☐ YES ☐ NO ☐ Refused

7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live? ☐ YES ☐ NO ☐ Refused

8. Were you ever incarcerated when younger than age 18? ☐ YES ☐ NO ☐ Refused

9. Does anybody force or trick you to do things that you do not want to do? ☐ YES ☐ NO ☐ Refused
10. Do you ever do things that may be considered to be risky like exchange sex for money, food, drugs, or a place to stay, run drugs for someone, have unprotected sex with someone you don’t know, share a needle, or anything like that? □ YES □ NO □ Refused

C. SOCIALIZATION & DAILY FUNCTIONING

11. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money? □ YES □ NO □ Refused

12. Do you get any money from the government, a pension, an inheritance, an allowance, working under the table, a regular job, or anything like that? □ YES □ NO □ Refused

13. Do you have any planned activities, other than just surviving, that make you feel happy and fulfilled? □ YES □ NO □ Refused

14. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and things like that? □ YES □ NO □ Refused

15. Is your current lack of stable housing...
   a. Because you ran away from your family home, a group home or a foster home? □ YES □ NO □ Refused
   b. Because of a difference in religious or cultural beliefs from your parents, guardians or caregivers? □ YES □ NO □ Refused
   c. Because your family or friends caused you to become homeless? □ YES □ NO □ Refused
   d. Because of conflicts around gender identity or sexual orientation? □ YES □ NO □ Refused
   e. Because of violence at home between family members? □ YES □ NO □ Refused
   f. Because of an unhealthy or abusive relationship, either at home or elsewhere? □ YES □ NO □ Refused

D. WELLNESS

16. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health? □ YES □ NO □ Refused

17. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart? □ YES □ NO □ Refused

18. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you? □ YES □ NO □ Refused

19. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you’d need help? □ YES □ NO □ Refused
20. When you are sick or not feeling well, do you avoid getting medical help? □ YES □ NO □ Refused

21. Are you currently pregnant, have you ever been pregnant, or have you ever gotten someone pregnant? □ YES □ NO □ Refused

22. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past? □ YES □ NO □ Refused

23. Will drinking or drug use make it difficult for you to stay housed or afford your housing? □ YES □ NO □ Refused

24. If you’ve ever used marijuana, did you ever try it at age 12 or younger? □ YES □ NO □ Refused

25. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:
   a. A mental health issue or concern? □ YES □ NO □ Refused
   b. A past head injury? □ YES □ NO □ Refused
   c. A learning disability, developmental disability, or other impairment? □ YES □ NO □ Refused

26. Do you have any mental health or brain issues that would make it hard for you to live independently because you’d need help? □ YES □ NO □ Refused

27. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking? □ YES □ NO □ Refused

28. Are there any medications like painkillers that you don’t take the way the doctor prescribed or where you sell the medication? □ YES □ NO □ Refused

CONTACT INFORMATION:

Please enter all contact information at the end of the VI-SPDAT in HMIS. In addition, please update contact information in the Location Tab in HMIS. COMPLETE AND UP TO DATE CONTACT INFORMATION IS CRITICAL TO MAKE SURE PEOPLE CAN BE FOUND WHEN A HOUSING REFERRAL IS AVAILABLE!

On a regular day, where is it easiest to find you and what time of day is easiest to do so?

Where:       When:

Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?

Phone:       Email:

Is there someone that you trust and communicate with regularly that we can contact when we look for you? (Please include name and phone number if possible)

OK, now I’d like to take your picture so that it is easier to find you and confirm your identity in the future.
May I do so? □ YES □ NO □ Refused
Santa Clara County – Additional Questions:

Please complete the following additional questions. These questions are not part of the VI-SPDAT assessment; however, they may be used to identify programs for which the individual or household might be eligible. Please note that documentation will be required to verify eligibility if an individual or household is referred to a program based on responses to these questions.

1. Are you a veteran? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused
   a. If yes, which military service era did you serve in?
      ☐ Post September 11th (September 11, 2001 – Present)
      ☐ Between Korean and Vietnam Wars (February 1955 – July 1964)
      ☐ Korean War (June 1950 – January 1955)
      ☐ Between WWII and Korean War (August 1947 – May 1950)
      ☐ WWII Era (September 1940 – July 1947)
      ☐ Don’t Know
      ☐ Refused
   b. If yes, what is your discharge status?
      ☐ Honorable ☐ General under Honorable Conditions
      ☐ Bad Conduct ☐ Under other than Honorable Conditions (OTH)
      ☐ Dishonorable ☐ Uncharacterized
      ☐ Don’t Know ☐ Refused

2. How many total years have you been homeless? __________________________________________

3. Which city did you live in prior to becoming homeless? __________________________________

4. If you are employed, in which city is your work place? __________________________________

5. If you go to school, in which city is your school? ________________________________________

6. In which city do you spend most of your time? __________________________________________

7. Have you ever been in foster care? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

8. Have you ever been in jail? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

9. Have you ever been in prison? ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

10. Do you have a permanent physical disability that limits your mobility? (i.e. wheelchair, amputation, unable to climb stairs?) ☐ Yes ☐ No ☐ Don’t Know ☐ Refused

11. What type of health insurance do you have, if any?
    ☐ Medicaid ☐ Private Insurance
    ☐ Medicare ☐ No Health Insurance
    ☐ VA Medical ☐ Other
### ATTACHMENT: CoC RATING AND RANKING PROCEDURE

<table>
<thead>
<tr>
<th>DOCUMENT SATISFYING REQUIREMENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 CoC Local Competition Review Process</td>
<td>3</td>
</tr>
<tr>
<td>Appeals Policy and Process</td>
<td>7</td>
</tr>
<tr>
<td>Scoring Tool – Renewal Projects</td>
<td>11-19</td>
</tr>
<tr>
<td>o 1E-1: Objective Criteria for Review, Rating, Ranking and Selection</td>
<td>12-14; 16-19</td>
</tr>
<tr>
<td>o 1E-1: Factors related to achieving positive housing outcomes</td>
<td>12-13</td>
</tr>
<tr>
<td>o 1E-1: Specific method for evaluating projects submitted by victim service providers that utilized data generated from a comparable database and evaluated DV projects based on the degree they improve safety for the population they serve</td>
<td>11-12; 16</td>
</tr>
<tr>
<td>Scoring Tool – New Housing Projects (New, Transfer, First Time Renewal/First Time Renewal After Transfer)</td>
<td>20-26</td>
</tr>
<tr>
<td>o 1E-1: Objective Criteria for Review, Rating, Ranking and Selection</td>
<td>23</td>
</tr>
<tr>
<td>o 1E-1: Factors related to achieving positive housing outcomes</td>
<td>23</td>
</tr>
<tr>
<td>o 1E-1: Specific method for evaluating projects submitted by victim service providers that utilized data generated from a comparable database and evaluated DV projects based on the degree they improve safety for the population they serve</td>
<td>22-23; 25</td>
</tr>
</tbody>
</table>
Santa Clara County Continuum of Care

HUD CONTINUUM OF CARE PROGRAM

Technical Assistance Workshop
2018 NOFA Competition

LOCAL COMPETITION MANUAL

July 11, 2018
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 Local Community Review Process</td>
<td>3</td>
</tr>
<tr>
<td>Appeals Process</td>
<td>7</td>
</tr>
<tr>
<td>Detailed Application Submission Timeline</td>
<td>9</td>
</tr>
<tr>
<td>Scoring Factors</td>
<td>11</td>
</tr>
<tr>
<td>Renewal Housing Projects</td>
<td>11</td>
</tr>
<tr>
<td>New/Transfer/Renewal Housing Projects</td>
<td>20</td>
</tr>
<tr>
<td>2018 Supplemental Application Form</td>
<td>27</td>
</tr>
<tr>
<td>Supplemental Application Cover Page and Checklist (All Projects)</td>
<td>27</td>
</tr>
<tr>
<td>Supplemental Application Instructions (All Projects)</td>
<td>29</td>
</tr>
<tr>
<td>Supplemental Application for Renewal Projects</td>
<td>30</td>
</tr>
<tr>
<td>Supplemental Application for New/Transfer/Projects without a Full Year of Data</td>
<td>32</td>
</tr>
<tr>
<td>Where To Get The Documents or Help You May Need</td>
<td>43</td>
</tr>
</tbody>
</table>
HUD Continuum of Care Program Grants
2018 LOCAL COMMUNITY REVIEW PROCESS

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 2018 NOFA Committee met, reviewed and made recommendations based on feedback from FY 2017 applicants and the 2017 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).
  o For purposes of Review and Rank panel participation, conflict will not extend to a substantially independent program or arm of a CoC recipient, subrecipient, or applicant organization, so long as the program is controlled by an independent board and does not receive or directly benefit from CoC funding or the potential award of a CoC grant in the 2018 competition.
• 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 April 24, 2018 at 12:00pm (noon).
• The Pre-NOFA Agency Capacity Review and Rank Panel meets and creates preliminary scores for agency capacity factors for agencies with renewal projects on May 22, 2018.
  o HomeBase will distribute a summary of general panel feedback to assist applicants in responding to scores.

The Ranking and Reviewing process will proceed as follows:

• TA Workshop to release information about 2018 CoC NOFA and Local Competition open to all prospective applicants will be held on July 11, 2018.
• All applicants will prepare and submit project application materials.
  o 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.
  o 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.
  - HomeBase/CoC staff will ensure all applications meet certain Threshold Requirements (additional detail below).
  - New housing projects, first-time renewals, transfer housing projects, and first-time renewals after transfer will be scored using the New/Transfer Scoring Tool.
  - New Expansion projects will be scored using the New/Transfer scoring tool. However, a New Expansion project will not be ranked above the renewal project that it proposes to expand. If a New Expansion project receives a higher score than the associated renewal project, it will be ranked directly below the renewal project.
  - Housing projects without a full year of data for the evaluation year will be scored using the New/Transfer Scoring Tool.
  - All other renewal housing projects will be scored using the Renewal Scoring Tool.
  - New HMIS and Coordinated Entry projects will be automatically ranked at the top of Tier Two, immediately below the project that straddles Tier One and Two.

- 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:
  - Ranked list(s) will be prepared based on raw scores, then translated to a tiered list.
  - Renewal HMIS and Coordinated Entry 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 and Coordinated Entry outside the CoC NOFA Review and Rank process.
  - 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. HomeBase will distribute a summary of general panel feedback on select scoring factors.
• 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.
• 2018 Process Debriefs are held with Review and Rank Panel Committee members, project applicants, and the collaborative applicant. This information will support the 2019 NOFA Committee in making recommendations for improvement for the 2019 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. Only eligible renewal projects that have previously been renewed under the CoC Program will be considered for reallocation. 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.
  o 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 funding
• 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.

**Strategic Allocation of CoC Funding**

The CoC is committed to using Continuum of Care Program funding efficiently and strategically as a component of the community’s broader continuum of homeless housing and services, to maximize availability of high performing programs to end homelessness.

Following the Appeals Committee, the 2018 NOFA Committee will convene to review the Appeals Committee Ranked List and may make recommendations to the CoC Board regarding changes to the ranking of projects in Tier Two. Recommendations may address ranking only; recommendations regarding reallocation developed by the Review and Rank Panel and sustained by the Appeals Committee may not be considered or modified by the NOFA Committee after appeals are complete.

In recommending changes to the ranking of Tier Two projects, the NOFA Committee may consider the following:

- The project’s ability to continue operations by accessing alternative sources of funding that are available if HUD CoC Program funding is not awarded.
- The impact on the CoC’s bed or unit inventory and overall resources to address homelessness if a project is not awarded CoC funding. Information will be provided regarding number of beds and units, amount of grant request, operating year dates, population served, and current unit utilization rate.

HomeBase will develop a process for providing information about projects to the NOFA Committee and guidelines for participation by applicants.

Any NOFA Committee recommendations to the CoC Board must be either:

- Consensus recommendations, or
- Recommendations based on a vote of at least 60% of the NOFA Committee members in attendance, in which case the vote must be recorded and given to the CoC Board alongside the recommendation of the voting majority as well as the grounds for opposition.
  - Each organization in attendance may cast one vote; each individual in attendance not representing an organization may cast one vote.

The CoC Board or its designee will approve the final project list for submission. The decision of the CoC Board will be final.
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 midnight on August 15, 2018. All applicants are directed to contact HomeBase at scnnofa@homebaseccc.org or 415-788-7961, ext. 329, 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 midnight on August 15, 2018. Applicants have until 12:00pm (noon) on August 16, 2018 to decide if they are going to appeal and notify HomeBase (scnnofa@homebaseccc.org) for more information, with a formal written appeal (no longer than 2 pages) due by August 20 at 5:00pm. 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 5:00pm on August 20 to HomeBase at scnnofa@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 22-24th** (exact date TBD) if needed. The Panel will then deliberate.

The Appeal Panel will inform appealing agencies of its decision by **August 27 at 12:00pm (noon)**.

The CoC Board or its designee will approve the final project list for submission. The decision of the CoC Board will be final.
2018 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!

7/11 at 12:30-3:30pm  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

7/11  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/programs/e-snaps/
- Additional and updated information about the 2018 competition can be found at https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices

7/26 by Noon  Submit Complete Application Package via email for Review and Rank
- Please see the 2018 Supplemental Application Form for a list of all the materials to submit.

PLEASE SUBMIT THESE MATERIALS to sccnofa@homebaseccc.org

8/13 – 8/15  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 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.
8/15 by midnight  **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.

8/16 by 12pm (noon) **Notification of Appeals Due**
- Applicants who intend to appeal should contact HomeBase at sccnofa@homebaseccc.org to request scoring information.

8/20 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 22-24 (TBD), 2018 and applicants who submit appeals will be notified of the Appeals Panel decision by noon on August 27, 2018

8/29 at 1:30pm  **NOFA Committee**
- The NOFA Committee will meet to review Tier 2 and develop recommendations regarding strategic allocation of CoC funding.

9/5 by 5pm  **Applications Finalized in 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.

9/18  **HUD deadline for all NOFA materials.**
## 2018 Continuum of Care Grants
### RENEWAL HOUSING PROJECTS

#### Summary of Factors

<table>
<thead>
<tr>
<th></th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threshold Requirements</td>
<td>Not Scored</td>
</tr>
<tr>
<td>1. Outcomes Supporting System Performance Measures(^1)</td>
<td>55</td>
</tr>
<tr>
<td>2. Agency/Collaborative Capacity</td>
<td>23</td>
</tr>
<tr>
<td>3. HMIS Data Quality</td>
<td>22</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
<tr>
<td>Component/Population-Type Prioritization Bonus Points(^2)</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></th>
<th>2018 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>
<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>
<tr>
<td><strong>HUD Threshold</strong>: Projects will be reviewed for compliance with the eligibility requirements of the CoC Interim Rule and Subsequent Notices and must meet the threshold requirements outlined in the 2018 Notice of Funding Availability.</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>HUD Policies</strong>: Projects are required to have policies regarding termination of assistance, client grievances, Equal Access, ADA and fair housing requirements, VAWA protection, and confidentiality that are compliant with HUD CoC Program requirements.</td>
<td>N/A</td>
</tr>
</tbody>
</table>

---

\(^1\) 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. Projects will be scored based on data in the CoC’s HMIS, except for projects operated by victim service providers which will be scored based on data from the victim service provider’s comparable database.

\(^2\) 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. **Outcomes Supporting System Performance Measures: 55 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 population with more severe needs. Such populations include persons with low or no income, current or past substance abuse, a history of victimization (e.g., domestic violence, sexual assault, childhood abuse), criminal histories, and chronic homelessness.

<table>
<thead>
<tr>
<th>1A: Utilization</th>
<th>2018 Scale</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report utilization of total project beds at four points during the year</td>
<td></td>
<td></td>
</tr>
<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>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>Very Good</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Good</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Fair</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Poor</td>
<td>0</td>
</tr>
</tbody>
</table>

**HUD System Performance Measures 1, 3**

<table>
<thead>
<tr>
<th>1B: Housing Stability (PSH Only)</th>
<th>2018 Scale</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated based on HMIS data</td>
<td>&gt;98%</td>
<td>15</td>
</tr>
<tr>
<td>Informed by supplemental information submitted as part of the proposal</td>
<td>96-97.9%</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>94-95.9%</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>92-93.9%</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>90-91.9%</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>85-89.9%</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>80-84.9%</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>75-79.9%</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>67.5-74.9%</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>60-67.4%</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>&lt;60%</td>
<td>0</td>
</tr>
</tbody>
</table>

**For permanent supportive housing:** The percentage of formerly homeless individuals who remain housed in the HUD permanent supportive housing project or exited to other permanent housing, excluding participants who passed away.

Panelists may exercise discretion based on factors including but not limited to project size, population served, and circumstances beyond the project's sphere of influence.

Community Performance Measure: 95%

**HUD System Performance Measures 3, 7**
### 1B: Housing Stability (RRH/Youth TH Only)
- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal

<table>
<thead>
<tr>
<th>2018 RRH Scale</th>
<th>2018 Youth TH Scale</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;95%</td>
<td>&gt;90%</td>
<td>15</td>
</tr>
<tr>
<td>75-94.9%</td>
<td>85-89.9%</td>
<td>13</td>
</tr>
<tr>
<td>60-74.9%</td>
<td>80-84.9%</td>
<td>11</td>
</tr>
<tr>
<td>45-59.9%</td>
<td>75-79.9%</td>
<td>9</td>
</tr>
<tr>
<td>40-44.9%</td>
<td>70-74.9%</td>
<td>7</td>
</tr>
<tr>
<td>30-39.9%</td>
<td>65-69.9%</td>
<td>5</td>
</tr>
</tbody>
</table>

**For rapid rehousing/transitional housing:** The percentage of homeless persons who exited the project to/in a form of permanent housing, excluding participants who passed away.
- Panelists may exercise discretion based on factors including but not limited to project size, the number of persons who exited the project, population served, and circumstances beyond the project’s sphere of influence.
- Projects with no leavers will receive full points.

**Community Performance Measures:**
- RRH: 95%
- TH: 75%

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

### 1C: Returns to Homelessness Within 12 Months
- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal

<table>
<thead>
<tr>
<th>2018 PSH Scale</th>
<th>2018 RRH Scale</th>
<th>2018 Youth TH Scale</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;10%</td>
<td>&lt;10%</td>
<td>&lt;15%</td>
<td>5</td>
</tr>
<tr>
<td>10-29.9%</td>
<td>10-29.9%</td>
<td>15-34.9%</td>
<td>4</td>
</tr>
<tr>
<td>30-39.9%</td>
<td>30-39.9%</td>
<td>35-44.9%</td>
<td>3</td>
</tr>
<tr>
<td>40-59.9%</td>
<td>40-49.9%</td>
<td>45-54.9%</td>
<td>2</td>
</tr>
<tr>
<td>60-70%</td>
<td>50-60%</td>
<td>55-70%</td>
<td>1</td>
</tr>
</tbody>
</table>

**The percentage of leavers to permanent housing destinations in the year prior to the measurement period who returned to a homeless project in HMIS within 12 months.**
- Panelists may exercise discretion based on factors including but not limited to project size, household size, and the number of persons who exited the project in the prior year.
- Projects with no leavers in the prior year and projects without at least 2 years of performance data will receive full points.

**Community Performance Measures:**
- PSH: 2%
- RRH: 2%
- TH: 4%

**HUD System Performance Measure 2**

<table>
<thead>
<tr>
<th>&gt;70%</th>
<th>&gt;60%</th>
<th>&gt;70%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>
1D: Client Cash Income Change
- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal

| The percentage of stayers/leavers that increase cash income from entry to latest annual assessment/exit, excluding all stayers without annual assessments. |
|---|---|---|---|
| >61.5% | 5 |
| 54-61.4% | 4 |
| 49-53.9% | 2 |

No Related Community Performance Measure

*HUD System Performance Measure 4*

---

1E: Non-Cash Mainstream Benefits
- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal

| The percentage of stayers/leavers with non-cash benefit sources, excluding all stayers without annual assessments. |
|---|---|---|---|
| >90% | >61% | >71% | 5 |
| 80-89.9% | 51-60.9% | 61-70.9% | 4 |
| 75-79.9% | 46-50.9% | 56-60.9% | 2 |
| 70-74.9% | 41-45.9% | 51-55.9% | 1 |
| <70% | <41% | <51% | 0 |

No Related Community Performance Measure

*HUD System Performance Measure 2, 7b*
<table>
<thead>
<tr>
<th>1F: Alignment with Housing First Principles</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Based on written policies and procedures and narrative response submitted as part of the proposal</td>
<td>15</td>
</tr>
<tr>
<td><strong>5 Points:</strong> To what extent do the project’s written policies and procedures ensure that participants are not screened out based on the following criteria?</td>
<td></td>
</tr>
<tr>
<td>• Having too little or no income</td>
<td></td>
</tr>
<tr>
<td>• Active, or history of, substance use or a substance use disorder</td>
<td></td>
</tr>
<tr>
<td>• Having a criminal record (with exceptions for state-mandated restrictions)</td>
<td></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>
<td></td>
</tr>
<tr>
<td><strong>5 Points:</strong> To what extent do the project’s written policies and procedures ensure that participants are not terminated from the program for the following reasons?</td>
<td></td>
</tr>
<tr>
<td>• Failure to participate in supportive services (with exception for HUD-mandated monthly case management meeting for RRH program participants)</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 survivor of domestic violence</td>
<td></td>
</tr>
<tr>
<td>• Any other activity not covered in a lease agreement typically found in the project’s geographic area</td>
<td></td>
</tr>
<tr>
<td><strong>5 Points:</strong> Does the project take proactive steps to minimize barriers to entry and retention?</td>
<td></td>
</tr>
<tr>
<td><em>HUD System Performance Measures 1, 3, 7</em></td>
<td></td>
</tr>
</tbody>
</table>

2. **Agency/Collaborative Capacity: 23 Points**

<table>
<thead>
<tr>
<th>2A: Compliance</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Based on any financial audit, HUD monitoring report and correspondence, and supplemental information submitted as part of the proposal</td>
<td>5</td>
</tr>
<tr>
<td>To what extent do the agencies (especially the lead agency)/does the agency have:</td>
<td></td>
</tr>
<tr>
<td>• Any outstanding financial audit findings or concerns?</td>
<td></td>
</tr>
<tr>
<td>• Any outstanding HUD monitoring findings or concerns and/or any history of sanctions imposed by HUD, 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>• If yes, what steps is the agency taking to resolve the findings or concerns and to what extent has the program advised the Collaborative Applicant of issues identified by HUD?</td>
<td></td>
</tr>
<tr>
<td>If an agency has no outstanding audit or monitoring findings or concerns and no history of sanctions imposed by HUD, the agency should receive full points.</td>
<td></td>
</tr>
</tbody>
</table>
### 2B: Unspent Grant Funds

Based on supplemental information submitted as part of the proposal.

<table>
<thead>
<tr>
<th>2018 Scale</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-3%</td>
<td>5</td>
</tr>
<tr>
<td>3.1-9%</td>
<td>3</td>
</tr>
<tr>
<td>9.1-15%</td>
<td>1</td>
</tr>
<tr>
<td>15-100%</td>
<td>0</td>
</tr>
</tbody>
</table>

Has the agency left project grant funds unspent in the past 3 years?
- Consider if the program is running at capacity (at four points during the year), and if the project receives leasing or rental assistance funding.
- Panelists may score programs up or down from the scaled score.

### 2C: Alignment with CoC Priorities

Based on narrative submitted as part of the proposal.

<table>
<thead>
<tr>
<th>2018 Points</th>
</tr>
</thead>
</table>

Do the project and agency align with and support CoC priorities, including but not limited to:

1 Point: CoC participation (meeting and training attendance)

3 Points: Services provided or described are adequate to meet the needs of the population served, as indicated by:
- Case manager to client ratio
- The type of services provided (housing navigation, substance use treatment, trauma informed care, youth-targeted programming, etc.)
- A clear, comprehensive service delivery strategy/plan
- For projects dedicated to serving survivors of domestic violence, dating violence, sexual assault, stalking, and/or human trafficking, the degree to which agency’s program design promotes client safety.

3 Points: The project contributes to the community plan goal of 6,000 new housing opportunities and maximizes the number of people exiting homelessness. For example:
- Project employs landlord engagement strategies
- Project proposes to increase the number of persons served
- Contribution of project to improving system performance
- Project has or participates in a move on program or strategy

1 Point: Sources of match funding are stable and sustainable
### 2D: Client Participation in Program Design and Policy-Making

- This will be scored based on written policies and procedures submitted by the project and a narrative response demonstrating client participation in program design and policy-making.

<table>
<thead>
<tr>
<th>Does the agency engage homeless and formerly homeless clients in program design and policy-making?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2 Points:</strong> Agency has at least one strategy for gathering client feedback and input. Strategies may include, but are not limited to:</td>
</tr>
<tr>
<td>• Having at least one homeless or formerly homeless person on its staff or board</td>
</tr>
<tr>
<td>• Having a consumer advisory board that meets regularly</td>
</tr>
<tr>
<td>• Administering consumer satisfaction surveys</td>
</tr>
<tr>
<td>• Convening client focus groups</td>
</tr>
<tr>
<td><strong>3 Points:</strong> Agency incorporates client feedback in program design and/or policy-making.</td>
</tr>
</tbody>
</table>

### 3. HMIS Data Quality: 22 Points

#### 3A: Exits to Known Destinations

- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal

<table>
<thead>
<tr>
<th>Percentage of clients who exit to known destinations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Panelists may exercise discretion based on factors including but not limited to limited project exits and circumstances beyond the project’s sphere of influence.</td>
</tr>
<tr>
<td>• PSH with 0 exits receive full points.</td>
</tr>
</tbody>
</table>

| 2018 Scale | 2018 Points |
|---|
| 95-100% | 4 |
| 90-94.9% | 3 |
| 80-89.9% | 2 |
| 60-79.9% | 1 |
| <60% | 0 |

#### 3B: Complete Data

- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal

<table>
<thead>
<tr>
<th>Percentage of complete data (not null/missing, “don’t know” or “refused” data), except for Social Security numbers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Panelists may exercise discretion based on factors including but not limited to limited project exits and circumstances beyond the project’s sphere of influence.</td>
</tr>
</tbody>
</table>

| 2018 Scale | 2018 Points |
|---|
| 99.5-100% | 5 |
| 97-99.4% | 4 |
| 94.5-96.9% | 3 |
| 92-94.4% | 2 |
| 90.1-91.9% | 1 |
| <90% | 0 |

Community Performance Measure: 95%
### 3C: Known Income
- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal

<table>
<thead>
<tr>
<th>2018 Scale</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>95-100%</td>
<td>4</td>
</tr>
<tr>
<td>90-94.9%</td>
<td>3</td>
</tr>
<tr>
<td>80-89.9%</td>
<td>2</td>
</tr>
<tr>
<td>60-79.9%</td>
<td>1</td>
</tr>
<tr>
<td>&lt;60%</td>
<td>0</td>
</tr>
</tbody>
</table>

Percentage of adult clients with known income at latest annual assessment or exit, excluding all stayers without annual assessments.

Panelists may exercise discretion based on factors including but not limited to small project size and circumstances beyond the project’s sphere of influence.

### 3D: Known Benefits
- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal

<table>
<thead>
<tr>
<th>2018 Scale</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>95-100%</td>
<td>4</td>
</tr>
<tr>
<td>90-94.9%</td>
<td>3</td>
</tr>
<tr>
<td>80-89.9%</td>
<td>2</td>
</tr>
<tr>
<td>60-79.9%</td>
<td>1</td>
</tr>
<tr>
<td>&lt;60%</td>
<td>0</td>
</tr>
</tbody>
</table>

Percentage of adult clients with known benefits at latest annual assessment or exit, excluding all stayers without annual assessments.

Panelists may exercise discretion based on factors including but not limited to small project size and circumstances beyond the project’s sphere of influence.

### 3E: Compliance with Annual Assessment Requirement
- Calculated based on HMIS data
- Informed by supplemental information submitted as part of the proposal

<table>
<thead>
<tr>
<th>2018 Scale</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;20%</td>
<td>5</td>
</tr>
<tr>
<td>20-39.9%</td>
<td>4</td>
</tr>
<tr>
<td>40-49.9%</td>
<td>3</td>
</tr>
<tr>
<td>50-59.9%</td>
<td>2</td>
</tr>
<tr>
<td>60-69.9%</td>
<td>1</td>
</tr>
<tr>
<td>70-100%</td>
<td>0</td>
</tr>
</tbody>
</table>

Percent of clients who are required to have annual assessments and do not have them.

Panelists may exercise discretion based on factors including but not limited to small project size and circumstances beyond the project’s sphere of influence.

### 3F: Data Accuracy

Applicants who request to correct HMIS data past the review deadline and during the evaluation report review process will be penalized by 1 point.

<table>
<thead>
<tr>
<th>2018 Penalty</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>1</td>
</tr>
</tbody>
</table>
## 4. Component/Population Type Prioritization: Up to 17 Bonus Points

### 4A: Permanent Housing

<table>
<thead>
<tr>
<th>Permanent supportive housing</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will be awarded 10 bonus points to demonstrate the CoC’s funding priorities.</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rapid rehousing projects</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will be awarded 5 bonus points to demonstrate the CoC’s funding priorities.</td>
<td>5</td>
</tr>
</tbody>
</table>

### 4B: Chronic Homelessness

<table>
<thead>
<tr>
<th>Percentage of beds dedicated to/prioritized for chronically homeless persons.</th>
<th>2018 Scale</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>DedicatedPLUS PSH projects receive full points.</td>
<td>100%</td>
<td>5</td>
</tr>
<tr>
<td>&gt;75%</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

### 4C: Other Priority Populations

<table>
<thead>
<tr>
<th>Is the program dedicated to a priority population?</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth, Survivors of Domestic Violence, Families with Children, Veterans</td>
<td>2</td>
</tr>
</tbody>
</table>

**Shaded Factors are scored by the Pre-NOFA Panel**
2018 Continuum of Care Grants
NEW/TRANSFER PROJECTS AND PROJECTS WITHOUT A FULL YEAR OF DATA

Summary of Factors

<table>
<thead>
<tr>
<th>Threshold Requirements</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threshold Requirements</td>
<td>Not Scored</td>
</tr>
<tr>
<td>1. Project’s Work Consistent with Community Needs</td>
<td>20</td>
</tr>
<tr>
<td>2. Project Ability to Enhance System Performance</td>
<td>47</td>
</tr>
<tr>
<td>3. Agency/Collaborative Capacity to Enhance System Performance</td>
<td>28</td>
</tr>
<tr>
<td>4. HMIS Participation</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
</tr>
<tr>
<td>5. Component/Population-Type Prioritization Bonus Points</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.

| 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. | N/A |
| Coordinated Entry: Projects are required to participate in Coordinated Entry, when it is available for the project type. | N/A |
| 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 2018, it is an eligible new project type authorized by the FY 2018 CoC Program NOFA: Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), or joint Transitional Housing-Rapid Re-Housing (TH-RRH) serving eligible populations; Homeless Management Information System (HMIS); or Supportive Services Only for Coordinated Entry (CE). | N/A |
| HUD Threshold: All projects will be reviewed for compliance with the eligibility requirements of the CoC Interim Rule and Subsequent Notices and must meet the threshold requirements outlined in the 2018 Notice of Funding Availability. | N/A |
| HUD Policies: Projects are required to have compliant policies regarding termination of assistance, client grievances, Equal Access, ADA and fair housing requirements, VAWA protection, and confidentiality. | N/A |

3 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.

4 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: 20 Points**

<table>
<thead>
<tr>
<th>1A: Renewable Activities</th>
<th>2018 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: Project Readiness</th>
<th>2018 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>The project will be ready to start by HUD’s statutory deadlines. Consider:</td>
<td></td>
</tr>
<tr>
<td>• Regulatory obstacles such as tenant displacement or relocation, environmental or zoning issues anticipated;</td>
<td></td>
</tr>
<tr>
<td>• Whether the agency has a feasible timeline for staffing the project, establishing site control, beginning to draw down funds, and otherwise complying with CoC Program deadlines;</td>
<td></td>
</tr>
<tr>
<td>• Whether the agency already has policies and procedures that can be used as-is or easily adapted for use in a CoC-funded project.</td>
<td>10</td>
</tr>
</tbody>
</table>
2. **Project Ability to Enhance System Performance: 47 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: 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: |
|---|---|
| **5 Points:** Has the agency developed a concrete plan for providing services to clients and/or referring clients to outside services for support*, including: |
| ‐ What types of services will be provided in-house? |
| ‐ What types of services will require referrals? |
| ‐ What agencies will accept referrals? |
| ‐ How will the referral scheme ensure connection? |
| ‐ What is the process for developing client service plans and matching clients with services? |
| * For RRH applicants: Will services described adequately support clients in securing employment and achieving long-term housing stability? |
| **3 Points:** Is the project staffed appropriately to provide the services? |
| **2 Points:** Is the staff trained to meet the needs of the population to be served? |
| **3 Points:** Is the program design intentionally inclusive of and accessible to all eligible clients? |
| **2 Points:** Will the project use evidence-based practices? |

† For projects dedicated to serving survivors of domestic violence, dating violence, sexual assault, stalking, and/or human trafficking, safety is a primary need of the population served. Among other needs, the panel should consider the extent to which program design promotes client safety. It is considered a best practice for programs serving survivors of domestic violence to have certified domestic violence, sexual assault, and/or human trafficking advocates (40 or 65 hour training course) to provide confidential supportive services.

*HUD System Performance Measures 2, 3, 7b*
### 2B: Program Outcomes

<table>
<thead>
<tr>
<th>2018 Points</th>
</tr>
</thead>
</table>

Has the agency demonstrated, through past performance, the ability to successfully carry out the work proposed and effectively provide services to people experiencing housing crises? Consider:

**5 Points:** The agency's experience and outcomes related to the following or comparable measures of housing stability and increased income in any prior housing projects:

- **For permanent supportive housing:** The percentage of formerly homeless individuals who remain housed in the HUD permanent supportive housing project or exited to other permanent housing, excluding participants who passed away;
- **For rapid rehousing/transitional housing:** The percentage of homeless persons who exited the project to/in a form of permanent housing, excluding participants who passed away;
- **For all projects:** The percentage of stayers/leavers that increase cash income from entry to latest status/exit;
- **For all projects:** The percentage of stayers/leavers with non-cash benefit sources.

**2 Points:** How the agency has analyzed the outcomes and improved program design and service delivery.

**5 Points:** The extent to which the agency has taken proactive steps to minimize barriers to housing placement and retention and actively support highly vulnerable and high-needs clients to obtain and maintain housing in prior housing projects.

† For projects dedicated to serving survivors of domestic violence, dating violence, sexual assault, stalking, and/or human trafficking, the agency should provide examples of outcomes and program operations for existing or prior housing projects that serve(d) a similar population.

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

### 2C: Housing

<table>
<thead>
<tr>
<th>2018 Points</th>
</tr>
</thead>
</table>

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?

*HUD System Performance Measures 2, 3, 7b*
### 2D: Alignment with Housing First Principles

- This will be scored based on written policies and procedures submitted by the project and responses to supplemental questions.

<table>
<thead>
<tr>
<th>Points</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>To what extent do the project’s written policies and procedures ensure that participants are not screened out based on the following criteria?</td>
</tr>
<tr>
<td></td>
<td>• Having too little or no income</td>
</tr>
<tr>
<td></td>
<td>• Active, or history of, substance use or a substance use disorder</td>
</tr>
<tr>
<td></td>
<td>• Having a criminal record (with exceptions for state-mandated restrictions)</td>
</tr>
<tr>
<td></td>
<td>• History of domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement)</td>
</tr>
<tr>
<td></td>
<td>15</td>
</tr>
<tr>
<td>5</td>
<td>To what extent do the project’s written policies and procedures ensure that participants are not terminated from the program for the following reasons?</td>
</tr>
<tr>
<td></td>
<td>• Failure to participate in supportive services (with exception for HUD-mandated monthly case management meeting for RRH program participants)</td>
</tr>
<tr>
<td></td>
<td>• Failure to make progress on a service plan</td>
</tr>
<tr>
<td></td>
<td>• Loss of income or failure to improve income</td>
</tr>
<tr>
<td></td>
<td>• Being a survivor of domestic violence</td>
</tr>
<tr>
<td></td>
<td>• Any other activity not covered in a lease agreement typically found in the project’s geographic area</td>
</tr>
</tbody>
</table>

5 Points: What proactive steps does the agency propose to take to minimize barriers to housing placement and retention in the proposed project?

*HUD System Performance Measures 1, 3, 7*

### 3. Agency/Collaborative Capacity to Enhance System Performance: 28 Points

#### 3A: Administrative Capacity

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:

- Has the agency successfully handled at least one other federal grant or other major grant of this size and complexity, either in or out of the CoC?
- Does the agency have a clear staffing plan and project budget that cover both grant management and performance of grant activities?
- Does the budget show that the project will have enough resources to provide high-quality, reliable services to the target population?
- Does the budget show that the project will leverage significant outside resources (funding, staff, building space, volunteers, etc.) rather than rely entirely on CoC funds?
- Does the budget show that the project is taking appropriate measures promote cost effectiveness?

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

### 3B: Compliance

<table>
<thead>
<tr>
<th>2018 Points</th>
</tr>
</thead>
</table>

To what extent do the agencies (especially the lead agency)/does the agency have:
- Any outstanding financial audit findings or concerns?
- Any outstanding HUD monitoring findings or concerns and/or any history of sanctions imposed by HUD, 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?
- If yes, what steps is the agency taking to resolve the findings or concerns and to what extent has the program advised the Collaborative Applicant of issues identified by HUD?

If an agency has no outstanding audit or monitoring findings or concerns and no history of sanctions imposed by HUD, the agency should receive full points.

### 3C: Alignment with CoC Priorities

<table>
<thead>
<tr>
<th>2018 Points</th>
</tr>
</thead>
</table>

- Agencies can submit an essay answer demonstrating CoC alignment.

Do the project and agency align with and support CoC priorities, including but not limited to:

1 Point: CoC participation (meeting and training attendance)

3 Points: Services provided or described are adequate to meet the needs of the population served, as indicated by:
- Case manager to client ratio
- The type of services provided (housing navigation, substance use treatment, trauma informed care, youth-targeted programming, etc.)
- A clear, comprehensive service delivery strategy/plan
- For projects dedicated to serving survivors of domestic violence, dating violence, sexual assault, stalking, and/or human trafficking, the degree to which agency’s program design promotes client safety

3 Points: The project contributes to the community plan goal of 6,000 new housing opportunities and maximizes the number of people exiting homelessness. For example:
- Project will employ landlord engagement strategies
- Project will contribute to improving system performance
- Project has a move on program or strategy

1 Point: Sources of match funding are stable and sustainable
3D: Client Participation in Program Design and Policy-Making

- This will be scored based on written policies and procedures submitted by the project and a narrative response demonstrating client participation in program design and policy-making.

Does the agency engage homeless and formerly homeless clients in program design and policy-making?

2 Points: Agency has at least one strategy for gathering client feedback and input. Strategies may include, but are not limited to:
- Having at least one homeless or formerly homeless person on its staff or board
- Having a consumer advisory board that meets regularly
- Administering consumer satisfaction surveys
- Convening client focus groups

3 Points: Agency incorporates client feedback in program design and/or policy-making.

4. HMIS Participation: 5 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 or participation in a similar database? 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
  - Percent of clients who are required to have annual assessments and do not have them
  - Average length of time between when a client enters or exits a program and when the project records the entry or exit

5. Component/Population-Type Prioritization: Up to 10 Bonus Points

5A: Permanent Supportive Housing

Permanent supportive housing serving chronically homeless individuals and families will be awarded bonus points to demonstrate the CoC’s funding priorities.

5B: Rapid Rehousing

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. These points will not be awarded to joint TH-RRH projects.

**Shaded Factors are scored by the Pre-NOFAPanel**
ATTACHMENT: Public Posting Project Selections, Ranking and CoC Application

<table>
<thead>
<tr>
<th>DOCUMENTS SATISFYING REQUIREMENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Posting of Local Competition Rate, Rank, Review, and Selection Criteria</td>
<td>1 - 7</td>
</tr>
<tr>
<td>o 6/25/18 Email to CoC Listserv (615 members) with Public Technical Assistance Workshop Invitation – June 25, 2018</td>
<td>1 - 4</td>
</tr>
<tr>
<td>o 7/10/18 Email to CoC Listserv with Reminder for Public Technical Assistance Workshop – Jul 10, 2018</td>
<td>5 - 6</td>
</tr>
<tr>
<td>o Technical Assistance Workshop Agenda; Local Competition Materials, including Rating and Review Procedure, were provided to all participants – July 11, 2018</td>
<td>7</td>
</tr>
<tr>
<td>o Email to Project Applicants, CoC Listserv, and SPN Listserv (492 members) with link to and attachments of local competition materials, including Rating and Review Procedure (called “2018 SCC Local Materials”) – July 12, 2018</td>
<td>8 - 9</td>
</tr>
<tr>
<td>o Screen Shot of 2018 HUD CoC NOFA Public Posting of Local Competition Materials, including Rating and Review Procedure (called “2018 SCC Local Materials”) – July 12, 2018</td>
<td>10-11</td>
</tr>
</tbody>
</table>
Hello CoC members.

On Wednesday, June 20, HUD released its Notice of Funding Availability (NOFA) for the 2018 Continuum of Care (CoC) Program Competition. In FY 2017, Santa Clara County received approximately $21,891,818 in funding through the CoC Program for housing and services for persons experiencing homelessness, as well as for some of the infrastructure to support our system of care.

Please join us for Santa Clara County CoC's mandatory informational Technical Assistance (TA) Workshop on Wednesday, July 11 from 12:30 - 3:30pm. This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications. RSVP here.

Information will be provided about renewal project applications as well as applications for new housing projects through reallocated and/or Bonus funding. We encourage all organizations interested in applying for CoC funding to attend, including organizations that have not previously received CoC funding.

Please also join us for a NOFA Committee meeting this Thursday, June 28th, 1:00-2:30pm. The Committee will consider changes to the local scoring tools and project review process based on new information in the FY 2018 NOFA.

NOFA Committee Meeting
Thursday, June 28, 2018, 1:00 - 2:30pm
Location: Conference Room TBD, 3180 Newberry Drive, San Jose, CA

Technical Assistance (TA) Workshop
Wednesday, July 11, 2018, 12:30-3:30pm
Location: The Health Trust Board Room, 3180 Newberry Drive, San Jose

All prospective applicants must attend. RSVP with the following form:
https://docs.google.com/forms/d/e/1FAIpQLScBLpc4ezFT9yfBiClrCjYsX4PizwheUYL5e7beE9NB0_SnpA/viewform?usp=sf_link

Further information regarding the SCC CoC NOFA local process, including key dates, is below. A summary of the NOFA is also attached to this email for reference.
Thank you!

Kathryn

Kathryn Kaminski
Acting Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-1843

2018 CoC Program Competition Process Overview
The following overview provides information about the local process required by HUD as part of this competition, including key dates. You can find more information about the 2018 CoC NOFA on HUD’s website [link: https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/].

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 homelessness for all populations. 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 persons experiencing chronic homelessness
- New PSH that is "DedicatedPLUS," a new term defined by HUD in the FY 2017 NOFA
- New RRH projects that will serve homeless individuals and families, including unaccompanied youth
- New TH-RRH projects for families or individuals experiencing homelessness, as described by HUD in the FY 2018 NOFA

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:

- Estimated Annual Renewal Demand: $21,883,337
- Estimated Bonus Amount (6% of Pro Rata Need): $1,313,000
- Estimated DV Bonus amount: TBD*
- Estimated Planning Funding: $656,500
HUD has set aside $50 million for DV Bonus projects, which will support RRH, joint TH-RRH, or supportive services only projects for coordinated assessment, to serve survivors of domestic violence, dating violence, sexual assault, or stalking. The CoC may apply for up to 10% of our Pro Rata Need. HUD has not yet provided the Pro Rata Need, so the estimated funding is not available yet.

Key Dates

The following dates outline steps in our local process:

June 28, 2018 - 1:00pm - 2:30pm
NOFA Committee Meeting
Location: Conference Room TBD, 3180 Newberry Drive, San Jose

The Committee will consider changes to local scoring tools and project review process based on new information in the FY 2018 NOFA.

July 11, 2018 - 12:30pm - 3:30pm
Technical Assistance (TA) Workshop
Location: The Health Trust Board Room (2nd Floor), 3180 Newberry Drive, 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:
https://docs.google.com/forms/d/e/1FAIpQLScBLpc4ezFT9yfBiC1rCGYsX4PizwheUYL5e7beE9NB0_SnpA/viewform?usp=sf_link

July 26, 2018 – by 12:00pm (noon) local time
Local proposals due. Submissions will occur online.

Note: The following dates and times are estimates. Final dates/times will be announced as soon as they are confirmed.

Between August 13 and August 17 (Exact dates and times TBD)
Review and Rank Panel
Location: Office of Supportive Housing, 3180 Newberry Drive, San Jose
The panel will meet with applicants and deliberate on 2-3 days during this week.

On or before August 17 (Exact date TBD)
Collaborative Applicant will post the preliminary Priority Listing. (Note: An appeals process will be scheduled after the preliminary priority listing is posted, should applicants wish to submit an appeal to their Priority Listing.)

Between August 24 and August 28 (Exact date and time TBD)
NOFA Committee will meet to review Tier 2 and consider recommendations to the CoC Board regarding strategic allocation of CoC funding.

Between August 29 and August 31 (Exact date and time TBD)
CoC Board will review and vote on Priority List recommendations made by the Review and Rank Panel.

September 12, 2018

The Collaborative Applicant will post the CoC’s Consolidated Application on the CoC website [link: https://www.sccgov.org/sites/osh/continuumofcare/pages/home.aspx].

On or before September 18, 2018

The Collaborative Applicant will submit the CoC’s Consolidated 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 Kathryn Kaminski at kathryn.kaminski@hhs.sccgov.org. You may also direct questions about the NOFA process to sccnofa@homebaseccc.org.

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, 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.

---

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

---

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.

---

Download:

2018 NOFA Summary_Santa Clara County CoC.pdf
165K
Hello CoC members.

On Wednesday, June 20, HUD released its Notice of Funding Availability (NOFA) for the 2018 Continuum of Care (CoC) Program Competition.

This is a reminder to join us for Santa Clara County CoC's mandatory informational Technical Assistance (TA) Workshop for CoC Program Competition applicants tomorrow, Wednesday, July 11 from 12:30 - 3:30pm. This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications. RSVP here.

The room location for the TA Workshop has changed. Please join us in the Office of Supportive Housing Suite 100, 3180 Newberry Drive, San Jose.

Information will be provided about renewal project applications as well as applications for new housing projects through reallocated, Bonus, or DV Bonus funding. We encourage all organizations interested in applying for CoC funding to attend, including organizations that have not previously received CoC funding.

Technical Assistance (TA) Workshop
Wednesday, July 11, 2018, 12:30-3:30pm
Location: Office of Supportive Housing Suite 100, 3180 Newberry Drive, San Jose
All prospective applicants must attend. RSVP with the following form:
https://docs.google.com/forms/d/e/1FAIpQLScBLpc4ezFT9yfBiC1rCjYSx4PizwheUYL5e7beE9NB0_SnpA/viewform?usp=sf_link

Thank you!
Kathryn

Kathryn Kaminski
Acting Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-1843

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. If you are NOT an authorized recipient, you are
prohibited from using, delivering, distributing, 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.

--
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@santaclaracounty coc.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@santaclaracounty coc.org.
To post to this group, send email to CoC@santaclaracounty coc.org.
2018 HUD CoC Program Notice of Funding Availability

Local Grants Competition Technical Assistance Workshop

July 11, 2018
12:30 P.M. – 3:30 P.M.

Agenda

I. Welcome
II. 2018 HUD CoC Notice of Funding Availability
III. Local Competition Process and Timeline
IV. Renewal Projects
   a. Local Scoring and Application
   b. E-SNAPS and HUD Project Application
V. New Projects
   a. Overview of HUD Priorities & CoC Program requirements
   b. New Project Types & DV Bonus Funding
   c. Local Scoring and Application
Hello CoC Partners.

The materials for the 2018 HUD Continuum of Care competition are attached and available on the Santa Clara County Continuum of Care website here.

The HUD Continuum of Care program Notice of Funding Availability (NOFA) was released on June 20, 2018, making available approximately $2.1 billion to serve people experiencing homelessness nationally. This year, Santa Clara County’s CoC is eligible to apply for $21,883,337 in renewal funds, as well as $1,313,000 in new permanent housing bonus, $907,220 in new domestic violence bonus, and $656,500 in planning funds.

Some important dates and key resources are available below. Applicants may wish to consult the Santa Clara Countywide Quality Assurance Standards for Homeless Housing & Service Programs for program requirements and expectations. In addition, please do not hesitate to contact HomeBase at sccnofa@homebaseccc.org with any questions.

Please note that all application materials are subject to California Public Records Act (CPRA).

Thank you!

Kathryn

______________________________________________________________

Important Dates:

- **July 26 (by noon):** Project Applications Due
- **August 13-15:** Review and Rank Panel Committee meets
- **August 15 (by midnight):** Preliminary Priority List available
- **August 16 (by 12 p.m.):** Notification of Appeal due to sccnofa@homebaseccc.org
- **August 20 (by 5 p.m.):** Written Appeals due to sccnofa@homebaseccc.org
- **August 22-24:** Appeals Committee meets

Key Resources:


**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/programs/e-snaps/](https://www.hudexchange.info/programs/e-snaps/)

- 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/)

---

Eli Hamilton <eli@homebaseccc.org>
To join the HUD listserv:  www.hudexchange.info/mailinglist

Kathryn Kaminski
Acting Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-1843

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, 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.

7 attachments

- How to Complete the HUD Form 2880 in e-snaps.pdf
  712K
- SCC Project Point Person Contact Form.pdf
  49K
- 2018 SCC Supplemental Applications.docx
  57K
- 2018 SCC Local Materials.pdf
  439K
- 2018 SCC List of Eligible Projects.pdf
  87K
  1046K
- 2018 SCC NOFA Timeline.pdf
  196K
Housing and Urban Development (HUD) Continuum of Care (CoC) Program Funding in Santa Clara County

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.

2018 HUD CoC NOFA - Local Competition Materials

- 2018 SCC CoC NOFA Timeline (PDF)
- 2018 SCC CoC NOFA Technical Assistance

Past NOFA Materials

- 2017 HUD CoC NOFA Preliminary Awards
- 2017 HUD CoC NOFA Consolidated Application
- 2017 HUD CoC NOFA Priority Listing
- 2016 NOFA SCC Consolidated Application
Handbook (PDF)
- 2018 SCC CoC NOFA Local Materials (PDF)
- 2018 SCC CoC NOFA List of Eligible Projects (PDF)
- 2018 SCC CoC NOFA Project Point Person Contact Form
- 2018 SCC Supplemental Applications

2016 SCC CoC
Approved Priority Listing

Related Links

Glossary of Terms

Last updated: 7/12/2018 2:25 PM

Report a problem with this page

ABOUT SCCGOV
- Agencies & Departments
- Contact Us
- County Holidays
- Newsroom
- Parking and Transit Information

TERMS OF USE
- Accessibility
- Links Policy
- Privacy Policy
- Terms of Use

MOBILE GALLERY
- SCCDineOut
- SCCVector
- SCCVOTE
- Weed Hazard

SCC SOCIAL MEDIA
- Facebook
- Twitter

All Content Copyright © 2018, County of Santa Clara, CA
ATTACHMENT: CoC PROCESS FOR REALLOCATION

1) Documentation that demonstrates the CoC reallocated at least 20% of the CoC’s ARD between the FY 2014 and FY 2018 CoC Program Competitions

The CoC has cumulatively reallocated $3,808,219 from FY 2014 to FY 2018. This is 29.66% of the CoC’s FY 2014 ARD of $12,841,118.

<table>
<thead>
<tr>
<th>DOCUMENT SATISFYING REQUIREMENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary of 29.66% Reallocation between FY 2014 and FY 2018</td>
<td>1 - 6</td>
</tr>
<tr>
<td>o Evidence of $443,804 Reallocation in FY 2014 CoC Program Competition: Excerpt from FY 2014 Priority Listing submission.</td>
<td>1</td>
</tr>
<tr>
<td>o Evidence of $1,651,568 Reallocation in FY 2015 CoC Program Competition: Excerpt from FY 2015 Priority Listing submission.</td>
<td>2</td>
</tr>
<tr>
<td>o Evidence of $130,241 Reallocation in FY 2016 CoC Program Competition: Excerpt from FY 2016 Priority Listing submission.</td>
<td>3</td>
</tr>
<tr>
<td>o Evidence of $1,582,606 Reallocation in FY 2017 CoC Program Competition: FY 2017 final Ranked List as approved by the CoC Board.</td>
<td>4</td>
</tr>
<tr>
<td>o Evidence of $12,841,118 ARD in FY 2014 CoC Program Competition: Final HUD-approved GIW.</td>
<td>5 - 6</td>
</tr>
</tbody>
</table>

2) Documentation that demonstrates the CoC encouraged new and existing providers to apply for new projects through reallocation

<table>
<thead>
<tr>
<th>DOCUMENT SATISFYING REQUIREMENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Announcement &amp; Reminder of Funding Availability and Technical Assistance Workshop – June 25 &amp; July 10, 2018</td>
<td>7-112</td>
</tr>
<tr>
<td>o Emails explicitly encouraged applications for new funding.</td>
<td></td>
</tr>
<tr>
<td>o Emails sent to 615-person CoC listserv, including 30+ organizations without CoC grants.</td>
<td></td>
</tr>
<tr>
<td>Technical Assistance Workshop Agenda – July 11, 2018</td>
<td>13</td>
</tr>
<tr>
<td>o The CoC’s process for reallocation (rating and review procedures) were provided in person at July 11 Technical Assistance Workshop, a public meeting noticed widely to the community, with additional technical assistance materials and Q &amp; A opportunity.</td>
<td></td>
</tr>
<tr>
<td>o Four non-CoC funded agencies attended the TA Workshop</td>
<td></td>
</tr>
<tr>
<td>Event Description</td>
<td>Page Range</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Email Distribution of Process for Reallocating – July 12, 2018</td>
<td>14-15</td>
</tr>
<tr>
<td>- Email sent to CoC listserv, Service Providers Network Listserv, participants</td>
<td></td>
</tr>
<tr>
<td>in the 2018 Santa Clara County CoC Funding Competition Technical Assistance</td>
<td></td>
</tr>
<tr>
<td>Workshop, and agencies with CoC-funded projects.</td>
<td></td>
</tr>
<tr>
<td>- Full process for reallocating were attached.</td>
<td></td>
</tr>
<tr>
<td>CoC Website Posting of Funding Availability and Rating and Review Procedure –</td>
<td>16-17</td>
</tr>
<tr>
<td>July 12, 2018</td>
<td></td>
</tr>
<tr>
<td>- Full process for reallocating was posted to the CoC website.</td>
<td></td>
</tr>
<tr>
<td>CoC’s Process for Reallocating (Rating and Review Procedure)</td>
<td>18-27</td>
</tr>
<tr>
<td>- CoC’s rating and review procedures clearly outlines a process for reallocation.</td>
<td></td>
</tr>
<tr>
<td>- Reallocation recommendations by the R&amp;R Panel and CoC Board (see pp.</td>
<td></td>
</tr>
<tr>
<td>21-22)</td>
<td></td>
</tr>
<tr>
<td>- Appeals of reallocation recommendations (see pp. 24-25)</td>
<td></td>
</tr>
</tbody>
</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

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reallocated funds available for new project(s):</td>
<td>$443,804</td>
</tr>
<tr>
<td>Amount requested for new project(s):</td>
<td>$443,804</td>
</tr>
<tr>
<td>Remaining Reallocation Balance:</td>
<td>$0</td>
</tr>
</tbody>
</table>
6. Reallocation: Balance Summary

Instructions
For guidance on completing this form, please reference the FY 2015 CoC Priority Listing Detailed Instructions. Submit technical question to the e-snaps HUD Exchange Ask A Question (AAQ) at https://www.hudexchange.info/get-assistance/

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reallocated funds available for new project(s):</td>
<td>$1,651,568</td>
</tr>
<tr>
<td>Amount requested for new project(s):</td>
<td>$1,651,568</td>
</tr>
<tr>
<td>Remaining Reallocation Balance:</td>
<td>$0</td>
</tr>
</tbody>
</table>
6. Reallocation: Balance Summary

Instructions
For guidance on completing this form, please reference the FY 2016 CoC Priority Listing Detailed Instructions. Submit technical question to the e-snaps HUD Exchange Ask A Question (AAQ) at https://www.hudexchange.info/get-assistance/.

6-1. Below is a summary of the information entered on the eliminated and reduced reallocation forms. The last field on this form, “Remaining Reallocation Balance” should equal zero. If there is a positive balance remaining, this means the amount of funds being eliminated or reduced are greater than the amount of funds requested for the new reallocated project(s). 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, which is not permitted.

<table>
<thead>
<tr>
<th>Reallocated funds available for new project(s):</th>
<th>$130,241</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount requested for new project(s):</td>
<td>$130,241</td>
</tr>
<tr>
<td>Remaining Reallocation Balance:</td>
<td>$0</td>
</tr>
</tbody>
</table>
6. Reallocation: Balance Summary

Instructions
For guidance on completing this form, please reference the FY 2017 CoC Priority Listing Detailed Instructions. Submit technical question to the e-snaps HUD Exchange Ask A Question (AAQ) at https://www.hudexchange.info/get-assistance/.

6-1 Below is a summary of the information entered on the eliminated and reduced reallocation forms. The last field on this form, “Remaining Reallocation Balance” should equal zero. If there is a positive balance remaining, this means the amount of funds being eliminated or reduced are greater than the amount of funds request for the new reallocated project(s). 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

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reallocated funds available for new project(s):</td>
<td>$1,582,606</td>
</tr>
<tr>
<td>Amount requested for new project(s):</td>
<td>$1,582,606</td>
</tr>
<tr>
<td>Remaining Reallocation Balance:</td>
<td>$0</td>
</tr>
<tr>
<td>No.</td>
<td>Applicant Name</td>
</tr>
<tr>
<td>-----</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>1</td>
<td>HomeFirst Services of Santa Clara County</td>
</tr>
<tr>
<td>2</td>
<td>HomeFirst Services of Santa Clara County</td>
</tr>
<tr>
<td>3</td>
<td>Family Rebuild CA</td>
</tr>
<tr>
<td>4</td>
<td>Family Rebuild CA</td>
</tr>
<tr>
<td>5</td>
<td>Family Rebuild CA</td>
</tr>
<tr>
<td>6</td>
<td>Family Rebuild CA</td>
</tr>
<tr>
<td>7</td>
<td>Family Rebuild CA</td>
</tr>
<tr>
<td>8</td>
<td>Family Rebuild CA</td>
</tr>
<tr>
<td>9</td>
<td>Family Rebuild CA</td>
</tr>
<tr>
<td>10</td>
<td>Family Rebuild CA</td>
</tr>
</tbody>
</table>

---

**Notes:**

- **Renting from Leasing to Rental:** Indicates whether units are offered at rent or FMR amounts.
- **Current Assistance:** Yes or No.
- **In this FY 2013 Grant:** Yes or No.
- **Rent or FMR Amounts:** Yes or No.

**Section 1:** Applicant and Project Information

**Section 2:** Current BUDGET Line ITEMS (BUD) and UNITS

**Sub-Section 2.1:** Current BUD Amounts

**Sub-Section 2.2:** Former BUD and Rental Assistance Unit Configuration

**Sub-Section 2.3:** Current Grant Characteristics
<table>
<thead>
<tr>
<th>Lease Type</th>
<th>Rental Assistance</th>
<th>Supportive Services</th>
<th>Operating costs</th>
<th>RDC</th>
<th>RDC Decline</th>
<th>1 BR Units</th>
<th>2 BR Units</th>
<th>3 BR Units</th>
<th>4 BR Units</th>
<th>5+ BR Units</th>
<th>Total Units</th>
<th>Radiated (only when applicable/non-renewal from FY2121)</th>
<th>Administrative Costs Requested</th>
<th>Calculated Administration Costs Allowed</th>
<th>Total ARA</th>
<th>In the project (renewal or whole?</th>
<th>Housing Assistance Type (select from dropdown)</th>
<th>Not a base project for PO/FY2180 (select from dropdown)</th>
<th>Does the project include in FY2014 Request (select from dropdown)</th>
<th>Project Approver/Sign. Comments</th>
<th>Field Office Comments</th>
<th>Desk Officer Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leasing</td>
<td>Rental Assistance</td>
<td>Supportive Services</td>
<td>Operating costs</td>
<td>RDC</td>
<td>RDC Decline</td>
<td>1 BR Units</td>
<td>2 BR Units</td>
<td>3 BR Units</td>
<td>4 BR Units</td>
<td>5+ BR Units</td>
<td>Total Units</td>
<td>Radiated (only when applicable/non-renewal from FY2121)</td>
<td>Administrative Costs Requested</td>
<td>Calculated Administration Costs Allowed</td>
<td>Total ARA</td>
<td>In the project (renewal or whole?</td>
<td>Housing Assistance Type (select from dropdown)</td>
<td>Not a base project for PO/FY2180 (select from dropdown)</td>
<td>Does the project include in FY2014 Request (select from dropdown)</td>
<td>Project Approver/Sign. Comments</td>
<td>Field Office Comments</td>
<td>Desk Officer Comments</td>
</tr>
</tbody>
</table>

**SECTION 3 - REQUESTED BUDGET LINE ITEMS (BLN) AND UNITS FOR FY2014 COMPETITION**

Sub-Section 3.1 - Requested BLN Amounts and Units Configuration

- **Lease Type:** Leasing, HMIS, Leasing, HMIS, N/A
- **Rental Assistance:** Leasing, HMIS, N/A
- **Supportive Services:** Leasing, HMIS, N/A
- **Operating costs:** Leasing, HMIS, N/A
- **RDC:** Leasing, HMIS, N/A
- **RDC Decline:** Leasing, HMIS, N/A
- **1 BR Units:** Leasing, HMIS, N/A
- **2 BR Units:** Leasing, HMIS, N/A
- **3 BR Units:** Leasing, HMIS, N/A
- **4 BR Units:** Leasing, HMIS, N/A
- **5+ BR Units:** Leasing, HMIS, N/A
- **Total Units:** Leasing, HMIS, N/A
- **Radiated (only when applicable/non-renewal from FY2121):** Leasing, HMIS, N/A
- **Administrative Costs Requested:** Leasing, HMIS, N/A
- **Calculated Administration Costs Allowed:** Leasing, HMIS, N/A
- **Total ARA:** Leasing, HMIS, N/A
- **In the project (renewal or whole?):** Leasing, HMIS, N/A
- **Housing Assistance Type:** Leasing, HMIS, N/A
- **Not a base project for PO/FY2180:** Leasing, HMIS, N/A
- **Does the project include in FY2014 Request:** Leasing, HMIS, N/A
- **Project Approver/Sign. Comments:** Leasing, HMIS, N/A
- **Field Office Comments:** Leasing, HMIS, N/A
- **Desk Officer Comments:** Leasing, HMIS, N/A

**SECTION 4 - COMMENTS**

- **Lease Type:** Leasing, HMIS, Leasing, HMIS, N/A
- **Rental Assistance:** Leasing, HMIS, N/A
- **Supportive Services:** Leasing, HMIS, N/A
- **Operating costs:** Leasing, HMIS, N/A
- **RDC:** Leasing, HMIS, N/A
- **RDC Decline:** Leasing, HMIS, N/A
- **1 BR Units:** Leasing, HMIS, N/A
- **2 BR Units:** Leasing, HMIS, N/A
- **3 BR Units:** Leasing, HMIS, N/A
- **4 BR Units:** Leasing, HMIS, N/A
- **5+ BR Units:** Leasing, HMIS, N/A
- **Total Units:** Leasing, HMIS, N/A
- **Radiated (only when applicable/non-renewal from FY2121):** Leasing, HMIS, N/A
- **Administrative Costs Requested:** Leasing, HMIS, N/A
- **Calculated Administration Costs Allowed:** Leasing, HMIS, N/A
- **Total ARA:** Leasing, HMIS, N/A
- **In the project (renewal or whole?):** Leasing, HMIS, N/A
- **Housing Assistance Type:** Leasing, HMIS, N/A
- **Not a base project for PO/FY2180:** Leasing, HMIS, N/A
- **Does the project include in FY2014 Request:** Leasing, HMIS, N/A
- **Project Approver/Sign. Comments:** Leasing, HMIS, N/A
- **Field Office Comments:** Leasing, HMIS, N/A
- **Desk Officer Comments:** Leasing, HMIS, N/A

**Overview Report:**

- **Project will not start until CY 2015.**
- **Awaiting request for 1. Grant is being changed to match FY 2015.**
- **CA0032 has been amended to match FY 2015.**
- **Leasing funds had local reasons.**
- **Cannot change units on OK- will check on PH until CY 2015.**
- **8) Agency name change**

**Notes:**

- **Leasing funds had local reasons.**
- **8) Agency name change**

**Comments:**

- **Leasing funds had local reasons.**
- **8) Agency name change**

**Table:**

- **Leasing funds had local reasons.**
- **8) Agency name change**

**Figures:**

- **Leasing funds had local reasons.**
- **8) Agency name change**

**Data:**

- **Leasing funds had local reasons.**
- **8) Agency name change**
Hello CoC members.

On Wednesday, June 20, HUD released its Notice of Funding Availability (NOFA) for the 2018 Continuum of Care (CoC) Program Competition. In FY 2017, Santa Clara County received approximately $21,891,818 in funding through the CoC Program for housing and services for persons experiencing homelessness, as well as for some of the infrastructure to support our system of care.

Please join us for Santa Clara County CoC's mandatory informational Technical Assistance (TA) Workshop on Wednesday, July 11 from 12:30 - 3:30pm. This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications. RSVP here.

Information will be provided about renewal project applications as well as applications for new housing projects through reallocated and/or Bonus funding. We encourage all organizations interested in applying for CoC funding to attend, including organizations that have not previously received CoC funding.

Please also join us for a NOFA Committee meeting this Thursday, June 28th, 1:00-2:30pm. The Committee will consider changes to the local scoring tools and project review process based on new information in the FY 2018 NOFA.

**NOFA Committee Meeting**

Thursday, June 28, 2018, 1:00 - 2:30pm

Location: Conference Room TBD, 3180 Newberry Drive, San Jose, CA

**Technical Assistance (TA) Workshop**

Wednesday, July 11, 2018, 12:30-3:30pm

Location: The Health Trust Board Room, 3180 Newberry Drive, San Jose

All prospective applicants must attend. RSVP with the following form:

https://docs.google.com/forms/d/e/1FAIpQLScBLpc4ezFT9yfBiClrCjYsX4PizwheUYL5e7beE9NB0_SnPA/viewform?usp=sf_link

Further information regarding the SCC CoC NOFA local process, including key dates, is below. A summary of the NOFA is also attached to this email for reference.
Thank you!

Kathryn

Kathryn Kaminski
Acting Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-1843

2018 CoC Program Competition Process Overview

The following overview provides information about the local process required by HUD as part of this competition, including key dates. You can find more information about the 2018 CoC NOFA on HUD’s website [link: https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/].

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 homelessness for all populations. 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 persons experiencing chronic homelessness
- New PSH that is "DedicatedPLUS," a new term defined by HUD in the FY 2017 NOFA
- New RRH projects that will serve homeless individuals and families, including unaccompanied youth
- New TH-RRH projects for families or individuals experiencing homelessness, as described by HUD in the FY 2018 NOFA

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:

- Estimated Annual Renewal Demand: $21,883,337
- Estimated Bonus Amount (6% of Pro Rata Need): $1,313,000
- Estimated DV Bonus amount: TBD*
- Estimated Planning Funding: $656,500
HUD has set aside $50 million for DV Bonus projects, which will support RRH, joint TH-RRH, or supportive services only projects for coordinated assessment, to serve survivors of domestic violence, dating violence, sexual assault, or stalking. The CoC may apply for up to 10% of our Pro Rata Need. HUD has not yet provided the Pro Rata Need, so the estimated funding is not available yet.

**Key Dates**

The following dates outline steps in our local process:

**June 28, 2018 - 1:00pm - 2:30pm**

NOFA Committee Meeting

Location: Conference Room TBD, 3180 Newberry Drive, San Jose

The Committee will consider changes to local scoring tools and project review process based on new information in the FY 2018 NOFA.

**July 11, 2018 - 12:30pm - 3:30pm**

Technical Assistance (TA) Workshop

Location: The Health Trust Board Room (2nd Floor), 3180 Newberry Drive, 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:

https://docs.google.com/forms/d/e/1FAIpQLScBLpc4ezFT9yfBiClrCjYsX4PizwheUYL5e7beE9NB0_SnpA/viewform?usp=sf_link

**July 26, 2018 – by 12:00pm (noon) local time**

Local proposals due. Submissions will occur online.

**Note: The following dates and times are estimates. Final dates/times will be announced as soon as they are confirmed.**

**Between August 13 and August 17 (Exact dates and times TBD)**

Review and Rank Panel

Location: Office of Supportive Housing, 3180 Newberry Drive, San Jose

The panel will meet with applicants and deliberate on 2-3 days during this week.

**On or before August 17 (Exact date TBD)**

Collaborative Applicant will post the preliminary Priority Listing. (Note: An appeals process will be scheduled after the preliminary priority listing is posted, should applicants wish to submit an appeal to their Priority Listing.)

**Between August 24 and August 28 (Exact date and time TBD)**

NOFA Committee will meet to review Tier 2 and consider recommendations to the CoC Board regarding strategic allocation of CoC funding.

**Between August 29 and August 31 (Exact date and time TBD)**
CoC Board will review and vote on Priority List recommendations made by the Review and Rank Panel.

September 12, 2018

The Collaborative Applicant will post the CoC’s Consolidated Application on the CoC website [link: https://www.sccgov.org/sites/osh/continuumofcare/pages/home.aspx].

On or before September 18, 2018

The Collaborative Applicant will submit the CoC’s Consolidated 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 Kathryn Kaminski at kathryn.kaminski@hhs.sccgov.org. You may also direct questions about the NOFA process to sccnofa@homebaseccc.org.

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, 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.

---

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
---

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.

2018 NOFA Summary_Santa Clara County CoC.pdf
165K
Hello CoC members.

On Wednesday, June 20, HUD released its Notice of Funding Availability (NOFA) for the 2018 Continuum of Care (CoC) Program Competition.

This is a reminder to join us for Santa Clara County CoC’s mandatory informational Technical Assistance (TA) Workshop for CoC Program Competition applicants tomorrow, Wednesday, July 11 from 12:30 - 3:30pm. This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications. RSVP here.

The room location for the TA Workshop has changed. Please join us in the Office of Supportive Housing Suite 100, 3180 Newberry Drive, San Jose.

Information will be provided about renewal project applications as well as applications for new housing projects through reallocated, Bonus, or DV Bonus funding. We encourage all organizations interested in applying for CoC funding to attend, including organizations that have not previously received CoC funding.

Technical Assistance (TA) Workshop
Wednesday, July 11, 2018, 12:30-3:30pm
Location: Office of Supportive Housing Suite 100, 3180 Newberry Drive, San Jose
All prospective applicants must attend. RSVP with the following form: https://docs.google.com/forms/d/e/1FAIpQLScBLpc4ezFT9yfBiClrCjYsX4PizwheUYL5e7beE9NB0_SnpA/viewform?usp=sf_link

Thank you!
Kathryn

Kathryn Kaminski
Acting Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-1843

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. If you are NOT an authorized recipient, you are
prohibited from using, delivering, distributing, 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.

--
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
---
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.
2018 HUD COC PROGRAM NOTICE OF FUNDING AVAILABILITY

Local Grants Competition Technical Assistance Workshop

JULY 11, 2018
12:30 P.M. – 3:30 P.M.

AGENDA

I. Welcome

II. 2018 HUD CoC Notice of Funding Availability

III. Local Competition Process and Timeline

IV. Renewal Projects
   a. Local Scoring and Application
   b. E-SNAPS and HUD Project Application

V. New Projects
   a. Overview of HUD Priorities & CoC Program requirements
   b. New Project Types & DV Bonus Funding
   c. Local Scoring and Application
2018 CoC NOFA Competition Materials

Kaminski, Kathryn <kathryn.kaminski@hhs.sccgov.org> Thu, Jul 12, 2018 at 4:53 PM
To: "CoC@santaclaracountycoc.org" <CoC@santaclaracountycoc.org>, "SPN@santaclaracountycoc.org" <SPN@santaclaracountycoc.org>, "scccoc-grantees@santaclaracountycoc.org" <scccoc-grantees@santaclaracountycoc.org>
Cc: SCCNOFA <sccnfoa@homebaseccc.org>

Hello CoC Partners.

The materials for the 2018 HUD Continuum of Care competition are attached and available on the Santa Clara County Continuum of Care website here.

The HUD Continuum of Care program Notice of Funding Availability (NOFA) was released on June 20, 2018, making available approximately $2.1 billion to serve people experiencing homelessness nationally. This year, Santa Clara County’s CoC is eligible to apply for $21,883,337 in renewal funds, as well as $1,313,000 in new permanent housing bonus, $907,220 in new domestic violence bonus, and $656,500 in planning funds.

Some important dates and key resources are available below. Applicants may wish to consult the Santa Clara Countywide Quality Assurance Standards for Homeless Housing & Service Programs for program requirements and expectations. In addition, please do not hesitate to contact HomeBase at sccnfoa@homebaseccc.org with any questions.

Please note that all application materials are subject to California Public Records Act (CPRA).

Thank you!

Kathryn

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

Important Dates:

- **July 26 (by noon):** Project Applications Due
- **August 13-15:** Review and Rank Panel Committee meets
- **August 15 (by midnight):** Preliminary Priority List available
- **August 16 (by 12 p.m.):** Notification of Appeal due to sccnfoa@homebaseccc.org
- **August 20 (by 5 p.m.):** Written Appeals due to sccnfoa@homebaseccc.org
- **August 22-24:** Appeals Committee meets

Key Resources:


**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/programs/e-snaps/](https://www.hudexchange.info/programs/e-snaps/)

- 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

Kathryn Kaminski
Acting Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-1843

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, 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.

7 attachments

- How to Complete the HUD Form 2880 in e-snaps.pdf
  712K
- SCC Project Point Person Contact Form.pdf
  49K
- 2018 SCC Supplemental Applications.docx
  57K
- 2018 SCC Local Materials.pdf
  439K
- 2018 SCC List of Eligible Projects.pdf
  87K
  1046K
- 2018 SCC NOFA Timeline.pdf
  196K
Housing and Urban Development (HUD) Continuum of Care (CoC) Program Funding in Santa Clara County

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.

2018 HUD CoC NOFA - Local Competition Materials

- 2018 SCC CoC NOFA Timeline (PDF)
- 2018 SCC CoC NOFA Technical Assistance
Handbook (PDF)

- 2018 SCC CoC NOFA Local Materials (PDF)
- 2018 SCC CoC NOFA List of Eligible Projects (PDF)
- 2018 SCC CoC NOFA Project Point Person Contact Form
- 2018 SCC Supplemental Applications

2016 SCC CoC Approved Priority Listing

Related Links

Glossary of Terms
# TABLE OF CONTENTS

- **2018 Local Community Review Process** ................................................................. 3
- **Appeals Process** ........................................................................................................ 7
- **Detailed Application Submission Timeline** ............................................................... 9
- **Scoring Factors** ........................................................................................................... 11
  - **Renewal Housing Projects** .................................................................................. 11
  - **New/Transfer/Renewal Housing Projects** ............................................................. 20
- **2018 Supplemental Application Form** .................................................................... 27
  - **Supplemental Application Cover Page and Checklist (All Projects)** .................. 27
  - **Supplemental Application Instructions (All Projects)** ......................................... 29
  - **Supplemental Application for Renewal Projects** .............................................. 30
  - **Supplemental Application for New/Transfer/Projects without a Full Year of Data** .. 32
- **Where To Get The Documents or Help You May Need** ....................................... 43
HUD Continuum of Care Program Grants
2018 LOCAL COMMUNITY REVIEW PROCESS

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 2018 NOFA Committee met, reviewed and made recommendations based on feedback from FY 2017 applicants and the 2017 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).
  - For purposes of Review and Rank panel participation, conflict will not extend to a substantially independent program or arm of a CoC recipient, subrecipient, or applicant organization, so long as the program is controlled by an independent board and does not receive or directly benefit from CoC funding or the potential award of a CoC grant in the 2018 competition.
- 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 April 24, 2018 at 12:00pm (noon).
- The Pre-NOFA Agency Capacity Review and Rank Panel meets and creates preliminary scores for agency capacity factors for agencies with renewal projects on May 22, 2018.
  - HomeBase will distribute a summary of general panel feedback to assist applicants in responding to scores.

The Ranking and Reviewing process will proceed as follows:

- TA Workshop to release information about 2018 CoC NOFA and Local Competition open to all prospective applicants will be held on July 11, 2018.
- 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.
  - HomeBase/CoC staff will ensure all applications meet certain Threshold Requirements (additional detail below).
  - New housing projects, first-time renewals, transfer housing projects, and first-time renewals after transfer will be scored using the New/Transfer Scoring Tool.
  - New Expansion projects will be scored using the New/Transfer scoring tool. However, a New Expansion project will not be ranked above the renewal project that it proposes to expand. If a New Expansion project receives a higher score than the associated renewal project, it will be ranked directly below the renewal project.
  - Housing projects without a full year of data for the evaluation year will be scored using the New/Transfer Scoring Tool.
  - All other renewal housing projects will be scored using the Renewal Scoring Tool.
  - New HMIS and Coordinated Entry projects will be automatically ranked at the top of Tier Two, immediately below the project that straddles Tier One and Two.
- 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:
  - Ranked list(s) will be prepared based on raw scores, then translated to a tiered list.
  - Renewal HMIS and Coordinated Entry 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 and Coordinated Entry outside the CoC NOFA Review and Rank process.
  - 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. HomeBase will distribute a summary of general panel feedback on select scoring factors.
• 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.
• 2018 Process Debriefs are held with Review and Rank Panel Committee members, project applicants, and the collaborative applicant. This information will support the 2019 NOFA Committee in making recommendations for improvement for the 2019 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. Only eligible renewal projects that have previously been renewed under the CoC Program will be considered for reallocation. 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.
  o 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 funding
• 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.

**Strategic Allocation of CoC Funding**

The CoC is committed to using Continuum of Care Program funding efficiently and strategically as a component of the community’s broader continuum of homeless housing and services, to maximize availability of high performing programs to end homelessness.

Following the Appeals Committee, the 2018 NOFA Committee will convene to review the Appeals Committee Ranked List and may make recommendations to the CoC Board regarding changes to the ranking of projects in Tier Two. Recommendations may address ranking only; recommendations regarding reallocation developed by the Review and Rank Panel and sustained by the Appeals Committee may not be considered or modified by the NOFA Committee after appeals are complete.

In recommending changes to the ranking of Tier Two projects, the NOFA Committee may consider the following:

- The project’s ability to continue operations by accessing alternative sources of funding that are available if HUD CoC Program funding is not awarded.
- The impact on the CoC’s bed or unit inventory and overall resources to address homelessness if a project is not awarded CoC funding. Information will be provided regarding number of beds and units, amount of grant request, operating year dates, population served, and current unit utilization rate.

HomeBase will develop a process for providing information about projects to the NOFA Committee and guidelines for participation by applicants.

Any NOFA Committee recommendations to the CoC Board must be either:

- Consensus recommendations, or
- Recommendations based on a vote of at least 60% of the NOFA Committee members in attendance, in which case the vote must be recorded and given to the CoC Board alongside the recommendation of the voting majority as well as the grounds for opposition.
  - Each organization in attendance may cast one vote; each individual in attendance not representing an organization may cast one vote.

The CoC Board or its designee will approve the final project list for submission. The decision of the CoC Board will be final.
2018 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 midnight on August 15, 2018. All applicants are directed to contact HomeBase at sccnofa@homebaseccc.org or 415-788-7961, ext. 329, 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 midnight on August 15, 2018. Applicants have until 12:00pm (noon) on August 16, 2018 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 August 20 at 5:00pm. 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 5:00pm on August 20 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 22-24th** (exact date TBD) if needed. The Panel will then deliberate.

The Appeal Panel will inform appealing agencies of its decision by **August 27 at 12:00pm (noon).**

The CoC Board or its designee will approve the final project list for submission. The decision of the CoC Board will be final.
2018 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!

7/11 at 12:30-3:30pm  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

7/11  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/programs/e-snaps/
- Additional and updated information about the 2018 competition can be found at https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices

7/26 by Noon  Submit Complete Application Package via email for Review and Rank
- Please see the 2018 Supplemental Application Form for a list of all the materials to submit.

PLEASE SUBMIT THESE MATERIALS to sccnofa@homebaseccc.org

8/13 – 8/15  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 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.
8/15 by midnight  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.

8/16 by 12pm (noon) Notification of Appeals Due

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

8/20 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 22-24 (TBD), 2018 and applicants who submit appeals will be notified of the Appeals Panel decision by noon on August 27, 2018

8/29 at 1:30pm  NOFA Committee

- The NOFA Committee will meet to review Tier 2 and develop recommendations regarding strategic allocation of CoC funding.

9/5 by 5pm  Applications Finalized in 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.

9/18  HUD deadline for all NOFA materials.
ATTACHMENT: Projects Accepted Notification

<table>
<thead>
<tr>
<th>DOCUMENT SATISFYING REQUIREMENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email to all Project Applicants – August 31, 2017</td>
<td>1</td>
</tr>
<tr>
<td>- Email from the Collaborative Applicant to all applicants in the local competition notifying applicants of projects to be included in the CoC’s Priority Listing and submitted to HUD.</td>
<td></td>
</tr>
<tr>
<td>- The Final Priority List was attached.</td>
<td></td>
</tr>
<tr>
<td>- All applications submitted to the CoC were included in the CoC’s Priority Listing for submission to HUD</td>
<td></td>
</tr>
<tr>
<td>Priority List Attached to August 31 Email</td>
<td>2</td>
</tr>
<tr>
<td>- The final priority list, attached to the above email, indicating:</td>
<td></td>
</tr>
<tr>
<td>- Project applicants to be accepted and ranked on the 2018 Santa Clara County CoC Priority Listing</td>
<td></td>
</tr>
</tbody>
</table>
2018 SCC CoC Priority Listing

1 message

Kaminski, Kathryn <kathryn.kaminski@hhs.sccgov.org> Fri, Aug 31, 2018 at 9:29 AM

To: "malfaro@abodeservices.org" <malfaro@abodeservices.org>, "jleiserson@abodeservices.org" <jleiserson@abodeservices.org>, "lfoster@billwilsoncenter.org" <lfoster@billwilsoncenter.org>, "pfurlong@billwilsoncenter.org" <pfurlong@billwilsoncenter.org>, "Kong, Ben" <Ben.Kong@hhs.sccgov.org>, "Kaminski, Kathryn" <kathryn.kaminski@hhs.sccgov.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>, "nmatsumoto@ywca-sv.org" <nmatsumoto@ywca-sv.org>, "acaldera@ywca-sv.org" <acaldera@ywca-sv.org>, "tward@ywca-sv.org" <tward@ywca-sv.org>, "amcclane@ywca-sv.org" <amcclane@ywca-sv.org>, SCCNOFA <sccnofa@homebaseccc.org>

CoC Grantees,

Thank you for participating in the Santa Clara County CoC local funding competition. On August 30, the CoC Board approved the attached FY 2018 CoC Priority Listing. This is the priority ranked order that will be submitted to the Department of Housing and Urban Development (HUD) as part of the CoC’s FY 2018 funding application. All applications submitted in the local competition are included on the priority list.

Again, thank you for all of the work you put into this application process and for the vital work you do every day to serve your project participants.

Kathryn

Kathryn Kaminski
Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-1843

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, 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.

---

2018 SCC CoC Final Priority Listing.pdf
27K

https://mail.google.com/mail/u/0?ik=a6753fd396&view=pt&search=all&permthid=thread-f%3A1610332736144483057&simple=msg-f%3A1610332736144483057
<table>
<thead>
<tr>
<th>Rank</th>
<th>Project</th>
<th>Applicant</th>
<th>Type</th>
<th>Grant Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HRS Rental Assistance Program #2</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$141,244</td>
</tr>
<tr>
<td>2</td>
<td>Peacemakers Commons</td>
<td>Bill Wilson Center</td>
<td>PH</td>
<td>$278,574</td>
</tr>
<tr>
<td>3</td>
<td>CASA 80 Expansion “New Applicant”</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$632,419</td>
</tr>
<tr>
<td>4</td>
<td>CASA 80 “Renewed Without Data Applicant”</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$676,379</td>
</tr>
<tr>
<td>5</td>
<td>Second Street Studios “First-Time Renewal Applicant”</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$711,827</td>
</tr>
<tr>
<td>6</td>
<td>Opportunity Center of the Midpeninsula “Transfer Applicant”</td>
<td>Abode Services</td>
<td>PH</td>
<td>$43,936</td>
</tr>
<tr>
<td>7</td>
<td>TIRR Youth “First-Time Renewal Applicant”</td>
<td>Bill Wilson Center</td>
<td>PH</td>
<td>$276,172</td>
</tr>
<tr>
<td>8</td>
<td>Housing Case Management for Medical Recipients</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$587,859</td>
</tr>
<tr>
<td>9</td>
<td>CoC PSA GRANT “Transfer Applicant”</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$633,495</td>
</tr>
<tr>
<td>10</td>
<td>Renacent Place “New Applicant”</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$670,851</td>
</tr>
<tr>
<td>11</td>
<td>CoC GRANT 2320 “Transfer Applicant”</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$379,713</td>
</tr>
<tr>
<td>12</td>
<td>CoC GRANT 5022 “Transfer Applicant”</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$3,513,231</td>
</tr>
<tr>
<td>13</td>
<td>Serene Seating</td>
<td>Abode Services</td>
<td>PH</td>
<td>$338,546</td>
</tr>
<tr>
<td>14</td>
<td>Serenity Place</td>
<td>St. Joseph’s Family Center</td>
<td>PH</td>
<td>$356,476</td>
</tr>
<tr>
<td>15</td>
<td>Transitional Housing Program for Youth and Young Families North</td>
<td>Bill Wilson Center</td>
<td>PH</td>
<td>$309,348</td>
</tr>
<tr>
<td>16</td>
<td>Rapid Rehousing Youth “Renewal Without Data Applicant”</td>
<td>Bill Wilson Center</td>
<td>TH</td>
<td>$468,180</td>
</tr>
<tr>
<td>17</td>
<td>Family Housing</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$667,579</td>
</tr>
<tr>
<td>18</td>
<td>Mission Rebuild</td>
<td>Abode Services</td>
<td>PH</td>
<td>$456,228</td>
</tr>
<tr>
<td>19</td>
<td>Sexual Assault &amp; Human Trafficking-Rehousing Intervention Solutions Efforts (SA &amp; HT-RISE) “Renewal Without Data Applicant”</td>
<td>YWCA of Silicon Valley</td>
<td>PH</td>
<td>$390,056</td>
</tr>
<tr>
<td>20</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>$622,311</td>
</tr>
<tr>
<td>21</td>
<td>Transitional Housing Program for Youth and Young Families</td>
<td>Bill Wilson Center</td>
<td>TH</td>
<td>$558,923</td>
</tr>
<tr>
<td>22</td>
<td>COP Placement Project</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$4,413,908</td>
</tr>
<tr>
<td>23</td>
<td>RRH for Domestic Violence &amp; Human Trafficking “Renewal Without Data Applicant”</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$473,077</td>
</tr>
<tr>
<td>24</td>
<td>DV Collaborative “New Applicant”</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>DV Bonus (see table below)</td>
</tr>
<tr>
<td>25</td>
<td>Samaritan Inns</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$531,298</td>
</tr>
<tr>
<td>26</td>
<td>Haven to Home</td>
<td>West Valley Community Services</td>
<td>PH</td>
<td>$670,879</td>
</tr>
<tr>
<td>27</td>
<td>Our New Place</td>
<td>St. Joseph’s Family Center</td>
<td>PH</td>
<td>$376,809</td>
</tr>
<tr>
<td>28</td>
<td>HRS Expansion (Not Scored)</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$250,000</td>
</tr>
<tr>
<td>29</td>
<td>CoC RRH (Not Scored)</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$174,321</td>
</tr>
<tr>
<td>30</td>
<td>CoC Coordinated Assessment System (Not Scored)</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>CES</td>
<td>$130,241</td>
</tr>
<tr>
<td>31</td>
<td>CoC RRH for Families &amp; Youth</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$201,316.78</td>
</tr>
</tbody>
</table>

**Tier 2 Recommended List**

($20,570,337-$23,196,337)

<table>
<thead>
<tr>
<th>Score</th>
<th>Project</th>
<th>Applicant</th>
<th>Type</th>
<th>Grant Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>31</td>
<td>CoC RRH for Families &amp; Youth</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$1,689,245.22</td>
</tr>
<tr>
<td>32</td>
<td>CoC Residency RRH</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$382,133</td>
</tr>
<tr>
<td>33</td>
<td>Domestic Violence Rapid Rehousing for Families</td>
<td>YWCA of Silicon Valley</td>
<td>PH</td>
<td>$536,948</td>
</tr>
</tbody>
</table>

**DV Bonus Applications**

($997,229)

If not selected for DV Bonus funding by HUD, there is insufficient PH bonus funding available to fund this project.

<table>
<thead>
<tr>
<th>Project</th>
<th>Applicant</th>
<th>Type</th>
<th>Grant Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>DV Collaborative “New Applicant”</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>PH</td>
<td>$890,934</td>
</tr>
</tbody>
</table>

**Not Ranked Per NOFA Guidelines**

<table>
<thead>
<tr>
<th>Score</th>
<th>Project</th>
<th>Applicant</th>
<th>Type</th>
<th>Grant Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2018 Planning Grant</td>
<td>County of Santa Clara by and through Office of Supportive Housing</td>
<td>Planning</td>
<td>$686,000</td>
</tr>
</tbody>
</table>
ATTACHMENT: Project Rejection – Reduction Notification

The CoC did not reject or reduce any applications.
## ATTACHMENT: Local Competition Deadline

<table>
<thead>
<tr>
<th>DOCUMENTS SATISFYING REQUIREMENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excerpt from CoC Rating and Ranking Procedures</td>
<td>1-12</td>
</tr>
<tr>
<td>o Detailed Submission Timeline</td>
<td>9</td>
</tr>
<tr>
<td>o 2018 Supplemental Application Cover Page &amp; Checklist</td>
<td>27</td>
</tr>
<tr>
<td><strong>2018 CoC Process and Timeline</strong></td>
<td>13</td>
</tr>
<tr>
<td><strong>Public Posting of Local Competition Deadline</strong></td>
<td>14-22</td>
</tr>
<tr>
<td>o 6/25/18 Email to CoC Listserv with Public Technical Assistance Workshop Invitation – June 25, 2018</td>
<td>16</td>
</tr>
<tr>
<td>o Technical Assistance Workshop Agenda</td>
<td>18</td>
</tr>
<tr>
<td>o Local Competition Materials, including Detailed Submission Timeline and 2018 CoC Process and Timeline, were provided to all participants – July 11, 2018</td>
<td>18</td>
</tr>
<tr>
<td>o Email to Project Applicants, CoC Listserv, and SPN Listserv with link to and attachments of local competition materials, including Rating and Review Procedure – July 12, 2018</td>
<td>19</td>
</tr>
<tr>
<td>o Screen Shot of 2018 HUD CoC NOFA Public Posting of Local Competition Materials, including 2018 SCC CoC NOFA Timeline – July 12, 2018</td>
<td>21</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

2018 Local Community Review Process........................................................................................................ 3  
Appeals Process............................................................................................................................................... 7  
Detailed Application Submission Timeline...................................................................................................... 9  
Scoring Factors............................................................................................................................................ 11  
  Renewal Housing Projects......................................................................................................................... 11  
  New/Transfer/Renewal Housing Projects..................................................................................................... 20  
2018 Supplemental Application Form............................................................................................................. 27  
  Supplemental Application Cover Page and Checklist (All Projects) ......................................................... 27  
  Supplemental Application Instructions (All Projects) .................................................................................... 29  
  Supplemental Application for Renewal Projects.......................................................................................... 30  
  Supplemental Application for New/Transfer/Projects without a Full Year of Data.................................. 32  
Where To Get The Documents or Help You May Need.............................................................................. 43
HUD Continuum of Care Program Grants
2018 LOCAL COMMUNITY REVIEW PROCESS

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 2018 NOFA Committee met, reviewed and made recommendations based on feedback from FY 2017 applicants and the 2017 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).
  - For purposes of Review and Rank panel participation, conflict will not extend to a substantially independent program or arm of a CoC recipient, subrecipient, or applicant organization, so long as the program is controlled by an independent board and does not receive or directly benefit from CoC funding or the potential award of a CoC grant in the 2018 competition.
- 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 April 24, 2018 at 12:00pm (noon).
- The Pre-NOFA Agency Capacity Review and Rank Panel meets and creates preliminary scores for agency capacity factors for agencies with renewal projects on May 22, 2018.
  - HomeBase will distribute a summary of general panel feedback to assist applicants in responding to scores.

The Ranking and Reviewing process will proceed as follows:

- TA Workshop to release information about 2018 CoC NOFA and Local Competition open to all prospective applicants will be held on July 11, 2018.
- 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.
  - HomeBase/CoC staff will ensure all applications meet certain Threshold Requirements (additional detail below).
  - New housing projects, first-time renewals, transfer housing projects, and first-time renewals after transfer will be scored using the New/Transfer Scoring Tool.
  - New Expansion projects will be scored using the New/Transfer scoring tool. However, a New Expansion project will not be ranked above the renewal project that it proposes to expand. If a New Expansion project receives a higher score than the associated renewal project, it will be ranked directly below the renewal project.
  - Housing projects without a full year of data for the evaluation year will be scored using the New/Transfer Scoring Tool.
  - All other renewal housing projects will be scored using the Renewal Scoring Tool.
  - New HMIS and Coordinated Entry projects will be automatically ranked at the top of Tier Two, immediately below the project that straddles Tier One and Two.
- 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:
  - Ranked list(s) will be prepared based on raw scores, then translated to a tiered list.
  - Renewal HMIS and Coordinated Entry 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 and Coordinated Entry outside the CoC NOFA Review and Rank process.
  - 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. HomeBase will distribute a summary of general panel feedback on select scoring factors.
• 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.
• 2018 Process Debriefs are held with Review and Rank Panel Committee members, project applicants, and the collaborative applicant. This information will support the 2019 NOFA Committee in making recommendations for improvement for the 2019 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. Only eligible renewal projects that have previously been renewed under the CoC Program will be considered for reallocation. 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.
  o 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 funding
• 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.

**Strategic Allocation of CoC Funding**
The CoC is committed to using Continuum of Care Program funding efficiently and strategically as a component of the community’s broader continuum of homeless housing and services, to maximize availability of high performing programs to end homelessness.

Following the Appeals Committee, the 2018 NOFA Committee will convene to review the Appeals Committee Ranked List and may make recommendations to the CoC Board regarding changes to the ranking of projects in Tier Two. Recommendations may address ranking only; recommendations regarding reallocation developed by the Review and Rank Panel and sustained by the Appeals Committee may not be considered or modified by the NOFA Committee after appeals are complete.

In recommending changes to the ranking of Tier Two projects, the NOFA Committee may consider the following:
- The project’s ability to continue operations by accessing alternative sources of funding that are available if HUD CoC Program funding is not awarded.
- The impact on the CoC’s bed or unit inventory and overall resources to address homelessness if a project is not awarded CoC funding. Information will be provided regarding number of beds and units, amount of grant request, operating year dates, population served, and current unit utilization rate.

HomeBase will develop a process for providing information about projects to the NOFA Committee and guidelines for participation by applicants.

Any NOFA Committee recommendations to the CoC Board must be either:
- Consensus recommendations, or
- Recommendations based on a vote of at least 60% of the NOFA Committee members in attendance, in which case the vote must be recorded and given to the CoC Board alongside the recommendation of the voting majority as well as the grounds for opposition.
  - Each organization in attendance may cast one vote; each individual in attendance not representing an organization may cast one vote.

The CoC Board or its designee will approve the final project list for submission. The decision of the CoC Board will be final.
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 midnight on August 15, 2018. All applicants are directed to contact HomeBase at sccnofa@homebaseccc.org or 415-788-7961, ext. 329, 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 midnight on August 15, 2018. Applicants have until 12:00pm (noon) on August 16, 2018 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 August 20 at 5:00pm. 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 5:00pm on August 20 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 22-24th** (exact date TBD) if needed. The Panel will then deliberate.

The Appeal Panel will inform appealing agencies of its decision by **August 27 at 12:00pm (noon)**.

The CoC Board or its designee will approve the final project list for submission. The decision of the CoC Board will be final.
2018 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!

7/11 at 12:30-3:30pm  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

7/11  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/programs/e-snaps/
- Additional and updated information about the 2018 competition can be found at https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices

7/26 by Noon  Submit Complete Application Package via email for Review and Rank

- Please see the 2018 Supplemental Application Form for a list of all the materials to submit.

PLEASE SUBMIT THESE MATERIALS to sccnofa@homebaseccc.org

8/13 – 8/15  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 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.
**8/15 by midnight**  
**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.

**8/16 by 12pm (noon) Notification of Appeals Due**  
- Applicants who intend to appeal should contact HomeBase at sccnofa@homebaseccc.org to request scoring information.

**8/20 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 22-24 (TBD), 2018** and applicants who submit appeals will be notified of the Appeals Panel decision by **noon on August 27, 2018**

**8/29 at 1:30pm**  
**NOFA Committee**  
- The NOFA Committee will meet to review Tier 2 and develop recommendations regarding strategic allocation of CoC funding.

**9/5 by 5pm**  
**Applications Finalized in 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.

**9/18**  
**HUD deadline for all NOFA materials.**
THIS FORM AND THE REQUESTED ATTACHMENTS ARE DUE ON JULY 26, 2018 BY 12:00 PM (NOON) PST TO HOMEBASE VIA EMAIL. PLEASE SEND DOCUMENTS IN THE FORMAT SPECIFIED BELOW TO SCCNOFA@homebaseccc.org.

LATE RESPONSES MAY BE CONSIDERED WHEN SCORING AGENCY CAPACITY!

Applicant agency name(s):

Project name:

Person to contact concerning this application:

Email:

Phone: Total grant amount requested:

Required Submissions

FOR EACH PROJECT:

☐ The Supplemental Application Cover Sheet and Documentation Checklist (this form) – ONE (1) WORD COPY

☐ The appropriate Supplemental Application form and accompanying responses for each project – ONE (1) WORD COPY:
  • Supplemental Application for Renewal Projects OR
  • Supplemental Application for New/Transfer Projects & Projects Without a Full Year of Data

☐ The full project application (formerly known as “Exhibit 2”) from e-snaps – ONE (1) PDF COPY ➔ Please DO NOT HIT SUBMIT IN E-SNAPS until after the local competition!

☐ The program’s most recent Annual Performance Report (APR) submitted to HUD, if any
  ➔ Renewal & transfer applicants submitting the Supplemental Application for New/Transfer Projects & Projects Without a Full Year of Data only

☐ A total proposed project budget, including all sources of funding and in-kind match as well as expected expenditures
  ➔ New projects only (and not including Expansion projects)
FOR EACH AGENCY:

☐ Any HUD Monitoring Letters relating to any of your agency’s projects and correspondence about any findings or concerns (if not already submitted) – **ONE (1) PDF COPY**

☐ Your agency’s most recent financial audit and management letter or an explanation regarding why there has not been an audit (if not already submitted) – **ONE (1) PDF COPY**

☐ Your agency’s organizational chart – **ONE (1) PDF COPY**

POLICIES AND PROCEDURES:

☐ Your agency and/or project’s written policies and procedures in their entirety (if not already submitted). If submitting multiple documents, please consolidate them into **ONE (1) SEARCHABLE PDF WITH ABSOLUTE PAGE NUMBERS PER AGENCY**. Please do not submit multiple PDFs or a consolidated PDF with multiple sets of page numbers throughout the document.

- **Note:** If these policies and procedures apply agency-wide, submit one copy per agency. For policies that are specific to one or more projects, submit one copy for each project to which they relate, and specify to which project(s) they apply. For example, if your agency has three CoC-funded projects, each with a different policy, you should submit all three policies consolidated into one (1) searchable PDF with absolute page numbers.
## 2018 Santa Clara County McKinney-Vento Continuum of Care Process and Timeline

<table>
<thead>
<tr>
<th>Event/Activity</th>
<th>Responsible</th>
<th>Date/Time</th>
<th>Place</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOFA Released</td>
<td>HUD</td>
<td>June 20, 2018</td>
<td>N/A</td>
<td>HUD releases the Notice of Funding Availability</td>
</tr>
<tr>
<td>NOFA Committee meets</td>
<td>OSH, HomeBase, NOFA Committee</td>
<td>June 28, 2018 @ 1-2:30 pm</td>
<td>OSH Suite 100 Conference Space 3180 Newberry Dr</td>
<td>NOFA Committee considers modifications to scoring tools and local process based on new information in the FY 2017 NOFA.</td>
</tr>
<tr>
<td>TA Workshop</td>
<td>OSH, HomeBase</td>
<td>July 11, 2018 @ 12:30-3:30 pm</td>
<td>The Health Trust Boardroom 3180 Newberry Dr</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 11 – July 26 2018</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Proposals are due</td>
<td>Agencies</td>
<td>July 26, 2018 @ 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>July 30, 2018 @ 10-11:30 am</td>
<td>Online</td>
<td>Rank &amp; Review Panel receives training for scoring projects.</td>
</tr>
<tr>
<td>Rank &amp; Review Panel meets</td>
<td>OSH, HomeBase</td>
<td>August 13 – 15 2018</td>
<td>OSH Suite 100 Conference Space; 3180 Newberry Dr.</td>
<td>Rank &amp; Review Panel meets to discuss proposals and determine how projects will be ranked in the 2017 application.</td>
</tr>
<tr>
<td>Posting of Preliminary Priority List</td>
<td>OSH</td>
<td>August 15, 2018</td>
<td>Via e-mail</td>
<td>Preliminary priority list emailed to agencies.</td>
</tr>
<tr>
<td>Notification of Appeal</td>
<td>Agencies</td>
<td>August 16, 2018 @ 12 pm</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>
</tr>
<tr>
<td>Sponsor Appeals due</td>
<td>Agencies</td>
<td>August 20, 2018 @ 5 pm</td>
<td>Via e-mail</td>
<td>Agencies may inspect their scores and formulate a written appeal based on appeal policy.</td>
</tr>
<tr>
<td>Appeals Committee meets</td>
<td>Appeal Committee</td>
<td>August 22-24, 2018 (Date TBD)</td>
<td>Online</td>
<td>Review appeals and recalculate scores, if necessary.</td>
</tr>
<tr>
<td>NOFA Committee meets</td>
<td>NOFA Committee</td>
<td>August 29, 2018 @1:30</td>
<td>In person</td>
<td>NOFA Committee reviews Tier 2 and develops recommendations regarding strategic allocation of CoC funding.</td>
</tr>
<tr>
<td>Priority List is distributed to applicants</td>
<td>OSH</td>
<td>August 30, 2018</td>
<td>Via e-mail</td>
<td>Final priority list to be approved at CoC Board meeting emailed to agencies.</td>
</tr>
<tr>
<td>CoC Board Approval of Priority List</td>
<td>OSH</td>
<td>August 30, 2018</td>
<td>In Person or Online</td>
<td>Present final priority list to CoC Board for approval. Final Priority List published on CoC website.</td>
</tr>
<tr>
<td>HomeBase and OSH review project applications</td>
<td>HomeBase, OSH</td>
<td>July 26 – September 5, 2018</td>
<td>N/A</td>
<td>HomeBase and OSH work with agencies to finalize project applications for submission.</td>
</tr>
<tr>
<td>Final Project Applications to e-snaps</td>
<td>Agencies</td>
<td>September 5, 2018 @ 5 pm</td>
<td>Online</td>
<td>Agencies upload final applications to e-snaps, including all necessary attachments.</td>
</tr>
<tr>
<td>CoC Consolidated Application Posting</td>
<td>OSH, HomeBase</td>
<td>September 12, 2018</td>
<td>Online</td>
<td>CoC consolidated application is posted on CoC website.</td>
</tr>
<tr>
<td>Application is due to HUD</td>
<td>OSH, HomeBase</td>
<td>September 18, 2018</td>
<td>N/A</td>
<td>Application is packaged and submitted to HUD.</td>
</tr>
</tbody>
</table>
Hello CoC members.

On Wednesday, June 20, HUD released its Notice of Funding Availability (NOFA) for the 2018 Continuum of Care (CoC) Program Competition. In FY 2017, Santa Clara County received approximately $21,891,818 in funding through the CoC Program for housing and services for persons experiencing homelessness, as well as for some of the infrastructure to support our system of care.

Please join us for Santa Clara County CoC’s mandatory informational Technical Assistance (TA) Workshop on Wednesday, July 11 from 12:30 - 3:30pm. This workshop will provide attendees with an overview of the local application process, as well as instructions for completing the local and project applications. RSVP here.

Information will be provided about renewal project applications as well as applications for new housing projects through reallocated and/or Bonus funding. We encourage all organizations interested in applying for CoC funding to attend, including organizations that have not previously received CoC funding.

Please also join us for a NOFA Committee meeting this Thursday, June 28th, 1:00-2:30pm. The Committee will consider changes to the local scoring tools and project review process based on new information in the FY 2018 NOFA.

NOFA Committee Meeting

Thursday, June 28, 2018, 1:00 - 2:30pm
Location: Conference Room TBD, 3180 Newberry Drive, San Jose, CA

Technical Assistance (TA) Workshop

Wednesday, July 11, 2018, 12:30-3:30pm
Location: The Health Trust Board Room, 3180 Newberry Drive, San Jose

All prospective applicants must attend. RSVP with the following form:

https://docs.google.com/forms/d/e/1FAIpQLScBLpc4ezFT9yfBiClrCjYsX4PizwheUYL5e7beE9NB0_SnpA/viewform?usp=sf_link

Further information regarding the SCC CoC NOFA local process, including key dates, is below. A summary of the NOFA is also attached to this email for reference.
Thank you!

Kathryn

Kathryn Kaminski
Acting Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-1843

2018 CoC Program Competition Process Overview

The following overview provides information about the local process required by HUD as part of this competition, including key dates. You can find more information about the 2018 CoC NOFA on HUD’s website [link: https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/].

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 homelessness for all populations. 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 persons experiencing chronic homelessness
- New PSH that is "DedicatedPLUS," a new term defined by HUD in the FY 2017 NOFA
- New RRH projects that will serve homeless individuals and families, including unaccompanied youth
- New TH-RRH projects for families or individuals experiencing homelessness, as described by HUD in the FY 2018 NOFA

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:

- Estimated Annual Renewal Demand: $21,883,337
- Estimated Bonus Amount (6% of Pro Rata Need): $1,313,000
- Estimated DV Bonus amount: TBD*
- Estimated Planning Funding: $656,500
HUD has set aside $50 million for DV Bonus projects, which will support RRH, joint TH-RRH, or supportive services only projects for coordinated assessment, to serve survivors of domestic violence, dating violence, sexual assault, or stalking. The CoC may apply for up to 10% of our Pro Rata Need. HUD has not yet provided the Pro Rata Need, so the estimated funding is not available yet.

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

June 28, 2018 - 1:00pm - 2:30pm
NOFA Committee Meeting
Location: Conference Room TBD, 3180 Newberry Drive, San Jose

The Committee will consider changes to local scoring tools and project review process based on new information in the FY 2018 NOFA.

July 11, 2018 - 12:30pm - 3:30pm
Technical Assistance (TA) Workshop
Location: The Health Trust Board Room (2nd Floor), 3180 Newberry Drive, 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:
https://docs.google.com/forms/d/e/1FAIpQLScBLpc4ezFT9yfBiClrCjYsX4PizwheUYL5e7beE9NB0_SnpA/viewform?usp=sf_link

July 26, 2018 – by 12:00pm (noon) local time
Local proposals due. Submissions will occur online.

Note: The following dates and times are estimates. Final dates/times will be announced as soon as they are confirmed.

Between August 13 and August 17 (Exact dates and times TBD)
Review and Rank Panel
Location: Office of Supportive Housing, 3180 Newberry Drive, San Jose

The panel will meet with applicants and deliberate on 2-3 days during this week.

On or before August 17 (Exact date TBD)
Collaborative Applicant will post the preliminary Priority Listing. (Note: An appeals process will be scheduled after the preliminary priority listing is posted, should applicants wish to submit an appeal to their Priority Listing.)

Between August 24 and August 28 (Exact date and time TBD)
NOFA Committee will meet to review Tier 2 and consider recommendations to the CoC Board regarding strategic allocation of CoC funding.

Between August 29 and August 31 (Exact date and time TBD)
CoC Board will review and vote on Priority List recommendations made by the Review and Rank Panel.

**September 12, 2018**

The Collaborative Applicant will post the CoC’s Consolidated Application on the CoC website [link: https://www.sccgov.org/sites/osh/continuumofcare/pages/home.aspx].

**On or before September 18, 2018**

The Collaborative Applicant will submit the CoC’s Consolidated 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 Kathryn Kaminski at kathryn.kaminski@hhs.sccgov.org. You may also direct questions about the NOFA process to sccnofa@homebaseccc.org.

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, 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.

---

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
---

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.

---

2018 NOFA Summary_Santa Clara County CoC.pdf
165K
2018 HUD CoC Program Notice of Funding Availability

Local Grants Competition Technical Assistance Workshop

JULY 11, 2018
12:30 P.M. – 3:30 P.M.

AGENDA

I. Welcome

II. 2018 HUD CoC Notice of Funding Availability

III. Local Competition Process and Timeline

IV. Renewal Projects
   a. Local Scoring and Application
   b. E-SNAPS and HUD Project Application

V. New Projects
   a. Overview of HUD Priorities & CoC Program requirements
   b. New Project Types & DV Bonus Funding
   c. Local Scoring and Application
Hello CoC Partners.

The materials for the 2018 HUD Continuum of Care competition are attached and available on the Santa Clara County Continuum of Care website here.

The HUD Continuum of Care program Notice of Funding Availability (NOFA) was released on June 20, 2018, making available approximately $2.1 billion to serve people experiencing homelessness nationally. This year, Santa Clara County’s CoC is eligible to apply for $21,883,337 in renewal funds, as well as $1,313,000 in new permanent housing bonus, $907,220 in new domestic violence bonus, and $656,500 in planning funds.

Some important dates and key resources are available below. Applicants may wish to consult the Santa Clara Countywide Quality Assurance Standards for Homeless Housing & Service Programs for program requirements and expectations. In addition, please do not hesitate to contact HomeBase at sccnofa@homebaseccc.org with any questions.

Please note that all application materials are subject to California Public Records Act (CPRA).

Thank you!

Kathryn

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

Important Dates:

- **July 26 (by noon):** Project Applications Due
- **August 13-15:** Review and Rank Panel Committee meets
- **August 15 (by midnight):** Preliminary Priority List available
- **August 16 (by 12 p.m.):** Notification of Appeal due to sccnofa@homebaseccc.org
- **August 20 (by 5 p.m.):** Written Appeals due to sccnofa@homebaseccc.org
- **August 22-24:** Appeals Committee meets

Key Resources:

**2018 CoC NOFA:** https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/

**CoC Program Interim Rule (24 CFR part 578):** https://www.hudexchange.info/resource/2035/coc-program-interim-rule-formatted-version

**Program Resources:** https://www.hudexchange.info/homelessness-assistance/

- CoC Program Interim Rule training materials and program resources

**Application Resources:** https://www.hudexchange.info/programs/e-snaps/

- Application Instructional Guides
- Application Detailed Instructions
- FAQs

**HUD Exchange e-snaps Ask A Question (AAQ):** http://www.hudexchange.info/get-assistance/
To join the HUD listserv: www.hudexchange.info/mailinglist

Kathryn Kaminski
Acting Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-1843

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, 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.

7 attachments
- How to Complete the HUD Form 2880 in e-snaps.pdf
  712K
- SCC Project Point Person Contact Form.pdf
  49K
- 2018 SCC Supplemental Applications.docx
  57K
- 2018 SCC Local Materials.pdf
  439K
- 2018 SCC List of Eligible Projects.pdf
  87K
  1046K
- 2018 SCC NOFA Timeline.pdf
  196K
Housing and Urban Development (HUD) Continuum of Care (CoC) Program Funding in Santa Clara County

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.

2018 HUD CoC NOFA - Local Competition Materials

- 2018 SCC CoC NOFA Timeline (PDF)
- 2018 SCC CoC NOFA Technical Assistance
Kaminski, Kathryn <kathryn.kaminski@hhs.sccgov.org>  Thu, Jul 26, 2018 at 12:32 PM
To: "Kaminski, Kathryn" <kathryn.kaminski@hhs.sccgov.org>  Cc: SCCNOFA <sccnofa@homebaseccc.org>

Dear CoC Competition Applicants and Interested Parties,

Thank you for attending the TA Workshop and for your interest in the CoC Program Competition. As of today’s submission deadline, $642,089 in regular bonus funding has yet to be sought by new project applicants.

To ensure that our CoC applies for all the funds available to our community, we are extending the deadline for new project applicants to Tuesday, June 31 at noon. We encourage anyone interested in applying to do so.

The application materials are attached and available on the Santa Clara County Continuum of Care website here. Applicants may wish to consult the Santa Clara Countywide Quality Assurance Standards for Homeless Housing & Service Programs for program requirements and expectations. In addition, please do not hesitate to contact HomeBase at sccnofa@homebaseccc.org with any questions.

Thank you!

Kathryn

Important Dates:

- **July 31 (by noon):** New Project Applications Due
- **August 13-15:** Review and Rank Panel Committee meets
- **August 15 (by midnight):** Preliminary Priority List available
- **August 16 (by 12 p.m.):** Notification of Appeal due to sccnofa@homebaseccc.org
- **August 20 (by 5 p.m.):** Written Appeals due to sccnofa@homebaseccc.org
- **August 22-24:** Appeals Committee meets

Key Resources:


**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/programs/e-snaps/

- Application Instructional Guides
- Application Detailed Instructions
- FAQs

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

To join the HUD listserv: www.hudexchange.info/mailinglist

Kathryn Kaminski
Continuum of Care Quality Improvement Manager
Office of Supportive Housing
County of Santa Clara
3180 Newberry Drive, Suite 150
San Jose, CA 95118
(408) 793-1843

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, 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.

6 attachments

- 2018 CoC NOFA TA Handbook.pdf 1046K
- 2018 SCC Local Materials.pdf 439K
- 2018 SCC NOFA Timeline.pdf 196K
- 2018 SCC Supplemental Applications.docx 57K
- How to Complete the HUD Form 2880 in e-snaps.pdf 712K
- SCC Project Point Person Contact Form.pdf 49K
Hello again. My original email said the new deadline for new project applications was Tuesday, June 31. That was an error. It should read **Tuesday, July 31 at noon**. It is corrected below.

Sorry for the confusion!

Kathryn

Kathryn Kaminski
Office of Supportive Housing
(408) 793-1843

---

Dear CoC Competition Applicants and Interested Parties,

Thank you for attending the TA Workshop and for your interest in the CoC Program Competition. As of today's submission deadline, **$642,089 in regular bonus funding has yet to be sought by new project applicants**.

To ensure that our CoC applies for all the funds available to our community, we are extending the deadline for new project applicants to **Tuesday, July 31 at noon**. We encourage anyone interested in applying to do so.

[Quoted text hidden]
[Quoted text hidden]
**ATTACHMENT: CoC and HMIS Lead Governance**

<table>
<thead>
<tr>
<th>Contents</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC’s Governance Charter</td>
<td>1-9</td>
</tr>
<tr>
<td>Roles &amp; responsibilities of the CoC</td>
<td>1-2</td>
</tr>
<tr>
<td>Roles &amp; responsibilities of the HMIS Lead</td>
<td>8</td>
</tr>
<tr>
<td>Reference to HMIS Governance Agreement</td>
<td>8</td>
</tr>
<tr>
<td>Signature page</td>
<td>9</td>
</tr>
<tr>
<td>Santa Clara HMIS Governance Agreement</td>
<td>10 - 38</td>
</tr>
<tr>
<td>Roles &amp; Responsibilities of the HMIS Lead</td>
<td>12 - 13</td>
</tr>
<tr>
<td>Roles &amp; Responsibilities of the CoC &amp; HMIS Lead</td>
<td>16 - 33</td>
</tr>
</tbody>
</table>
SANTA CLARA COUNTY CONTINUUM OF CARE GOVERNANCE CHARTER

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 C.F.R. § 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 represents local organizations and projects serving the homelessness subpopulations 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 subpopulations 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 CoC is responsible for ensuring 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 the following:

**Implementation and Effectiveness**
- Identifying and communicating current and emerging needs related to affordable housing and homelessness to the CoC Board

Adopted March 2018
• 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.

**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

Adopted March 2018
• 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, and the Collaborative Applicant.

MEMBERSHIP OF THE COC BOARD

At the time of adoption of the Governance Charter, the CoC Board will be composed of four ex-officio members and three CoC member organization representatives, identified in the attached resolution XX. At all times the membership of 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.

The CoC Board, is comprised of a minimum of seven (7) and a maximum of eleven (11) individuals in the following categories:

• **Four Ex-Officio** members comprised representatives employed by the following organizations: County of Santa Clara, City of San José, Santa Clara County Housing Authority, and Destination: Home. The Ex-Officio positions shall be standing positions.

Adopted March 2018
• **At-Large Members**: A minimum of three (3) and a maximum of seven (7) individuals selected to represent key community and CoC constituencies. Terms for Directors will be two years, but may be renewed. The at-large members must include:
  o At least one homeless/formerly homeless person
  o At least two more representatives of service providing organizations from the CoC.

**Executive Committee**: The Executive Committee will be comprised of three Ex-Officio members to include representatives of Santa Clara County, the City of San José, and Destination: Home, and one at-large member selected by the CoC Board.

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 will be nominated by the CoC Membership or Ex-Officio members and appointed by the seated CoC Board. Appointments will be made based on an individual’s commitment to the purposes of 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. All nominations of at-large members will rotate between Ex-Officio and CoC membership nomination processes.

**CoC Membership Nomination**: Vacancies will be filled as through the following process.

- The CoC membership will nominate and propose one to three potential Board members to fill each open CoC Member position on the Board
- The seated CoC 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.

**Ex-Officio Membership Nomination**: Vacancies will be filled through the following process.

- Ex-Officio members will propose one to three potential Board members to fill each open position.
- The seated CoC Board will select from among the proposed individuals.
- Factors in selection of at-large 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.

Adopted March 2018
**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 seated CoC 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 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 bi-monthly with at least five meetings per year.

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 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:

Adopted March 2018
• 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.santaclaracountycoc.org 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.

Adopted March 2018
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.

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

Adopted March 2018
- 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
I, the undersigned, certify that the foregoing Governance Charter was adopted by the Santa Clara County Continuum of Care on March 19, 2018 by a consensus of its membership.

COLLABORATIVE APPLICANT/CoC Lead/HMIS Lead

Kathryn Kaminski
Acting Continuum of Care Quality Improvement Manager
County of Santa Clara Office of Supportive Housing

Adopted March 2018
Santa Clara County Continuum of Care HMIS Governance Agreement

Produced by Bitfocus, Inc., HomeBase, and the County of Santa Clara

Last Updated: November 2015
Executive Summary

HMIS Overview

The United States Department of Housing and Urban Development (HUD) defines the Homeless Management Information System (HMIS) as the information system designated by the Continuum of Care (CoC) to comply with HUD’s data collection, management, and reporting standards. The HMIS collects data to measure the efficacy of services provided to homeless persons and those persons at risk of homelessness. It is intended to generate unduplicated counts of homeless persons, as well as explore the nature of homelessness in general. The data collected by the HMIS is used to drive evidence-based decisions at the local, state, and national level, with the ultimate goal of eradicating homelessness in the United States.

This document outlines the Santa Clara County HMIS governance structure, and provides the policies, procedures, guidelines, and standards that govern Santa Clara County HMIS operations, while dictating the roles and responsibilities of all parties involved.

Santa Clara County HMIS Governance Agreement

This Santa Clara County HMIS Governance Agreement aims to provide structure for decision-making, as well as formalize the roles and responsibilities of all HMIS entities. It defines the relationship between the HMIS implementation, the Santa Clara County Continuum of Care, and its participating providers, and it establishes oversight and leadership expectations surrounding the HMIS.

Santa Clara County HMIS Governance Model

The Santa Clara County HMIS governance model is that of an HMIS Working Group. This HMIS Working Group is comprised of the following:

- CoC representatives
- HMIS Lead Agency Staff
- Local Jurisdictional Representatives
- Participating Agency Staff and Consumers

However, the Santa Clara County Continuum of Care and its representatives are collectively responsible for all final decisions regarding the planning of policies and procedures, the coordination of resources, data integration, and determination of software applications. The Santa Clara County Continuum of Care and its representatives Dare also responsible for directing the HMIS Lead Agency.
Designations

The main entities included in this HMIS Governance Agreement are as follows:

Santa Clara County Continuum of Care (CoC)

The entity is composed of representatives of relevant organizations in Santa Clara County, which generally includes nonprofit homeless 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, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons, and that are organized to plan for and provide, as necessary: a system of outreach, engagement, and assessment; emergency shelter; rapid re-housing; transitional housing; permanent housing; and prevention strategies to address the various needs of homeless persons and those persons at risk of homelessness in Santa Clara County.

HMIS Program Administrator (Bitfocus, Inc.)

This is the entity designated by the Santa Clara County CoC to oversee the day-to-day administration of the HMIS system.

HMIS Lead Agency (Santa Clara County Office of Supportive Housing)

The duties of the HMIS Lead are as follows:

- Ensure all recipients of funds from the Emergency Solutions Grants Program (ESG) and programs authorized by Title IV of the McKinney-Vento Act participate in HMIS;
- Develop written policies and procedures for all Covered Homeless Organizations (CHOs);
- Execute an HMIS participation agreement with each CHO;
- Serve as the applicant to HUD for any HMIS grants that will cover the CoC geographic area;
- Monitor compliance by all CHOs with the CoC; and
• Submit a Security Plan, Data Plan, Data Quality Plan, and Privacy Plan to the CoC for approval within six months of the finalization stage of the HMIS Requirements Proposed Rule. These documents must be reviewed and updated annually. Implementation of the policies outlined in the plans must be implemented within six months of the date of CoC approval of the plans.

Note: The HMIS Lead is the only organization with the authority of the CoC to make system-wide decisions regarding the HMIS. Its decisions will impact all CHOs within the CoC.

HMIS Working Group

This is a group of entities that provide recommendations on use of software and software enhancement.

At least one homeless person or formerly homeless person must participate in policymaking. Participation can include, but is not limited to, the following entities (as defined by HUD): governing board leadership, advisory committees, staff positions, and sub-committee positions.

HMIS Software Application

The CoC has designated Clarity Human Services, a division of Bitfocus, Inc., to serve as its HMIS software. Clarity Human Services software is a product of Silver Spur Systems, LLC, and will hereafter be referred to as the Clarity System.

Participating Agencies

Participating Agencies include any agency that makes reasonable efforts to record all HUD-defined Universal Data Elements and all other required data elements as outlined by HUD funding requirements on all clients served, and discloses these data elements to the HMIS Lead Agency.

Any agency providing homeless services and wishing to participate in HMIS will complete and submit an HMIS participation application. This application is reviewed by the HMIS Lead for approval. In the event that there is a question regarding the need to participate, the application is taken to the HMIS Working Group for approval or denial.
The HMIS Working Group has given the HMIS Lead authorization to approve applications to use HMIS if the HMIS Lead is confident that the applying agency is serving the homeless population.

HMIS Grantee

This is the entity responsible for soliciting, collecting, and analyzing feedback from end users, program managers, agency executive directors, and homeless persons.

HMIS Funding

HMIS Leads and CHOs must refer to program regulations to determine how funds are made available. Program regulations for the HUD McKinney-Vento Act programs can be found in the regulations of Chapter V of Title 24 of the Code of Federal Regulations. These regulations explain how funds are made available, and the requirements attached to those funds.

McKinney-Vento Act funding recipients and sub-recipients must participate in the Clarity System. Only homeless service providers receiving CoC and ESG funding can access HMIS funding.
Statutory Authority

The implementation of the McKinney-Vento Act in 1987 created valuable programs aimed at assisting homeless persons or persons at risk for homelessness to regain independence and stability. However, despite its promising beginnings, the McKinney-Vento Act, and the programs it fostered, operated without measurement of efficacy for over 15 years; no government entity conducted a comprehensive performance review. Therefore, in 2001, Congress enlisted HUD to enforce the requirement that every jurisdiction present to Congress unduplicated client-level data within three years.

HUD formulated a strategic plan to test the efficacy of the McKinney-Vento Act while also improving data collection, reporting, and analysis at the local and national levels. Its strategy consisted of four approaches:

1. It established funding for the implementation and maintenance of HMIS.
2. It created a technical assistance program to assist jurisdictions in their data collection, analysis, and reporting efforts.
3. It initiated the development of the nationwide Annual Homeless Assessment Report (AHAR) as means to present to Congress collective homeless data from individual jurisdictions nationwide.
4. It began to analyze the most viable approaches to obtaining homeless client-level reporting.

This plan amplified competition among CoCs as they strived to obtain homeless assistance funding. As the importance of HMIS applications increased, so did their complexity and sophistication.

CoCs became increasingly aware of the data collection and reporting requirements imposed by Congress, and in 2004, HUD submitted its Third Progress Report to Congress. As a result, Congress and HUD implemented the first HMIS Data and Technical Standards Final Notice. The Final Notice made the implementation and maintenance of HMIS mandatory to obtain federal funding for homeless relief efforts. In 2010, the HMIS requirements were further modified. Currently, CoCs are awaiting the implementation of the upcoming HMIS Requirements proposed rule.

Collectively, these provisions set forth statutory requirements for this Governance Agreement, which aims to organize the accurate collection and reporting of comprehensive data regarding the characteristics and needs of homeless persons and those at risk of homelessness.
Policies & Procedures

The following policies and procedures are primarily derived from the 2004 HMIS Data and Technical Standards: Final Notice\(^4\) and the 2010 HMIS Data Standards: Revised Notice.\(^5\)

Note that this Governance Agreement will be updated upon the finalization of the HMIS proposed rule.\(^6\)

This section is comprised of six (6) sections:
1. Planning & Software Selection
2. HMIS Management & Operations: Governance & Management
3. HMIS Management & Operations: Compliance Monitoring
4. HMIS Management & Operations: Data Quality
5. HMIS Development & Oversight
6. Other Federal Requirements

1. Planning & Software Selection

The following policies and procedures are derived from the most recent HUD HMIS Requirements.

1.1 HMIS Planning & Strategic Activities

Development of activities related to HMIS growth. These activities will be reviewed regularly, and remain in accordance with the CoC’s goals.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

1.2 HMIS Program Milestones Development

Identification of general milestones for project management, including training, expanded system functionality, etc.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
</table>
1.3 Universal Data Elements

HMIS must be equipped to manage the collection of each data variable and corresponding response categories for the Universal Date Elements as outlined in the 2010 HMIS Data and Technical Standards. Please see Exhibit A for a list of the Universal Data Elements.

Although HUD strives to ensure that the HMIS remains “a system of accuracy, integrity, and confidentiality,” it is aware that excessively stringent technical, security, and data standards may limit the ability of CoCs to adapt to beneficial changes in technology. Therefore, the standards listed in the following section are broad in nature. HUD states that it will provide specific details applicable to each area in a separate notice and public comment process, thus enabling it to be more responsive to changes in technology.

Proposed Requirements:
- HMIS must be capable of unduplicating client records, must contain fields that collect all HUD-required data elements, and must maintain historical data.
- HMIS must generate Standard HUD Reports, Data Quality Reports, and Audit Reports.

1.4 Program-Specific Data Elements

HMIS manages the collection of each data variable and corresponding response categories for the Program-Specific Data Elements as outlined in the 2010 HMIS Data and Technical Standards.
1.5 Unduplicated Client Records

HMIS generates a summary report of the number of unduplicated client records that have been entered into the HMIS.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

1.6 APR Reporting

HMIS is consistently able to produce a reliable Annual Performance Report (APR).

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

1.7 AHAR Participation

Participation in the AHAR (Annual Homeless Assessment Report) is ensured.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

1.8 HMIS Reports

HMIS generates clients-served reports, utilization summary reports, and demographic reports at both the system and program levels for the purpose of understanding the nature and extent of homelessness.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>
2. HMIS Management & Operations: Governance & Management

2.1 HMIS Governance Structure

This involves development of an HMIS governance model that is formally documented between the HMIS Lead Agency and the community planning body or bodies. This document is to be a formal Governance Agreement that outlines management processes, responsibilities, decision-making structures, and oversight of the HMIS. Adherence to the Governance Agreement is to be regularly monitored.

HMIS Governance Standards:

- HMIS Lead is responsible for development of local HMIS policies and procedures.
- HMIS Lead and CHO are responsible for ensuring that HMIS processing capabilities coincide with the privacy obligations of the CHO.
- HMIS Lead must conduct annually (at minimum) an unduplicated count of clients served and an analysis of unduplicated amounts. This information is to be presented to the CoC and when requested by HUD.
- HMIS Lead must submit reports to HUD as required.
- CHO must comply with applicable standards from HMIS Requirements proposed rule.
- CHO must comply with federal, state, and local privacy laws. If a privacy or security standard conflicts with other federal, state, and local laws, the CHO and HMIS Lead are jointly responsible for updating the policies and procedures.
- HMIS Lead must develop a privacy policy.
- HMIS Lead must ensure HMIS vendor acts in accordance with HMIS standards issued by HUD.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

2.2 HMIS Oversight Inclusive Participation

Membership of the HMIS Working Group or advisory board is inclusive of decision-makers representing the Santa Clara CoC and community.
### 2.3 HMIS IT Issue Monitoring (Community Level)

HMIS System service requests, activities, deliverables and resolutions are reviewed on a regular basis. When necessary, authoritative support is provided to expedite IT issue resolution.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

### 2.4 HMIS Technical Support

Technical expertise that is commensurate with general HMIS program oversight is provided in addition to timely support on high-level technical matters. All necessary HMIS software changes in response to the changing requirements of participating agencies are reviewed and authorized. All general special issues presented by participating agencies are reviewed and authorized.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

### 2.5 HMIS Software Technical Support

Technical expertise commensurate with the requirements of the HMIS software and/or system is provided; Timely support on software technical matters is provided; authorized changes to the HMIS software and processes are implemented; resolutions to any special issues authorized by the HMIS Technical Support Entity within the software or overall system are implemented.
2.6 HMIS IT Issue Tracking

An updated list of HMIS system service requests, activities, deliverables, and resolutions is maintained on a regular basis.

2.7 HMIS Staff Organization Chart

A current and accurate organization chart that clearly identifies all team members, their roles and responsibilities, and general work activities and functions is maintained on a regular basis. This organization chart is made available for review.

2.8 HMIS Software Training

Regular training on software usage, software and data security, and data entry techniques to participating agencies is provided. The development, updating, and dissemination of data entry tools and training materials occur on a regular basis. The system is monitored and ensured on a regular basis.

User, Administrator And Security Training: Clarity Human Services will provide training to instruct the Program Administrator in the proper procedures required to supervise and maintain the operation of the HMIS. Program Administration training will cover security, configuration, and user customization.

Participating Agency Technical Administrator / Security Officer Training: Each agency participating in the Clarity System will designate a Technical Administrator / Security
Officer who will serve as the contact person for participation in the HMIS. This person shall review and assess the security measures in place to protect client data.

Other responsibilities of this position include, but are not limited to, the following:
- Authorizing Agent For Partner Agency End User Agreements
- Keeper Of Partner Agency End User Agreements
- Keeper Of Executed Client Consent and Release of Information forms
- Authorizing Agent For User ID Requests
- Staff Workstations
- Internet Connectivity
- End User Adherence To Workstation Security Policies
- Detecting And Responding To Violations Of The Policies And Procedures
- First Level End User Support
- Maintain Agency/Program Data In HMIS Application
- Authorized Imports Of Client Data

Each organization participating in the Santa Clara County Clarity System will have a representative participate in the Participating Agency Technical Administrator / Security Officer Training Program prior to system deployment at that agency. Training will take place in Santa Clara County, and participants are not to exceed fifteen persons per training. These trainings will cover practical problem solving. Each agency’s Technical Administrator / Security Officer will learn how to adjust eligibility screens, identify service data that must be migrated to the HMIS, and track expenses and customize the system for their organization.

Each Participating Agency Technical Administrator / Security Officer will have access to a master manual for program management and will be responsible for either copying or purchasing a copy for use at their organization. Upon conclusion of the training and prior to deployment, Technical Administrators / Security Officers will begin inputting their HMIS information, number of beds (if any), services, and contact information into the Clarity System.

End User Training Schedule: Bitfocus, Inc. will provide training in the day-to-day use of the Clarity System. Training class size will be limited. Training will use an established demo database, and will cover the following topics: intake, assessment, information and referral, reports, and client tracking. Training on any agency-modified fields/screens will be the responsibility of the associated agency making the modification. Training requires an eight to twelve hour commitment over the course of two days.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>
2.9 System Operation & Maintenance

Operation and maintenance of the HMIS System is conducted on a daily basis.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

2.10 HMIS User Feedback

Mechanisms for soliciting, collecting, and analyzing feedback from end users, program managers, agency executive directors, and homeless persons are managed and maintained. Feedback includes impressions of operational milestones and progress, system functionality, and general HMIS operations. Examples of feedback include satisfaction surveys, questionnaires, and focus groups.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

3. HMIS Management & Operations: Compliance Monitoring

3.1 HMIS Management Issues

HMIS is managed in accordance to the policies, protocols, and goals of each of the Santa Clara County CoC.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>
3.2 HMIS Program Milestones Monitoring

Milestones, notes variances, and reports variances to CoC membership is monitored.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

3.3 Agency and Program HMIS Participation

Program- and agency-level participation in HMIS is monitored on a regular basis via the comparison of point-in-time census of beds/slots to clients served. Agencies report all findings to the Santa Clara County CoC.

All monitoring activity is documented. Acceptable documentation methods can include but are not limited to the following reports: DQXX-103 Monthly Staff Report; Monthly Agency Utilization Report; HSNG-102 CoC Housing Assessment Report; HSNG-103 Housing Inventory Report; Monthly Housing Report (both CoC- and Agency-based); Weekly Housing Census; Performance Monitoring Report(s).

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

3.4 Data and System Security

Agency staff are instructed and required to adhere with the HMIS data and system security protocols as outlined by their corresponding CoC and the most current HUD HMIS Data and Technical Standards.

HMIS Security Standards:

- HMIS Lead must establish a security plan that is approved by the CoC.
- HMIS Lead must designate a Security Officer.
- HMIS Lead must conduct workforce security screening.
- HMIS Lead must report security incidents.
- HMIS Lead must establish a disaster recovery plan.
- HMIS Lead must conduct an annual service review.
• HMIS Lead must ensure that each CHO designates a Security Officer and conducts workforce security measures.
• HMIS Lead must ensure that each user completes security training (at the minimum annually).
• HMIS Lead must ensure that each CHO conducts an annual security review.

### Responsible Party

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

### 3.5 Client Consent

Client consent is obtained and documented according to the policies and procedures of the Santa Clara County CoC.

Partner Agency Data Sharing Agreements: 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: Agencies must obtain the client’s consent prior to entering information concerning a 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: Agencies must use the forms approved by the HMIS Working Group. Agencies that share protected health information must have internal procedures for obtaining client consent prior to the sharing of this information.

Privacy Statement: Agencies must develop a privacy notice or statement, and incorporate the Privacy Statement into their policies and procedures. In addition, HUD mandates that organizations develop policies and procedures to distribute privacy notices or statements to their employees, which include having employees sign to acknowledge receipt of the notices or statements.

### Responsible Party

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participating Agency</td>
</tr>
</tbody>
</table>
4. HMIS Management & Operations: Data Quality

4.1 Data Quality Standards

Community-level data quality plan and standards are developed and enforced. A standard interview protocol that facilitates the collection of required data elements is developed. These standard interview protocols include standardized intake as well as standardization of all subsequent interviews.

Data Quality Standards:

- HMIS Lead must set data quality benchmarks for CHOs separately for lodging and non-lodging projects.
- Minimum Bed Coverage Rates: Measures the level of lodging project providers’ participation in HMIS. Must be calculated separately for emergency shelter, safe haven, transitional housing, and permanent housing.
- Divide the number of HMIS participating by the total number of year-round beds in the CoC geographic area.
- Service-Volume Coverage Rates: Service-Volume coverage rate will all calculation of the coverage rate for a HUD-defined category of projects that do not offer overnight accommodations, such as homelessness prevention projects or street outreach projects. Must be calculated for each comparable database.
- Divide the number of persons served annually by the projects that participate in the HMIS by the number of persons served annually by all CoC projects within the HUD-defined category.
- All HMIS Leads must develop and implement a Data Quality Plan. HMIS must be able to generate reports monitoring data quality.

HMIS Leads and CHOs must refer to applicable program regulations in regards to the length of time records are to be maintained and monitored. While the HMIS Lead is permitted to archive the data in HMIS, they must follow HUD archiving data standards.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creation: CoC/Enforcement: All entities</td>
</tr>
</tbody>
</table>

4.2 Universal Data Elements
Data quality reports are regularly reviewed at community planning level. These data quality reports generate information that covers data entry completion, consistency with program model, and timeliness as compared to the community data quality standards. All standardized interview protocol adhere to the requirements outlined in Exhibit A (Universal Data Elements).

The Universal Data Elements outlined in Exhibit A will be collected or verified per HUD procedure at initial intake and any subsequent program enrollment, and then entered into the HMIS within a specified period of time following the collection of the data.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participating Agency</td>
</tr>
</tbody>
</table>

### 4.3 Program Specific Data Elements

The collection of each data variable and corresponding response categories specific to their program type on all clients served by McKinney-Vento funding is ensured. All standardized interview protocol prescribed by HUD is followed.

The Program-Specific Data Elements are collected or verified per HUD procedure at initial intake and any subsequent program enrollment, and then entered into the HMIS within a specified period of days from the collection of the data.

Reporting agencies are required to report program entry and exit dates upon the entry or exit of program participants. Entry dates should record the first day of service or program entry with a new program entry date for each period/episode of service. Exit dates should record the last day of residence in a program’s housing before the participant leaves the shelter or the last day a service was provided.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participating Agency</td>
</tr>
</tbody>
</table>

### 4.4 Data Quality Reports – Technical Assistance

Data quality reports that indicate levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards are disseminated to participating programs. Technical assistance and training needs are determined according to these reports.
4.5 Data Quality Reports to Planning Entity

Data quality reports that indicate cross program levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards are disseminated to the community planning entity on a regular basis.

4.6 Meta Data Elements

Meta Data Elements are defined as elements of information that describes an item; they are not the item itself. Meta Data Elements do not actually appear on the screen, but instead describe the data fields that do appear on the screen. Thus, Meta Data Elements are an integral and automated component of the data collection process. Examples of Meta Data Elements include:

- Data Created
- Data Updated
- Data Collection Stage
- Information Update
- Project Identifier
- Project Entry Identifier
- User

Requirements: Each data variable and corresponding response categories specific to their program type on all clients served by McKinney-Vento funding are collected through proper data collection. All standardized interview protocol adheres to the most current HMIS requirements. Therefore, the Meta Data Elements are collected and/or verified per HUD procedure at initial intake and any subsequent program enrollment, and entered into the HMIS within a specified period of time following the collection of the data.
5. HMIS Policy Development & Oversight

5.1 Community Planning Goals & Objectives Training

The progress of the Community Planning Goals and Objectives trainings and reviews are monitored on a regular basis.

5.2 Participation Rates

HMIS coverage rates of the Santa Clara County CoC are reviewed and monitored on a regular basis. Agencies with coverage rates lower than 75% participation are required to provide explanation for the barriers to implementation. Ongoing engagement activities and barrier resolution with non-participating agencies is required.

5.3 Client Confidentiality & Privacy Training

Trainings on client confidentiality and privacy requirements are provided to intake staff, data entry staff, and reporting staff at all participating agencies on a regular basis. All agencies have sufficient privacy policies and protocols in place.
5.4 Performance Measurement Training

Regular training and guidance on program performance measurement is provided.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

5.5 Participating Agency Documentation

The number of participating agencies (utilizing the system) is maintained and documented on a regular basis. A comparative analysis of planned versus actual deployments at the project level is highly desired but not compulsory.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

5.6 Participation Rates

Regular reports on HMIS participation rates are provided to the Santa Clara County CoC. An analysis of agency-specific barriers with potential solutions is highly desired but not compulsory.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

5.7 Standard Operating Procedures

HMIS Standard Operating Procedures are fully documented and available.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>
5.8 Partner Agency Privacy Agreement and MOU

Written agreements that describe the protocols for participation in the HMIS are established with participating agencies.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

5.9 Partner Agency Data Sharing Agreements

Written agreements with participating agencies which share client-level data are maintained. These agreements describe the level of data element or program information sharing among the data sharing HMIS agencies.

Sharing Of Information: Clients must consent to the sharing of their information prior to that information being shared with participating agencies. In the event that the client agrees to have their information entered into the HMIS, but does not agree to have it shared with other agencies, the user can make the client record anonymous by using the ‘Private Option’.

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 must be signed prior to sharing of any Protected Personal Information (PPI).

Printed Information: Any printed records that are disclosed to the client or another party should indicate: the person or agency to whom the record is directed, the date, and the initials of the person making the disclosure.

Requests For HMIS Client Information: The agency must notify the HMIS Program Administrator within one working day when the agency receives a request from any individual or outside organization for client-identifying information.

Case Notes: It is understood that client case notes will not be shared, and that each 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 that expires. The provider will only be able to access the information specified on the ROI that was entered into the system during the time the ROI was in effect. Also,
the client can decide at any time that they want to have their information closed, in full or in part, and/or client file deactivated.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

5.10 HMIS End User Agreement

A written agreement with each authorized user of the HMIS is maintained. This agreement defines participation protocols, including training criteria, consent protocols, system use, and privacy and security standards.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

5.11 Data Release

The CoC geographic area of the HMIS grantee maintains a defined and documented HMIS data release protocol that governs release of all data from the HMIS.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

5.12 Program Training & Orientation

All required participants pertaining to HMIS standards receive training and orientation on regulations regarding McKinney-Vento funding.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>
5.13 Client Consent to Data Collection and Release of Information

The CoC geographic area of the HMIS grantee has a defined and documented client consent protocol to be used as a baseline practice among all participating HMIS users.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoCs</td>
</tr>
</tbody>
</table>

5.14 Data Release.

The CoC geographic area of the HMIS grantee has a defined and documented HMIS data release protocol that governs release of all data from the HMIS.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

5.15 Program Funding Training & Orientation.

All required participants pertaining to HMIS standards (including McKinney-Vento funded programs such as CoC, ESG, and HOPWA projects that target homelessness) receive training and orientation on regulations pertaining to McKinney-Vento funding.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

6. Other Federal Requirements

6.1 Drug-Free Workplace

The HMIS Grantee adopts and enforces a drug-free workplace policy. The policy is posted and available for review.
6.2 Conflict of Interest

The HMIS Grantee adopts a conflict of interest policy for board members, staff, and volunteers.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Grantee</td>
</tr>
</tbody>
</table>

6.3 Equal Opportunity & Non-Discrimination Policy

The HMIS Grantee adopts an equal opportunity and non-discrimination policy.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Grantee</td>
</tr>
</tbody>
</table>
Glossary

This section provides HUD definitions for terms commonly used throughout this document.

Clarity Santa Clara County: This term refers to the implementation of the Clarity Human Services software as the county-wide HMIS for Santa Clara.

Clarity System: This term refers to the Clarity Human Services HMIS software.

Client: A living individual about whom a Contributory HMIS Organization (CHO) collects or maintains protected personal information: (1) because the individual is receiving, has received, may receive, or has inquired about assistance from a CHO; or (2) in order to identify needs, or to plan or develop appropriate assistance within the CoC.

Continuum of Care (CoC): The primary decision making entity defined in the funding application to HUD as the official body representing a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency.

CoC Program: A program identified by the CoC as part of its service system, whose primary purpose is to meet the specific needs of people who are experiencing a housing crisis.

Contributory CoC Program: A homeless assistance program or homelessness prevention program that contributes Protected Personal Information (PPI) or other client-level data to an HMIS.

Contributory HMIS Organization (CHO): An organization that operates a contributory homeless assistance program or homelessness prevention program or contributory non-homeless assistance program.

Data Recipient: A person who obtains PPI from an HMIS Lead Agency or from a CHO for research or other purposes not directly related to the operation of the HMIS, CoC, HMIS Lead Agency, or CHO.

End User (or User): An employee, volunteer, affiliate, associate, and any other individual acting on behalf of a CHO or HMIS Lead Agency who uses or enters data in the HMIS or another administrative database from which data are periodically uploaded to the HMIS.

HMIS Grantee: Entity responsible for soliciting, collecting, and analyzing feedback from end-users, program managers, agency executive directors, and homeless person

HMIS Lead Agency: An organization designated by a CoC to operate the CoC’s HMIS on its behalf.

HMIS Software Solution Provider: An organization that sells, licenses, donates, builds or otherwise supplies the HMIS user interface, application functionality and database.

HMIS User Committee: Group of entities that provide recommendations on use of software and software enhancements
HMIS Vendor: A contractor who is paid to provide services for the operation of a CoC’s HMIS. An HMIS vendor includes an HMIS software solution provider, web server host, and data warehouse provider, as well as a provider of other contracted information technology or support.

Homeless Assistance Program: A program whose primary purpose is to meet the specific needs of people who are literally homeless (as defined in data element 3.11, Housing Status). Homeless assistance programs include outreach, emergency shelter, transitional housing, rapid re-housing, permanent housing and permanent supportive housing.

Homelessness Prevention Program: A program whose primary purpose is to meet the specific needs of people who are imminently losing their housing or at risk of losing their housing (as defined in data element 3.11, Housing Status.). Homelessness prevention programs include those funded by HPRP and other homelessness prevention programs identified by the CoC as part of its service system.

Homeless Management Information System (HMIS): The information system designated by a CoC to process Protected Personal Information (PPI) and other data in order to create an unduplicated accounting of homelessness within the CoC. An HMIS may provide other functions beyond unduplicated accounting.

Santa Clara County CoC Structure: Santa Clara County is one Continuum of Care which utilizes the Clarity System HMIS.

Non-Contributory CoC Program: A CoC Program that does not contribute PPI or other client-level data to an HMIS.

Participating CoC Program/Agency: A Contributory CoC Program or Agency that makes reasonable efforts to record all the universal data elements and all other required data elements as determined by HUD funding requirements on all clients served and discloses these data elements through agreed upon means to the HMIS Lead Agency at least once annually.

Protected Personal Information (PPI): Information about a client: (1) whose identity is apparent from the information or can reasonably be ascertained from the information; or (2) whose identity can, taking into account any methods reasonably likely to be used, be learned by linking the information with other available information or by otherwise manipulating the information.

Processing: An operation or set of operations performed on PPI, whether or not by automated means, including but not limited to collection, maintenance, use, disclosure, transmission, and destruction of the PPI.

Technical Administrator / Security Officer: This person is designated by each agency to serve the following roles: primary contact for communications regarding HMIS; supervise software implementation; responsible for ensuring compliance with applicable security standards; organize and schedule timely new user set-up and end user training; run package reports; collaborate with HMIS lead in the development of customized reports; and review and assess the security measures in place to protect client data.
Unduplicated Accounting of Homelessness: An unduplicated accounting of homelessness includes measuring the extent and nature of homelessness (including an unduplicated count of homeless persons), utilization of homelessness programs over time, and the effectiveness of homelessness programs.

Unduplicated Count of Homeless Persons: An enumeration of homeless persons where each person is counted only once during a defined period of time.

Victim Service Provider: A nonprofit or nongovernmental organization including rape crisis centers, battered women’s shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking.
References


<table>
<thead>
<tr>
<th>Contents</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC’s Governance Charter</td>
<td>1-9</td>
</tr>
<tr>
<td>Roles &amp; responsibilities of the HMIS Lead</td>
<td>8</td>
</tr>
<tr>
<td>Reference to HMIS Governance Agreement</td>
<td>8</td>
</tr>
<tr>
<td>Signature page</td>
<td>9</td>
</tr>
<tr>
<td>Santa Clara HMIS Governance Agreement</td>
<td>10 - 101</td>
</tr>
<tr>
<td>Exhibit A: Client Revocation of Consent to Release Information</td>
<td>39 - 40</td>
</tr>
<tr>
<td>Exhibit B: Client Information Sheet</td>
<td>41 - 42</td>
</tr>
<tr>
<td>Exhibit C: Privacy Statement</td>
<td>43 - 46</td>
</tr>
<tr>
<td>Exhibit D: Client Consent to Data Collection and ROI</td>
<td>47 - 52</td>
</tr>
<tr>
<td>Exhibit E: Client Grievance Form</td>
<td>53</td>
</tr>
<tr>
<td>Exhibit F: End User Agreement</td>
<td>54 - 56</td>
</tr>
<tr>
<td>Exhibit G: Disaster Recovery Plan</td>
<td>57 - 68</td>
</tr>
<tr>
<td>Exhibit H: HMIS Security Plan</td>
<td>69 - 77</td>
</tr>
<tr>
<td>Exhibit I: HMIS Data Quality Plan</td>
<td>78 - 85</td>
</tr>
<tr>
<td>Exhibit J: HMIS Privacy Plan</td>
<td>86 - 101</td>
</tr>
<tr>
<td>Santa Clara HMIS Standard Operating Procedures</td>
<td>102 – 133</td>
</tr>
<tr>
<td>Santa Clara County HMIS Partner Agency Privacy And Data Sharing Agreement</td>
<td>134 - 153</td>
</tr>
<tr>
<td>Signature Pages</td>
<td>134 - 153</td>
</tr>
</tbody>
</table>
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 C.F.R. § 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 represents local organizations and projects serving the homelessness subpopulations 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 subpopulations 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 CoC is responsible for ensuring 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 the following:

**Implementation and Effectiveness**
- Identifying and communicating current and emerging needs related to affordable housing and homelessness to the CoC Board

Adopted March 2018
• 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.

**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

Adopted March 2018
• 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, and the Collaborative Applicant.

MEMBERSHIP OF THE COC BOARD

At the time of adoption of the Governance Charter, the CoC Board will be composed of four ex-officio members and three CoC member organization representatives, identified in the attached resolution XX. At all times the membership of 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.

The CoC Board, is comprised of a minimum of seven (7) and a maximum of eleven (11) individuals in the following categories:

• Four Ex-Officio members comprised representatives employed by the following organizations: County of Santa Clara, City of San José, Santa Clara County Housing Authority, and Destination: Home. The Ex-Officio positions shall be standing positions.
• **At-Large Members**: A minimum of three (3) and a maximum of seven (7) individuals selected to represent key community and CoC constituencies. Terms for Directors will be two years, but may be renewed. The at-large members must include:
  - At least one homeless/formerly homeless person
  - At least two more representatives of service providing organizations from the CoC.

**Executive Committee**: The Executive Committee will be comprised of three Ex-Officio members to include representatives of Santa Clara County, the City of San José, and Destination: Home, and one at-large member selected by the CoC Board.

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 will be nominated by the CoC Membership or Ex-Officio members and appointed by the seated CoC Board. Appointments will be made based on an individual’s commitment to the purposes of 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. All nominations of at-large members will rotate between Ex-Officio and CoC membership nomination processes.

**CoC Membership Nomination**: Vacancies will be filled as through the following process.

- The CoC membership will nominate and propose one to three potential Board members to fill each open CoC Member position on the Board
- The seated CoC 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.

**Ex-Officio Membership Nomination**: Vacancies will be filled through the following process.

- Ex-Officio members will propose one to three potential Board members to fill each open position.
- The seated CoC Board will select from among the proposed individuals.
- Factors in selection of at-large 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.

Adopted March 2018
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 seated CoC 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 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 bi-monthly with at least five meetings per year.

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 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:

Adopted March 2018
• 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.santaclaracountycoc.org 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.

Adopted March 2018
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.

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

Adopted March 2018
• 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

Adopted March 2018
I, the undersigned, certify that the foregoing Governance Charter was adopted by the Santa Clara County Continuum of Care on March 19, 2018 by a consensus of its membership.

COLLABORATIVE APPLICANT/CoC Lead/HMIS Lead

Kathryn Kaminski
Acting Continuum of Care Quality Improvement Manager
County of Santa Clara Office of Supportive Housing

Date: 8/10/18

Adopted March 2018
Santa Clara County Continuum of Care HMIS Governance Agreement

Produced by Bitfocus, Inc., HomeBase, and the County of Santa Clara

Last Updated: November 2015
Executive Summary

HMIS Overview

The United States Department of Housing and Urban Development (HUD) defines the Homeless Management Information System (HMIS) as the information system designated by the Continuum of Care (CoC) to comply with HUD’s data collection, management, and reporting standards. The HMIS collects data to measure the efficacy of services provided to homeless persons and those persons at risk of homelessness. It is intended to generate unduplicated counts of homeless persons, as well as explore the nature of homelessness in general. The data collected by the HMIS is used to drive evidence-based decisions at the local, state, and national level, with the ultimate goal of eradicating homelessness in the United States.

This document outlines the Santa Clara County HMIS governance structure, and provides the policies, procedures, guidelines, and standards that govern Santa Clara County HMIS operations, while dictating the roles and responsibilities of all parties involved.

Santa Clara County HMIS Governance Agreement

This Santa Clara County HMIS Governance Agreement aims to provide structure for decision-making, as well as formalize the roles and responsibilities of all HMIS entities. It defines the relationship between the HMIS implementation, the Santa Clara County Continuum of Care, and its participating providers, and it establishes oversight and leadership expectations surrounding the HMIS.

Santa Clara County HMIS Governance Model

The Santa Clara County HMIS governance model is that of an HMIS Working Group. This HMIS Working Group is comprised of the following:

- CoC representatives
- HMIS Lead Agency Staff
- Local Jurisdictional Representatives
- Participating Agency Staff and Consumers

However, the Santa Clara County Continuum of Care and its representatives are collectively responsible for all final decisions regarding the planning of policies and procedures, the coordination of resources, data integration, and determination of software applications. The Santa Clara County Continuum of Care and its representatives are also responsible for directing the HMIS Lead Agency.
Designations

The main entities included in this HMIS Governance Agreement are as follows:

**Santa Clara County Continuum of Care (CoC)**

The entity is composed of representatives of relevant organizations in Santa Clara County, which generally includes nonprofit homeless 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, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons, and that are organized to plan for and provide, as necessary: a system of outreach, engagement, and assessment; emergency shelter; rapid re-housing; transitional housing; permanent housing; and prevention strategies to address the various needs of homeless persons and those persons at risk of homelessness in Santa Clara County.

**HMIS Program Administrator (Bitfocus, Inc.)**

This is the entity designated by the Santa Clara County CoC to oversee the day-to-day administration of the HMIS system.

**HMIS Lead Agency (Santa Clara County Office of Supportive Housing)**

The duties of the HMIS Lead are as follows:

- Ensure all recipients of funds from the Emergency Solutions Grants Program (ESG) and programs authorized by Title IV of the McKinney-Vento Act participate in HMIS;
- Develop written policies and procedures for all Covered Homeless Organizations (CHOs);
- Execute an HMIS participation agreement with each CHO;
- Serve as the applicant to HUD for any HMIS grants that will cover the CoC geographic area;
- Monitor compliance by all CHOs with the CoC; and
• Submit a Security Plan, Data Plan, Data Quality Plan, and Privacy Plan to the CoC for approval within six months of the finalization stage of the HMIS Requirements Proposed Rule. These documents must be reviewed and updated annually. Implementation of the policies outlined in the plans must be implemented within six months of the date of CoC approval of the plans.

Note: The HMIS Lead is the only organization with the authority of the CoC to make system-wide decisions regarding the HMIS. Its decisions will impact all CHOs within the CoC.

HMIS Working Group

This is a group of entities that provide recommendations on use of software and software enhancement.

At least one homeless person or formerly homeless person must participate in policymaking. Participation can include, but is not limited to, the following entities (as defined by HUD): governing board leadership, advisory committees, staff positions, and sub-committee positions.

HMIS Software Application

The CoC has designated Clarity Human Services, a division of Bitfocus, Inc., to serve as its HMIS software. Clarity Human Services software is a product of Silver Spur Systems, LLC, and will hereafter be referred to as the Clarity System.

Participating Agencies

Participating Agencies include any agency that makes reasonable efforts to record all HUD-defined Universal Data Elements and all other required data elements as outlined by HUD funding requirements on all clients served, and discloses these data elements to the HMIS Lead Agency.

Any agency providing homeless services and wishing to participate in HMIS will complete and submit an HMIS participation application. This application is reviewed by the HMIS Lead for approval. In the event that there is a question regarding the need to participate, the application is taken to the HMIS Working Group for approval or denial.
The HMIS Working Group has given the HMIS Lead authorization to approve applications to use HMIS if the HMIS Lead is confident that the applying agency is serving the homeless population.

**HMIS Grantee**

This is the entity responsible for soliciting, collecting, and analyzing feedback from end users, program managers, agency executive directors, and homeless persons.

**HMIS Funding**

HMIS Leads and CHOs must refer to program regulations to determine how funds are made available. Program regulations for the HUD McKinney-Vento Act programs can be found in the regulations of Chapter V of Title 24 of the Code of Federal Regulations. These regulations explain how funds are made available, and the requirements attached to those funds.

McKinney-Vento Act funding recipients and sub-recipients must participate in the Clarity System. Only homeless service providers receiving CoC and ESG funding can access HMIS funding.
Statutory Authority

The implementation of the McKinney-Vento Act in 1987 created valuable programs aimed at assisting homeless persons or persons at risk for homelessness to regain independence and stability.[1] However, despite its promising beginnings, the McKinney-Vento Act, and the programs it fostered, operated without measurement of efficacy for over 15 years; no government entity conducted a comprehensive performance review. Therefore, in 2001, Congress enlisted HUD to enforce the requirement that every jurisdiction present to Congress unduplicated client-level data within three years.[2]

HUD formulated a strategic plan to test the efficacy of the McKinney-Vento Act while also improving data collection, reporting, and analysis at the local and national levels.[2] Its strategy consisted of four approaches:[5]

1. It established funding for the implementation and maintenance of HMIS.
2. It created a technical assistance program to assist jurisdictions in their data collection, analysis, and reporting efforts.
3. It initiated the development of the nationwide Annual Homeless Assessment Report (AHAR) as means to present to Congress collective homeless data from individual jurisdictions nationwide.
4. It began to analyze the most viable approaches to obtaining homeless client-level reporting.

This plan amplified competition among CoCs as they strived to obtain homeless assistance funding. As the importance of HMIS applications increased, so did their complexity and sophistication.

CoCs became increasingly aware of the data collection and reporting requirements imposed by Congress, and in 2004, HUD submitted its Third Progress Report to Congress.[3] As a result, Congress and HUD implemented the first HMIS Data and Technical Standards Final Notice. The Final Notice made the implementation and maintenance of HMIS mandatory to obtain federal funding for homeless relief efforts.[4] In 2010, the HMIS requirements were further modified.[5] Currently, CoCs are awaiting the implementation of the upcoming HMIS Requirements proposed rule.[6]

Collectively, these provisions set forth statutory requirements for this Governance Agreement, which aims to organize the accurate collection and reporting of comprehensive data regarding the characteristics and needs of homeless persons and those at risk of homelessness.
Policies & Procedures

The following policies and procedures are primarily derived from the 2004 HMIS Data and Technical Standards: Final Notice[4] and the 2010 HMIS Data Standards: Revised Notice.[5]

Note that this Governance Agreement will be updated upon the finalization of the HMIS proposed rule.[6]

This section is comprised of six (6) sections:
1. Planning & Software Selection
2. HMIS Management & Operations: Governance & Management
3. HMIS Management & Operations: Compliance Monitoring
4. HMIS Management & Operations: Data Quality
5. HMIS Development & Oversight
6. Other Federal Requirements

1. Planning & Software Selection

The following policies and procedures are derived from the most recent HUD HMIS Requirements.

1.1 HMIS Planning & Strategic Activities

Development of activities related to HMIS growth. These activities will be reviewed regularly, and remain in accordance with the CoC’s goals.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

1.2 HMIS Program Milestones Development

Identification of general milestones for project management, including training, expanded system functionality, etc.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
1.3 Universal Data Elements

HMIS must be equipped to manage the collection of each data variable and corresponding response categories for the Universal Date Elements as outlined in the 2010 HMIS Data and Technical Standards.[5] Please see Exhibit A for a list of the Universal Data Elements.

Although HUD strives to ensure that the HMIS remains “a system of accuracy, integrity, and confidentiality,” it is aware that excessively stringent technical, security, and data standards may limit the ability of CoCs to adapt to beneficial changes in technology. Therefore, the standards listed in the following section are broad in nature. HUD states that it will provide specific details applicable to each area in a separate notice and public comment process, thus enabling it to be more responsive to changes in technology.

Proposed Requirements:
• HMIS must be capable of unduplicating client records, must contain fields that collect all HUD-required data elements, and must maintain historical data.
• HMIS must generate Standard HUD Reports, Data Quality Reports, and Audit Reports.

1.4 Program-Specific Data Elements

HMIS manages the collection of each data variable and corresponding response categories for the Program-Specific Data Elements as outlined in the 2010 HMIS Data and Technical Standards.[5]
1.5 Unduplicated Client Records

HMIS generates a summary report of the number of unduplicated client records that have been entered into the HMIS.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

1.6 APR Reporting

HMIS is consistently able to produce a reliable Annual Performance Report (APR).

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

1.7 AHAR Participation

Participation in the AHAR (Annual Homeless Assessment Report) is ensured.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

1.8 HMIS Reports

HMIS generates clients-served reports, utilization summary reports, and demographic reports at both the system and program levels for the purpose of understanding the nature and extent of homelessness.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>
2. HMIS Management & Operations: Governance & Management

2.1 HMIS Governance Structure

This involves development of an HMIS governance model that is formally documented between the HMIS Lead Agency and the community planning body or bodies. This document is to be a formal Governance Agreement that outlines management processes, responsibilities, decision-making structures, and oversight of the HMIS. Adherence to the Governance Agreement is to be regularly monitored.

HMIS Governance Standards:

- HMIS Lead is responsible for development of local HMIS policies and procedures.
- HMIS Lead and CHO are responsible for ensuring that HMIS processing capabilities coincide with the privacy obligations of the CHO.
- HMIS Lead must conduct annually (at minimum) an unduplicated count of clients served and an analysis of unduplicated amounts. This information is to be presented to the CoC and when requested by HUD.
- HMIS Lead must submit reports to HUD as required.
- CHO must comply with applicable standards from HMIS Requirements proposed rule.
- CHO must comply with federal, state, and local privacy laws. If a privacy or security standard conflicts with other federal, state, and local laws, the CHO and HMIS Lead are jointly responsible for updating the policies and procedures.
- HMIS Lead must develop a privacy policy.
- HMIS Lead must ensure HMIS vendor acts in accordance with HMIS standards issued by HUD.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

2.2 HMIS Oversight Inclusive Participation

Membership of the HMIS Working Group or advisory board is inclusive of decision-makers representing the Santa Clara CoC and community.
## Responsible Party

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

### 2.3 HMIS IT Issue Monitoring (Community Level)

HMIS System service requests, activities, deliverables and resolutions are reviewed on a regular basis. When necessary, authoritative support is provided to expedite IT issue resolution.

### 2.4 HMIS Technical Support

Technical expertise that is commensurate with general HMIS program oversight is provided in addition to timely support on high-level technical matters. All necessary HMIS software changes in response to the changing requirements of participating agencies are reviewed and authorized. All general special issues presented by participating agencies are reviewed and authorized.

### 2.5 HMIS Software Technical Support

Technical expertise commensurate with the requirements of the HMIS software and/or system is provided; Timely support on software technical matters is provided; authorized changes to the HMIS software and processes are implemented; resolutions to any special issues authorized by the HMIS Technical Support Entity within the software or overall system are implemented.
2.6 HMIS IT Issue Tracking

An updated list of HMIS system service requests, activities, deliverables, and resolutions is maintained on a regular basis.

2.7 HMIS Staff Organization Chart

A current and accurate organization chart that clearly identifies all team members, their roles and responsibilities, and general work activities and functions is maintained on a regular basis. This organization chart is made available for review.

2.8 HMIS Software Training

Regular training on software usage, software and data security, and data entry techniques to participating agencies is provided. The development, updating, and dissemination of data entry tools and training materials occur on a regular basis. The system is monitored and ensured on a regular basis.

User, Administrator And Security Training: Clarity Human Services will provide training to instruct the Program Administrator in the proper procedures required to supervise and maintain the operation of the HMIS. Program Administration training will cover security, configuration, and user customization.

Participating Agency Technical Administrator / Security Officer Training: Each agency participating in the Clarity System will designate a Technical Administrator / Security
Officer who will serve as the contact person for participation in the HMIS. This person shall review and assess the security measures in place to protect client data.

Other responsibilities of this position include, but are not limited to, the following:
- Authorizing Agent For Partner Agency End User Agreements
- Keeper Of Partner Agency End User Agreements
- Keeper Of Executed Client Consent and Release of Information forms
- Authorizing Agent For User ID Requests
- Staff Workstations
- Internet Connectivity
- End User Adherence To Workstation Security Policies
- Detecting And Responding To Violations Of The Policies And Procedures
- First Level End User Support
- Maintain Agency/Program Data In HMIS Application
- Authorized Imports Of Client Data

Each organization participating in the Santa Clara County Clarity System will have a representative participate in the Participating Agency Technical Administrator / Security Officer Training Program prior to system deployment at that agency. Training will take place in Santa Clara County, and participants are not to exceed fifteen persons per training. These trainings will cover practical problem solving. Each agency’s Technical Administrator / Security Officer will learn how to adjust eligibility screens, identify service data that must be migrated to the HMIS, and track expenses and customize the system for their organization.

Each Participating Agency Technical Administrator / Security Officer will have access to a master manual for program management and will be responsible for either copying or purchasing a copy for use at their organization. Upon conclusion of the training and prior to deployment, Technical Administrators / Security Officers will begin inputting their HMIS information, number of beds (if any), services, and contact information into the Clarity System.

End User Training Schedule: Bitfocus, Inc. will provide training in the day-to-day use of the Clarity System. Training class size will be limited. Training will use an established demo database, and will cover the following topics: intake, assessment, information and referral, reports, and client tracking. Training on any agency-modified fields/screens will be the responsibility of the associated agency making the modification. Training requires an eight to twelve hour commitment over the course of two days.
2.9 System Operation & Maintenance

Operation and maintenance of the HMIS System is conducted on a daily basis.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

2.10 HMIS User Feedback

Mechanisms for soliciting, collecting, and analyzing feedback from end users, program managers, agency executive directors, and homeless persons are managed and maintained. Feedback includes impressions of operational milestones and progress, system functionality, and general HMIS operations. Examples of feedback include satisfaction surveys, questionnaires, and focus groups.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

3. HMIS Management & Operations: Compliance Monitoring

3.1 HMIS Management Issues

HMIS is managed in accordance to the policies, protocols, and goals of each of the Santa Clara County CoC.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>
3.2 HMIS Program Milestones Monitoring

Milestones, notes variances, and reports variances to CoC membership is monitored.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

3.3 Agency and Program HMIS Participation

Program- and agency-level participation in HMIS is monitored on a regular basis via the comparison of point-in-time census of beds/slots to clients served. Agencies report all findings to the Santa Clara County CoC.

All monitoring activity is documented. Acceptable documentation methods can include but are not limited to the following reports: DQXX-103 Monthly Staff Report; Monthly Agency Utilization Report; HSNG-102 CoC Housing Assessment Report; HSNG-103 Housing Inventory Report; Monthly Housing Report (both CoC- and Agency-based); Weekly Housing Census; Performance Monitoring Report(s).

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

3.4 Data and System Security

Agency staff are instructed and required to adhere with the HMIS data and system security protocols as outlined by their corresponding CoC and the most current HUD HMIS Data and Technical Standards.

HMIS Security Standards:
- HMIS Lead must establish a security plan that is approved by the CoC.
- HMIS Lead must designate a Security Officer.
- HMIS Lead must conduct workforce security screening.
- HMIS Lead must report security incidents.
- HMIS Lead must establish a disaster recovery plan.
- HMIS Lead must conduct an annual service review.
• HMIS Lead must ensure that each CHO designates a Security Officer and conducts workforce security measures.
• HMIS Lead must ensure that each user completes security training (at the minimum annually).
• HMIS Lead must ensure that each CHO conducts an annual security review.

### 3.5 Client Consent

Client consent is obtained and documented according to the policies and procedures of the Santa Clara County CoC.

**Partner Agency Data Sharing Agreements:** 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:** Agencies must obtain the client’s consent prior to entering information concerning a 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:** Agencies must use the forms approved by the HMIS Working Group. Agencies that share protected health information must have internal procedures for obtaining client consent prior to the sharing of this information.

**Privacy Statement:** Agencies must develop a privacy notice or statement, and incorporate the Privacy Statement into their policies and procedures. In addition, HUD mandates that organizations develop policies and procedures to distribute privacy notices or statements to their employees, which include having employees sign to acknowledge receipt of the notices or statements.

### Responsible Party

<table>
<thead>
<tr>
<th>Participating Agency</th>
<th>HMIS Lead</th>
</tr>
</thead>
</table>
4. HMIS Management & Operations: Data Quality

4.1 Data Quality Standards

Community-level data quality plan and standards are developed and enforced. A standard interview protocol that facilitates the collection of required data elements is developed. These standard interview protocols include standardized intake as well as standardization of all subsequent interviews.

Data Quality Standards:

- HMIS Lead must set data quality benchmarks for CHOs separately for lodging and non-lodging projects.
- Minimum Bed Coverage Rates: Measures the level of lodging project providers’ participation in HMIS. Must be calculated separately for emergency shelter, safe haven, transitional housing, and permanent housing.
- Divide the number of HMIS participating by the total number of year-round beds in the CoC geographic area.
- Service-Volume Coverage Rates: Service-Volume coverage rate will all calculation of the coverage rate for a HUD-defined category of projects that do not offer overnight accommodations, such as homelessness prevention projects or street outreach projects. Must be calculated for each comparable database.
- Divide the number of persons served annually by the projects that participate in the HMIS by the number of persons served annually by all CoC projects within the HUD-defined category.
- All HMIS Leads must develop and implement a Data Quality Plan. HMIS must be able to generate reports monitoring data quality.

HMIS Leads and CHOs must refer to applicable program regulations in regards to the length of time records are to be maintained and monitored. While the HMIS Lead is permitted to archive the data in HMIS, they must follow HUD archiving data standards.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creation: CoC/Enforcement: All entities</td>
</tr>
</tbody>
</table>

4.2 Universal Data Elements
Data quality reports are regularly reviewed at community planning level. These data quality reports generate information that covers data entry completion, consistency with program model, and timeliness as compared to the community data quality standards. All standardized interview protocol adhere to the requirements outlined in Exhibit A (Universal Data Elements).

The Universal Data Elements outlined in Exhibit A will be collected or verified per HUD procedure at initial intake and any subsequent program enrollment, and then entered into the HMIS within a specified period of time following the collection of the data.

### 4.3 Program Specific Data Elements

The collection of each data variable and corresponding response categories specific to their program type on all clients served by McKinney-Vento funding is ensured. All standardized interview protocol prescribed by HUD is followed.

The Program-Specific Data Elements are collected or verified per HUD procedure at initial intake and any subsequent program enrollment, and then entered into the HMIS within a specified period of days from the collection of the data.

Reporting agencies are required to report program entry and exit dates upon the entry or exit of program participants. Entry dates should record the first day of service or program entry with a new program entry date for each period/episode of service. Exit dates should record the last day of residence in a program’s housing before the participant leaves the shelter or the last day a service was provided.

### 4.4 Data Quality Reports – Technical Assistance

Data quality reports that indicate levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards are disseminated to participating programs. Technical assistance and training needs are determined according to these reports.
4.5 Data Quality Reports to Planning Entity

Data quality reports that indicate cross program levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards are disseminated to the community planning entity on a regular basis.

4.6 Meta Data Elements

Meta Data Elements are defined as elements of information that describes an item; they are not the item itself. Meta Data Elements do not actually appear on the screen, but instead describe the data fields that do appear on the screen. Thus, Meta Data Elements are an integral and automated component of the data collection process. Examples of Meta Data Elements include:

- Data Created
- Data Updated
- Data Collection Stage
- Information Update
- Project Identifier
- Project Entry Identifier
- User

Requirements: Each data variable and corresponding response categories specific to their program type on all clients served by McKinney-Vento funding are collected through proper data collection. All standardized interview protocol adheres to the most current HMIS requirements. Therefore, the Meta Data Elements are collected and/or verified per HUD procedure at initial intake and any subsequent program enrollment, and entered into the HMIS within a specified period of time following the collection of the data.
5. HMIS Policy Development & Oversight

5.1 Community Planning Goals & Objectives Training

The progress of the Community Planning Goals and Objectives trainings and reviews are monitored on a regular basis.

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Participating Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CoC</td>
</tr>
</tbody>
</table>

5.2 Participation Rates

HMIS coverage rates of the Santa Clara County CoC are reviewed and monitored on a regular basis. Agencies with coverage rates lower than 75% participation are required to provide explanation for the barriers to implementation. Ongoing engagement activities and barrier resolution with non-participating agencies is required.

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>CoC</th>
</tr>
</thead>
</table>

5.3 Client Confidentiality & Privacy Training

Trainings on client confidentiality and privacy requirements are provided to intake staff, data entry staff, and reporting staff at all participating agencies on a regular basis. All agencies have sufficient privacy policies and protocols in place.

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Participating Agency</th>
</tr>
</thead>
</table>
5.4 Performance Measurement Training

Regular training and guidance on program performance measurement is provided.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

5.5 Participating Agency Documentation

The number of participating agencies (utilizing the system) is maintained and documented on a regular basis. A comparative analysis of planned versus actual deployments at the project level is highly desired but not compulsory.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

5.6 Participation Rates

Regular reports on HMIS participation rates are provided to the Santa Clara County CoC. An analysis of agency-specific barriers with potential solutions is highly desired but not compulsory.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

5.7 Standard Operating Procedures

HMIS Standard Operating Procedures are fully documented and available.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>
5.8 Partner Agency Privacy Agreement and MOU

Written agreements that describe the protocols for participation in the HMIS are established with participating agencies.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

5.9 Partner Agency Data Sharing Agreements

Written agreements with participating agencies which share client-level data are maintained. These agreements describe the level of data element or program information sharing among the data sharing HMIS agencies.

Sharing Of Information: Clients must consent to the sharing of their information prior to that information being shared with participating agencies. In the event that the client agrees to have their information entered into the HMIS, but does not agree to have it shared with other agencies, the user can make the client record anonymous by using the ‘Private Option’.

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 must be signed prior to sharing of any Protected Personal Information (PPI).

Printed Information: Any printed records that are disclosed to the client or another party should indicate: the person or agency to whom the record is directed, the date, and the initials of the person making the disclosure.

Requests For HMIS Client Information: The agency must notify the HMIS Program Administrator within one working day when the agency receives a request from any individual or outside organization for client-identifying information.

Case Notes: It is understood that client case notes will not be shared, and that each 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 that expires. The provider will only be able to access the information specified on the ROI that was entered into the system during the time the ROI was in effect. Also,
the client can decide at any time that they want to have their information closed, in full or in part, and/or client file deactivated.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

5.10 HMIS End User Agreement

A written agreement with each authorized user of the HMIS is maintained. This agreement defines participation protocols, including training criteria, consent protocols, system use, and privacy and security standards.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Lead</td>
</tr>
</tbody>
</table>

5.11 Data Release

The CoC geographic area of the HMIS grantee maintains a defined and documented HMIS data release protocol that governs release of all data from the HMIS.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

5.12 Program Training & Orientation

All required participants pertaining to HMIS standards receive training and orientation on regulations regarding McKinney-Vento funding.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>
5.13 Client Consent to Data Collection and Release of Information

The CoC geographic area of the HMIS grantee has a defined and documented client consent protocol to be used as a baseline practice among all participating HMIS users.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoCs</td>
</tr>
</tbody>
</table>

5.14 Data Release.

The CoC geographic area of the HMIS grantee has a defined and documented HMIS data release protocol that governs release of all data from the HMIS.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

5.15 Program Funding Training & Orientation.

All required participants pertaining to HMIS standards (including McKinney-Vento funded programs such as CoC, ESG, and HOPWA projects that target homelessness) receive training and orientation on regulations pertaining to McKinney-Vento funding.

<table>
<thead>
<tr>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
</tr>
</tbody>
</table>

6. Other Federal Requirements

6.1 Drug-Free Workplace

The HMIS Grantee adopts and enforces a drug-free workplace policy. The policy is posted and available for review.
6.2 Conflict of Interest

The HMIS Grantee adopts a conflict of interest policy for board members, staff, and volunteers.

6.3 Equal Opportunity & Non-Discrimination Policy

The HMIS Grantee adopts an equal opportunity and non-discrimination policy.
Glossary

This section provides HUD definitions for terms commonly used throughout this document.

Clarity Santa Clara County: This term refers to the implementation of the Clarity Human Services software as the county-wide HMIS for Santa Clara.

Clarity System: This term refers to the Clarity Human Services HMIS software.

Client: A living individual about whom a Contributory HMIS Organization (CHO) collects or maintains protected personal information: (1) because the individual is receiving, has received, may receive, or has inquired about assistance from a CHO; or (2) in order to identify needs, or to plan or develop appropriate assistance within the CoC.

Continuum of Care (CoC): The primary decision making entity defined in the funding application to HUD as the official body representing a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency.

CoC Program: A program identified by the CoC as part of its service system, whose primary purpose is to meet the specific needs of people who are experiencing a housing crisis.

Contributory CoC Program: A homeless assistance program or homelessness prevention program that contributes Protected Personal Information (PPI) or other client-level data to an HMIS.

Contributory HMIS Organization (CHO): An organization that operates a contributory homeless assistance program or homelessness prevention program or contributory non-homeless assistance program.

Data Recipient: A person who obtains PPI from an HMIS Lead Agency or from a CHO for research or other purposes not directly related to the operation of the HMIS, CoC, HMIS Lead Agency, or CHO.

End User (or User): An employee, volunteer, affiliate, associate, and any other individual acting on behalf of a CHO or HMIS Lead Agency who uses or enters data in the HMIS or another administrative database from which data are periodically uploaded to the HMIS.

HMIS Grantee: Entity responsible for soliciting, collecting, and analyzing feedback from end-users, program managers, agency executive directors, and homeless person

HMIS Lead Agency: An organization designated by a CoC to operate the CoC’s HMIS on its behalf.

HMIS Software Solution Provider: An organization that sells, licenses, donates, builds or otherwise supplies the HMIS user interface, application functionality and database.

HMIS User Committee: Group of entities that provide recommendations on use of software and software enhancements.
HMIS Vendor: A contractor who is paid to provide services for the operation of a CoC’s HMIS. An HMIS vendor includes an HMIS software solution provider, web server host, and data warehouse provider, as well as a provider of other contracted information technology or support.

Homeless Assistance Program: A program whose primary purpose is to meet the specific needs of people who are literally homeless (as defined in data element 3.11, Housing Status). Homeless assistance programs include outreach, emergency shelter, transitional housing, rapid re-housing, permanent housing and permanent supportive housing.

Homelessness Prevention Program: A program whose primary purpose is to meet the specific needs of people who are imminently losing their housing or at risk of losing their housing (as defined in data element 3.11, Housing Status.). Homelessness prevention programs include those funded by HPRP and other homelessness prevention programs identified by the CoC as part of its service system.

Homeless Management Information System (HMIS): The information system designated by a CoC to process Protected Personal Information (PPI) and other data in order to create an unduplicated accounting of homelessness within the CoC. An HMIS may provide other functions beyond unduplicated accounting.

Santa Clara County CoC Structure: Santa Clara County is one Continuum of Care which utilizes the Clarity System HMIS.

Non-Contributory CoC Program: A CoC Program that does not contribute PPI or other client-level data to an HMIS.

Participating CoC Program/Agency: A Contributory CoC Program or Agency that makes reasonable efforts to record all the universal data elements and all other required data elements as determined by HUD funding requirements on all clients served and discloses these data elements through agreed upon means to the HMIS Lead Agency at least once annually.

Protected Personal Information (PPI): Information about a client: (1) whose identity is apparent from the information or can reasonably be ascertained from the information; or (2) whose identity can, taking into account any methods reasonably likely to be used, be learned by linking the information with other available information or by otherwise manipulating the information.

Processing: An operation or set of operations performed on PPI, whether or not by automated means, including but not limited to collection, maintenance, use, disclosure, transmission, and destruction of the PPI.

Technical Administrator / Security Officer: This person is designated by each agency to serve the following roles: primary contact for communications regarding HMIS; supervise software implementation; responsible for ensuring compliance with applicable security standards; organize and schedule timely new user set-up and end user training; run package reports; collaborate with HMIS lead in the development of customized reports; and review and assess the security measures in place to protect client data.
Unduplicated Accounting of Homelessness: An unduplicated accounting of homelessness includes measuring the extent and nature of homelessness (including an unduplicated count of homeless persons), utilization of homelessness programs over time, and the effectiveness of homelessness programs.

Unduplicated Count of Homeless Persons: An enumeration of homeless persons where each person is counted only once during a defined period of time.

Victim Service Provider: A nonprofit or nongovernmental organization including rape crisis centers, battered women’s shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking.
References


Exhibit A

Revocation of Client Consent

Clarity - Homeless Management Information System

Client Revocation of Consent to Release Information

I hereby revoke permission for the partner agencies in the Santa Clara County Continuum of Care to share my personal information and information regarding my family in the Homeless Management Information System (HMIS). I understand that my information will remain in HMIS as part of the non-identifying data collected on homeless services provided by the Continuum of Care, but that my personal and family information will no longer be available to any partner agency.

________________________________________________________

Client Name (please print)    Client Signature    Date

______________________________

Client HMIS Number (SSN)

Executed At:

________________________________________________________

Name of Partner Agency

________________________________________________________

Agency Personnel Name (print)    Agency Personnel Signature    Date
Comments:
(Comments and ideas from clients and case workers are encouraged):
Client Information Sheet

Clarity - Homeless Management Information
Client Information Sheet

This information sheet is available in several different languages and is also available in large print.

What is the HMIS System?
It is a networked, computerized record keeping system. HMIS stands for Homeless Management Information System, and is a requirement for all programs and agencies providing services to low-income and homeless households with the support of federal funds.

What is the purpose of the HMIS System?
The HMIS is used by provider agencies to record information about clients that they serve. This information helps the agencies plan for and provide services to clients. This information also can be shared among partnering agencies – in order to improve the coordination and delivery of your services. Partnering agencies have signed agreements to treat your information in a professional and confidential manner.

Why is this type of information being collected?
A summary of the information gathered from clients will be used to advocate for more adequate resources for homeless people. Gathering certain basic information (race, date of birth, family size, etc.) about you and the members of your household is also a requirement of the federal and local funding which supports this program.

How can the HMIS System benefit me, the client?
By gathering this information on you only once –you can be served by other agencies without reporting all the details (date of birth, social security number, last address, etc.) again and again. If there is a reason that providing your name or the name of other members of your household would place you (or your household member) at risk, then you can request that your information
NOT be shared with other agencies. You have the right to revoke the sharing of your information at any time simply by completing a “Client Revocation of Consent to Release Information” form. This form is available at any HMIS-participating agency.

Also, by using the information you provide for the HMIS, you and your case worker can work together to identify the services you need and work to obtain them.

**Who has access to your information?**

Only the staff who work directly with you, or who have administrative responsibilities in *this organization* will be authorized to look at, enter, or use information that is kept in your file. Report developers and Bitfocus staff may also see your data. There are strict guidelines for who has access to your information. Non-Identifying client data will be used by homeless advocates, shelter staff, and local, state, and federal officials to better address the needs of the homeless.

**What are your rights as a client?**

You may be required to answer some questions as a prerequisite for a program, but there will be other questions you can choose not to answer. You have a right to view your record and to correct inaccurate information. You also have a right to a copy of your record. We will also NEVER give any information (health, medical needs, mental health, domestic violence, etc.) about you to anyone outside this organization, UNLESS YOU GIVE WRITTEN CONSENT, or as required by law through a subpoena or a court order. If you choose to not answer any questions, you may not be able to receive services from this community.
Clint Privacy Statement

SANTA CLARA COUNTY HMIS
PRIVACY STATEMENT

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.

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”) and Bitfocus, Inc. (“Bitfocus”) in a software application called Clarity Human Services (“Clarity”). This Privacy Statement (the “Privacy Statement”) describes how ___________________________ (the “Partner Agency,” or simply the “Agency”) may use and disclose your 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), as well as protected health information (“PHI”) included in your responses to questions asked as part of the standard HMIS intake. The Agency may be required to collect some PPI or PHI by law or by funders of the Agency’s programs. The Agency may choose to collect other PPI to improve housing or services quality; to identify patterns and monitor trends over time; to conduct needs assessments and prioritize services for certain homeless and low-income subpopulations; to
enhance inter-agency coordination; and to monitor and report on the delivery, impact, and quality of housing and services. The Agency will not collect PPI without your written consent in the form of one or more existing Client Consent to Data Collection and Release of Information form(s).

The Agency will use and release your PPI and PHI to:
1. Verify your eligibility and prioritization for services;
2. Provide you with or refer you to services that meet your needs;
3. Manage and evaluate the performance of its programs;
4. Report on program operations and outcomes to funders of its programs or apply for additional funding to support the program serving you or other programs;
5. Collaborate with other local agencies to improve service coordination and delivery, reduce gaps in services, and develop community-wide strategic plans to address basic human needs; or
6. Participate in research projects to better understand the needs of populations served.

This agency may also be required to release your PPI for the following reasons:
1. When the law requires it;
2. When necessary to prevent or respond to a serious and imminent threat to health or safety; or
3. When a judge, law enforcement agency, or administrative agency issues an order.

The Agency will use and release your PPI and PHI to the minimum extent necessary to effect the purposes of using and releasing it under the circumstances. Use and release of your PPI other than those described above will not be made without your written consent in the form of one or more existing Client Consent to Data Collection and Release of Information form(s). As detailed in such form(s), you have the right to revoke your consent by submitting a written and signed request to revoke your consent to:

Bitfocus, Inc.
ATTN: SCC HMIS
9101 W. Sahara Ave. #105-158
Las Vegas, NV 89117
Consent may be revoked verbally for records relating to drug/alcohol treatment or mental health treatment.

You also have the right to request in writing:
1. A copy of all PPI and PHI collected;
2. Any change to any PPI or PHI used to make decisions about your care and services (provided, however, that this request may be denied at the Agency’s discretion, but your request will be noted in the program records);
3. An account of all releases of your PPI and PHI;
4. Restrictions on the type of information released to other Partner Agencies;
and
5. A current copy of this Privacy Statement and a record of all amendments made hereto.

The Agency reserves the right to refuse your request under any of the following circumstances:
1. The information responsive to your request was or is being compiled in reasonable anticipation of litigation or comparable proceedings;
2. The record responsive to your request includes information about another individual (other than a health care or homeless services provider);
3. The information responsive to your request was obtained under a promise of confidentiality (other than a promise from a health care or homeless services provider) and release of such information would reveal the source of the information; or
4. The Agency reasonably believes that release of the information responsive to your request would result in the endangerment of the life or physical safety of any individual.

If your request is denied, you will receive a written explanation of the reason for such denial. Additionally, you have the right to appeal the denial by following Agency grievance procedures. Regardless of the result of your appeal, you have the right to add to your records a concise statement of disagreement. The Agency will release such statement of disagreement whenever it releases the disputed PPI to another individual or entity. All agents and representatives of the Agency with access to your PPI and PHI are required to complete formal training in privacy requirements at least annually.
This Privacy Statement may be amended at any time. Amendments may affect information obtained by the Agency before the date of the change. An amendment to this Privacy Statement regarding use or release of information will be effective with respect to information processed before the amendment, unless otherwise stated.

This Privacy Statement reflects the basic requirements of the most recent versions of the HMIS Data Standards Manual and HMIS Data Dictionary issued by the U.S. Department of Housing and Urban Development (“HUD”). To the extent that this Privacy Statement is not consistent with HUD’s basic requirements described above, HUD’s requirements will control.

All questions and requests related to this Privacy Statement should be directed to:

__________________________________________________
[Name and Title of Agency Security Officer or Chief Privacy Officer]
Address: ________________________________

Phone: ________________________________

Email: ________________________________
EXHIBIT D

Client Consent for Release of Information

>>PLEASE SEE FOLLOWING PAGES<<
SANTA CLARA COUNTY HMIS
CLIENT CONSENT TO DATA COLLECTION AND RELEASE OF INFORMATION

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.

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”) and Bitfocus, Inc. (“Bitfocus”) in a software application called Clarity Human
Services (“Clarity”). Clients must consent to the collection, use, and release of their
information, which helps the CoC to provide quality housing and services to homeless and low-
income people.

Client information is collected in SCC HMIS and released to housing and services providers
(each, a “Partner Agency,” and collectively, the “Partner Agencies”), which includes
community based organizations and government agencies. Partner Agencies use the
information in SCC HMIS: to improve housing and services quality; to identify patterns and
monitor trends over time; to conduct needs assessments and prioritize services for certain
homeless and low-income subpopulations; to enhance inter-agency coordination; and to
monitor and report on the delivery, impact, and quality of housing and services.

Client information is protected by limiting access rights to the database and by limiting the
parties to whom the confidential information may be released, in compliance with federal,
state, and local regulations governing the confidentiality of client records. Each person or
agency with access rights to SCC HMIS, or to whom client information is released, must sign an
agreement to maintain the security and confidentiality of client information. Upon any
violation of the agreement, access rights may be terminated, and the person or agency found
to be in violation of the agreement may be subject to further penalties.

BY SIGNING THIS FORM, I AUTHORIZE THE FOLLOWING:

- I authorize the County, Bitfocus, the CoC, the Partner Agencies, and their authorized
  agents and representatives to collect, use, and share basic information about me. I
  understand that the Partner Agencies may change over time, and that a current list of
  Partner Agencies has been provided to me. I also understand that I may request an
  updated list at any time or view the list at: http://scc.hmis.cc/partner-agencies.html.
I understand that the collection, use, and release of this information is for the purpose of assessing my needs for housing, counseling, food, utility assistance, or other services.

- By initialing one or more of the space(s) in the table below, I authorize that the information or records entered into SCC HMIS may include the following specific types of protected personal information (“PPI”) and protected health information (“PHI”). If I do not initial one or more space(s) in the table below, I do not authorize the specific type of information to be entered into SCC HMIS:

<table>
<thead>
<tr>
<th>Client initials</th>
<th>Type of PPI/PHI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Identifying information (including: name, birth date, gender, race, ethnicity, social security number, phone number, residence address, or other similar identifying information)</td>
</tr>
<tr>
<td></td>
<td>My photograph or other likeness</td>
</tr>
<tr>
<td></td>
<td>Medical information included in my responses to questions asked as part of the standard HMIS intake and identification as a client or patient of the Santa Clara Valley Health and Hospital System</td>
</tr>
<tr>
<td></td>
<td>HIV/AIDS-related information included in my responses to questions asked as part of the standard HMIS intake</td>
</tr>
<tr>
<td></td>
<td>Mental health information included in my responses to questions asked as part of the standard HMIS intake and identification as a client receiving mental health services from the County’s Behavioral Health Services Department</td>
</tr>
<tr>
<td></td>
<td>Substance abuse treatment information included in my responses to questions asked as part of the standard HMIS intake and identification as a client receiving substance abuse or alcohol treatment from the County’s Behavioral Health Services Department</td>
</tr>
<tr>
<td></td>
<td>Financial and benefits information (including: employment status, income verification, public assistance payments or allowances, food stamp allotments, health care coverage, or other similar financial or benefits information)</td>
</tr>
<tr>
<td></td>
<td>Housing information</td>
</tr>
<tr>
<td></td>
<td>Information about services provided by HMIS Partner Agencies (including: date, duration, and type of service; and other similar service information)</td>
</tr>
<tr>
<td></td>
<td>Other (specify): __________________________________________________________</td>
</tr>
</tbody>
</table>

Version 2015-08-31

This form may not be amended or modified except on approval of the County of Santa Clara’s Office of Supportive Housing. Please send all requests for changes to support@bitfocus.com.
• I authorize Partner Agencies and their authorized agents and representatives to use the PPI and PHI collected in SCC HMIS to prioritize me for and refer me to housing and services. I further authorize the Partner Agencies and their authorized agents and representatives to communicate with other Partner Agencies and their authorized agents and representatives about my case for the purposes of coordinating prioritization and placement and determining eligibility for housing and services.

**BY SIGNING THIS FORM, I UNDERSTAND THAT:**

• **This Consent will expire on [insert date] ________________.** This consent is not valid if an expiration date is not included.

• Use of my likeness in a photograph will be viewable by the Partner Agencies and their authorized agents and representatives. The photograph may be cropped or edited as needed.

• The Partner Agencies and their authorized agents and representatives individually have signed agreements to maintain the security and confidentiality of my information. I have the right to review all applicable confidentiality policies and signed agreements.

• **I understand that I may refuse to sign this Consent.** My refusal will not affect my eligibility for benefits or services, or my ability to obtain treatment or payment. In addition, consenting to the release of my information does not guarantee that I will receive services, and my refusal to consent does not disqualify me from receiving services. I have a right to receive a copy of this authorization.

• I may revoke this Consent at any time, but I must do so in writing and submit it to the following address. This Consent may be revoked verbally for records relating to drug/alcohol treatment or mental health treatment.

    Bitfocus, Inc.
    ATTN: SCC HMIS
    9101 W. Sahara Ave. #105-158
    Las Vegas, NV 89117

• If I revoke this Consent, the revocation will take effect upon receipt, except to the extent
that others have acted in reliance upon this Consent.

- My PPI and PHI are protected by federal, state, and local regulations governing the confidentiality of client records. My information cannot be released without my written consent, except to the extent that the regulations provide otherwise.

- Auditors or funders who have legal rights to monitor or review the work of one or more Partner Agencies, including the U.S. Department of Housing and Urban Development, may view my PPI in the ordinary course of their work.

- Bitfocus serves as the System Administrator for SCC HMIS and software vendor of Clarity. To the extent that authorized agents and representatives of Bitfocus perform work on SCC HMIS, they may view my information in the ordinary course of their work.

- Partner Agencies and their authorized agents and representatives who use SCC HMIS to research and write reports have signed agreements to maintain the security and confidentiality of client information.

- I understand that medical, HIV/AIDS, mental health, and drug and alcohol records are protected under various federal and state regulations, including California Welfare and Institutions Code Section 5328, Confidentiality of Medical Information Act, California Civil Code Section 56.10 (CMIA), the Health Insurance Portability and Accountability Act, 45 C.F.R., parts 160 and 164 (“HIPAA”), and the Federal Regulations Governing Confidentiality of Drug Abuse Patient Records, 42 C.F.R., Part 2, and cannot be disclosed without my written consent unless otherwise permitted by law.

- I expressly authorize my information disclosed pursuant to this Consent to be further disclosed by the recipients listed above for the purposes of assessing my needs for housing, counseling, food, utility assistance, or other services as part of the work of the CoC and HMIS.

[Signatures on the following page]
SIGNATURE

Date: ______________________  Time: ______________________ AM/PM

Signature of Patient/Client or Representative:
_________________________________________________________________

If signed by a person other than the patient/client, indicate relationship:
_________________________________________________________________

Print Name:
_________________________________________________________________

THE FOLLOWING IS REQUIRED ONLY FOR RELEASE OF INFORMATION FOR CLIENTS RECEIVING MENTAL HEALTH SERVICES FROM THE COUNTY’S BEHAVIORAL HEALTH SERVICES DEPARTMENT, OR AS OTHERWISE OUTLINED IN CALIFORNIA WELFARE AND INSTITUTIONS CODE SECTION 5328:

☐ I authorize the release of the requested information.

☐ I do not authorize the release of the requested information.

Signature of Authorized Mental Health Staff:
_________________________________________________________________

Name/Title:
_________________________________________________________________

Version 2015-08-31

This form may not be amended or modified except on approval of the County of Santa Clara’s Office of Supportive Housing.
Please send all requests for changes to support@bitfocus.com.
Client Grievance Form

Instructions

HMIS Clients are encouraged to work with the agency they are having issues with before submitting a grievance. A grievance should be used as a last resort. All grievances are taken VERY seriously, and reviewed by the HMIS Working Group on an individual basis.

If you have not been able to resolve your issue with the agency directly, please complete the attached form.

- Complete ALL fields
- Print Legibly
- Be as specific and as detailed as possible
- Attach additional pages as necessary
- Sign and Date the form

After you have completed the form, please deliver the form to Bitfocus, Inc. in any ONE of the following ways:

- Via FAX at: (702) 991-1881
- Via US Mail at:
  Bitfocus, Inc.
  9101 W. Sahara Ave #105-158
  Las Vegas, NV 89117

If you have any questions about completing this form, please call (702) 614-6690 and ask to speak with the HMIS Project Manager.
EXHIBIT F

User Policy & Responsibility Statement (End User Agreement)

>>PLEASE SEE FOLLOWING PAGES<<
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") and Bitfocus, Inc. ("Bitfocus") in a software application called Clarity Human Services ("Clarity"). Clients must consent to the collection, use, and release of their information, which helps the CoC to provide quality housing and services to homeless and low-income people.

Client information is collected in SCC HMIS and released to housing and services providers (each, a “Partner Agency,” and collectively, the “Partner Agencies”), which includes community based organizations and government agencies. Partner Agencies use the information in SCC HMIS: to improve housing and services quality; to identify patterns and monitor trends over time; to conduct needs assessments and prioritize services for certain homeless and low-income subpopulations; to enhance inter-agency coordination; and to monitor and report on the delivery, impact, and quality of housing and services.

SCC HMIS follows the HMIS data standards established by the U.S. Department of Housing and Urban Development ("HUD") in the most recent versions of HUD’s HMIS Data Standards Manual and HMIS Data Dictionary or other applicable publications. As a Partner Agency authorized agent or representative (an “SCC HMIS End User,” or simply an “End User”), you will play a critical role in collecting and entering valuable data and safeguarding client confidentiality.

Please initial below to indicate your understanding and acceptance of your responsibility regarding SCC HMIS.

<table>
<thead>
<tr>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Initials</strong></td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>If I am logged in to SCC HMIS and must leave the workstation where the computer is located, I will log out of HMIS before I step away from the workstation.</td>
</tr>
<tr>
<td>I will keep all SCC HMIS information, whether in hard copy or electronic form, secure and confidential at all times, and when the information is no longer needed I will ensure that it is properly destroyed to maintain confidentiality.</td>
</tr>
<tr>
<td>If I notice or suspect a breach of SCC HMIS system security or client confidentiality standards, I will immediately notify the Partner Agency Technical Administrator and Security Officer.</td>
</tr>
<tr>
<td>I will not knowingly enter false or malicious information into SCC HMIS.</td>
</tr>
<tr>
<td>I will secure informed consent from each client from whom information is collected, and I have completed the SCC HMIS Client Consent Training most recently on ____________ (please print date).</td>
</tr>
<tr>
<td>I will follow the standards and recommendations of the SCC HMIS Data Quality Plan, and I will always strive to ensure that the information recorded in SCC HMIS is current and accurate.</td>
</tr>
<tr>
<td>I understand that my user identification and password information will terminate upon a change in my employment status or if I no longer require HMIS to perform my assigned duties on behalf of the Partner Agency named below.</td>
</tr>
<tr>
<td>I will not use information recorded in SCC HMIS to discriminate against a client in housing or services directly or indirectly on the basis of race, ethnicity, ancestry, skin color, religion, sex, gender identity, sexual orientation, national origin, age, familial status, or disability.</td>
</tr>
<tr>
<td>As partners working toward common outcomes in a shared system, I will treat all SCC HMIS Partner Agencies and all SCC HMIS End Users with fairness, respect, and trust.</td>
</tr>
<tr>
<td>I have completed the SCC HMIS Privacy and Security Training most recently on ____________ (please print date). I will attend a refresher training annually.</td>
</tr>
<tr>
<td>I have completed the SCC HMIS Workflow Training most recently on ____________ (please print date). I will attend a refresher training annually.</td>
</tr>
</tbody>
</table>

Partner Agency Name: _________________________ SCC HMIS End User Name: ________________________

By signing below, I re-affirm that I understand and agree to comply with each statement listed above.

HMIS SCC End User Signature ________________________ Date ____________

*(To be completed by the Partner Agency Technical Administrator)*

I certify that the End User named above requires access to HMIS to perform her or his assigned duties and that she or he has completed the SCC HMIS Privacy and Security Training and the SCC HMIS Workflow Training.

Partner Agency Technical Administrator Printed Name ________________________

Partner Agency Technical Administrator Signature ________________________ Date ____________

The Partner Agency must retain the original signed copy of this form for seven (7) years from the latest date above. A copy should be readily available in a file maintained by the Partner Agency Technical Administrator.
Information Security Department

DISASTER RECOVERY PLAN

Summary Plan

Purpose: One of the objectives of Silver Spur Systems LLC’s information security department is to establish an IT Disaster Recovery Plan. This Disaster Recovery Plan document was created to assist Silver Spur Systems LLC in the development of consistent and cohesive IT Disaster Recovery Plans.

This is a summary document which omits key infrastructure references to protect our Information Security Infrastructure.
Introduction

The purpose of this summary is to document a Disaster Recovery Plan that addresses information resources as they may be affected in the event of a disaster. This document is meant to minimize any of these effects, and enable Clarity Human Services to either maintain, or quickly resume, mission-critical functions. This Disaster Recovery Plan also serves as the primary guide for Silver Spur Systems LLC Information Technology Services Department in the recovery and restoration of the information technology systems in the event that they are damaged or destroyed as a result of a disaster.

Document Overview

The Disaster Recovery Plan is composed of numerous sections documenting the resources and procedures to be used in the event that a disaster occurs at the data center, which is located at Viawest in Las Vegas, Nevada. Separate sections are devoted to the specific recovery procedures for each supported application or platform. Also included are sections documenting the personnel requirements that are necessary to perform each recovery task. This plan will be updated on a regular basis as changes to the computing and networking systems are made. Due to the very sensitive nature of the information contained in the plan, this summary omits several key references.

PERSONNEL AUTHORIZED TO DECLARE A DISASTER OR RESUME NORMAL OPERATIONS

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robert Herdzik</td>
<td>President &amp; CEO</td>
</tr>
<tr>
<td>Tauri Royce</td>
<td>Project Manager</td>
</tr>
</tbody>
</table>

Disaster Recovery Plan Summary
Plan Activation

This plan will be activated in response to internal or external threats to the Information Technology Systems of Silver Spur Systems LLC. Internal threats could include fire, bomb threat, loss of power or other utility or other incidents that threaten the staff and/or the facility. External threats include events that put the facility in danger. Examples might include severe weather or a disruptive incident in the community. Once a threat has been confirmed, the plan management team will assess the situation and initiate the plan if necessary.

Resumption of Normal Activities

Once the threat has passed, equipment will be repaired and/or replaced, and/or a new data center will be transitioned. The disaster recovery team will then assess the situation; If the disaster has expired, the team will resume normal operations.

Plan Objectives

The primary objectives of this plan are to protect Silver Spur Systems’ computing resources, to safeguard the vital records of which Clarity Human Services is the custodian, and to guarantee the continued availability of essential IT services. The role of this plan is to document the pre-agreed decisions and to design and implement a sufficient set of procedures for responding to a disaster that involves the data center and its services.

A disaster is defined as the occurrence of any event that causes a significant disruption in IT capabilities. This plan assumes the most severe disaster, the kind that requires moving computing resources to another location. Less severe disasters are controlled at the appropriate management level as outlined in this plan.

The basic approach, general assumptions, and possible sequence of events that need to be followed are stated in the plan. It will outline specific preparations prior to a disaster and emergency procedures immediately after a disaster. The plan is a roadmap from disaster to recovery. Due to the nature of the disaster, the steps outlined may be skipped or performed in a different sequence. The general approach is to make the plan as threat independent as possible. This means that it should be functional regardless of what type of disaster occurs.

For the recovery process to be effective, the plan is organized around a team concept. Each team has specific duties and responsibilities once the decision is made to invoke the disaster recovery mode. The leader of each team and their alternates are key personnel. IT staff will be assigned to multiple teams with specific assignments made according to knowledge, experience and availability. It is also assumed vendors and knowledgeable personnel will be actively enlisted to help during a recovery situation.
The plan represents a dynamic process that will be kept current through updates, testing, and reviews. As recommendations are completed or as new areas of concern are recognized, the plan will be revised to reflect the current IT environment.

Disaster Recovery Phases

The disaster recovery process consists of four phases. They are:

Phase 1: Disaster Assessment
Phase 2: Disaster Recovery Activation
Phase 3: Alternate Site/Data Center Rebuild
Phase 4: Return Home

Phase 1: Disaster Assessment

The disaster assessment phase lasts from the inception of the disaster until it is under control and the extent of the damage can be assessed. Cooperation with Viawest emergency personnel is critical.

Phase 2: Disaster Recovery Activation

This phase begins if the decision to move primary processing to a location is made. The Disaster Recovery Management Team will assemble at the command center and call upon team members to perform their assigned tasks. The most important function is to fully restore operations at a suitable location and resume normal functions. Once normal operations are established at the alternate location, Phase 2 is complete.

Phase 3: Alternate Site Operation/Data Center Rebuild

This phase involves continuing operations at the alternate location. In addition, the process of restoring the primary site will be performed.

Phase 4: Return Home
This phase involves the reactivation of the primary data center at either the original or possibly a new location. The activation of this site does not have to be as rushed as the activation of the alternate recovery center. At the end of this phase, a thorough review of the disaster recovery process should be taken. Any deficiencies in this plan can be corrected by updating the plan.

**Key Disaster Recovery Activities**

**Declaring a Disaster**

Declaring a disaster means:

2. Activating the recovery plan
3. Notifying team leaders & staff
4. Notifying key management contacts
5. Notifying affected customer contacts
6. Securing a new location for the data center
7. Ordering and configuring replacement equipment
8. Reconfiguring the network
9. Restoring Virtual Machine infrastructure from onsite or offsite Backup
10. Keeping management informed
11. Keeping customer contacts informed

**Disaster Decision Tree**

<table>
<thead>
<tr>
<th>Event</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Center destroyed</td>
<td>Activate disaster recovery plan</td>
</tr>
<tr>
<td>Data Center unusable for MORE than 2 days</td>
<td>Activate disaster recovery plan</td>
</tr>
<tr>
<td>Data Center unusable for 2 days or LESS</td>
<td>Management Team perform an assessment</td>
</tr>
<tr>
<td>Network down</td>
<td>Management Team perform an assessment</td>
</tr>
<tr>
<td>Environmental problems (A/C, power, etc)</td>
<td>Management Team perform an assessment</td>
</tr>
</tbody>
</table>

**Decision Making For A Data Center Disaster**

<table>
<thead>
<tr>
<th>Decision Point</th>
<th>Actions</th>
<th>Category</th>
</tr>
</thead>
</table>

Page 46 of 85
<table>
<thead>
<tr>
<th>Decision Point</th>
<th>Actions</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Incident occurs</td>
<td>2. Alarm sounds</td>
<td>Initiation</td>
</tr>
<tr>
<td></td>
<td>3. Begin evacuation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Ensure all employees evacuated</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Meet in designated area</td>
<td></td>
</tr>
<tr>
<td>7. Determine if incident is real</td>
<td>8. If no, then</td>
<td>Determination</td>
</tr>
<tr>
<td></td>
<td>9. Recovery plan is not activated</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10. Return to normal operations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12. Evaluate evacuation</td>
<td></td>
</tr>
<tr>
<td>7. Determine if incident is real</td>
<td>8. If yes, then</td>
<td>Determination</td>
</tr>
<tr>
<td></td>
<td>9. Switch call handling to an alternate location</td>
<td></td>
</tr>
<tr>
<td>10. Determine scope of incident and assess damage after building access is</td>
<td>11. If small scope with no to minimal damage, then</td>
<td>Short Evacuation Required</td>
</tr>
<tr>
<td>allowed</td>
<td>12. Return and begin clean up and monitor repairs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>13. Return calls</td>
<td></td>
</tr>
<tr>
<td></td>
<td>14. Return to normal operations</td>
<td></td>
</tr>
<tr>
<td>10. Determine scope of incident and assess damage after building access is</td>
<td>11. If moderate to large scope or moderate to severe damage, then</td>
<td>Moderate to Severe Damage to Data Center or</td>
</tr>
<tr>
<td>allowed</td>
<td>12. Activate alternate computer processing site</td>
<td>Infrastructure</td>
</tr>
<tr>
<td></td>
<td>13. Activate recovery team</td>
<td></td>
</tr>
<tr>
<td></td>
<td>14. Notify management and employees of situation</td>
<td></td>
</tr>
<tr>
<td>16. Assess damage</td>
<td>17. If damage is moderate and will be able to return in 30 days or less</td>
<td>Moderate Severe Damage to Data Center or</td>
</tr>
<tr>
<td></td>
<td>18. Complete repairs as necessary while operating at alternate site</td>
<td>Infrastructure</td>
</tr>
<tr>
<td></td>
<td>19. Return to data center</td>
<td></td>
</tr>
<tr>
<td></td>
<td>20. Return to normal operations</td>
<td></td>
</tr>
<tr>
<td>16. Assess damage</td>
<td>17. If more than 30 days, locate to new facility</td>
<td>Severe Data to Data Center or Infrastructure</td>
</tr>
<tr>
<td></td>
<td>18. Order supplies and equipment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>19. Set up and operate at new facility while</td>
<td></td>
</tr>
<tr>
<td></td>
<td>20. Return to normal operations</td>
<td></td>
</tr>
</tbody>
</table>
Recovery Time Objectives (RTO)

The Recovery Time Objectives reflect the estimated recovery times based on current configurations and operations.

<table>
<thead>
<tr>
<th>NETWORK SERVICE</th>
<th>RECOVERY GOAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAN (Local Area Network)</td>
<td>2-3 days estimate</td>
</tr>
<tr>
<td>WAN (Wide Area Network)</td>
<td>2 days estimate</td>
</tr>
<tr>
<td>Internet</td>
<td>2 days estimate</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>APPLICATION RECOVERY TIER</th>
<th>RECOVERY GOAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructure Servers</td>
<td>Immediately after WAN/Internet restore</td>
</tr>
<tr>
<td>Application / SQL Servers</td>
<td>3 days after LAN/WAN restore</td>
</tr>
<tr>
<td>Reporting Servers</td>
<td>5 days after LAN/WAN restore</td>
</tr>
</tbody>
</table>

These RTO’s should be considered best-case estimates. Silver Spur Systems LLC operates on a VMware virtual environment, with all server tiers fully virtualized. In the event of a disaster, the Disaster Assessment Team would assess the situation to determine if the local VM backups or the offsite VM backups (Amazon S3/Glacier) would be selected for recovery.

Once the assessment is complete, the Disaster Assessment Team will determine which temporary Data Center location to restore to. Current options are identified as Amazon Cloud or our Reno Data Center. Both locations are on standby.
Recovery Point Objectives (RPO)

Recovery Point Objectives (RPO) reflects the estimated point in time to which recovery would be made based on current configurations and operations. The exact recovery point for each server will vary due to the time when the backup takes place and when the disaster occurs. Below are general guidelines for the different types of DR data protection.

<table>
<thead>
<tr>
<th>DATA PROTECTION TYPE</th>
<th>RECOVERY POINT (AGE OF DATA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Onsite Backup</td>
<td>Up to 24 hours from disaster period.</td>
</tr>
<tr>
<td>Offsite Backup</td>
<td>Up to 7 days from disaster period.</td>
</tr>
</tbody>
</table>

Customers who have purchased additional Disaster Recovery SLA plans may have shorter RPO.

Roles of the Disaster Recovery Coordinator

The function of the Disaster Recovery Coordinator is vitally important to maintaining the plan in a consistent state of readiness. The Recovery Coordinator’s role is multifaceted. Not only does the Coordinator assume a lead position in the ongoing life of the plan, but the Coordinator is a member of the Continuity Management Team in the event of a computer disaster.

The primary responsibilities of the Disaster Recovery Plan Coordinator are as follows:

• Distribution of the Disaster Recovery Plan
• Training the Disaster Recovery Teams
• Testing of the Disaster Recovery Plan
• Evaluation of the Disaster Recovery Plan Tests
• Review, change and update the Disaster Recovery Plan

In a disaster situation, the Disaster Recovery Plan Coordinator will:

• Facilitate communication between technical and non-technical staff
• Act as a Project Manager to coordinate the efforts of:
  • Technical Staff
  • Business Staff
  • Vendors
  • Other personnel as needed
The Disaster Recovery Coordinator for Silver Spur Systems LLC is Robert Herdzik. The alternate Disaster Recovery Plan Coordinator is Yanis Guenane.

Overview of Offsite Storage

Items Stored Offsite

1. Router / VPN Firmware and Export Settings.
2. A current copy of this disaster recovery plan.
3. A copy of Veeam Backup & Recovery 7 extract utility.

All standard security and privacy precautions apply to offsite storage. The offsite storage facility is equipped with surge protectors and natural disaster protective measures.

Onsite backup includes all of the above, including nightly full Virtual Machine incremental backups of entire infrastructure and data.

Server Recovery General Information

These procedures outline the steps required to restore any of Silver Spur Systems LLC servers. Recovery for the servers assume that:

- Good backup data exists and can be retrieved from either onsite or offsite storage
- Replacement servers are on standby or Amazon Cloud servers are on standby
- Network connectivity is established

A decision must be made as to where the recovery will take place (Amazon Cloud or Reno Data Center). This decision is not made ahead of time since the specifics of the incident requiring recovery is not known.

Disaster Recovery Plan Maintenance

The disaster recovery plan is a “living” document. Failure to keep it current could severely impact Silver Spur Systems ability to successfully recover in the event of a disaster.
Some information contained in the plan is more dynamic than other information. A matrix of events and recommended maintenance schedule is included in this section. It is important to document changes to the plan and ensure that all copies of the plan are updated.

Changes to the plan could occur more frequently than the time frames listed in the following table. Major hardware upgrades might affect business recovery contracts as well as this plan. Software changes, personnel changes, and other changes that affect the plan should be updated as soon as possible, not just when the recommended intervals occur.

<table>
<thead>
<tr>
<th>PERIOD</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarterly</td>
<td>Review all job changes and update plan with new personnel assignments</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Have any new application servers been implemented? If so, have all disaster recovery implication been addressed?</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Have there been any major changes to existing applications? If so, update the recovery plan accordingly</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Has the hardware configuration changed? If the changes affect your ability to recover, make appropriate changes to the recovery configuration.</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Update the Network Configuration Diagrams / Infrastructure Wiki</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Visit the off-site storage location and ensure documentation is available and current</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Ensure all team assignments are still valid</td>
</tr>
<tr>
<td>Semiannually</td>
<td>Test the plan and update it based on the results of the test</td>
</tr>
<tr>
<td>Annually</td>
<td>Review Amazon S3 / Glacier retention requirements</td>
</tr>
<tr>
<td>Annually</td>
<td>Review Insurance coverage</td>
</tr>
</tbody>
</table>

Testing the Disaster Recovery Plan
The Disaster Recovery Coordinator is responsible for testing of the disaster recovery plan at least annually to ensure the viability of the plan. On an on-going basis this frequency appears to be adequate considering the systems involved. However, special tests are to be given consideration whether there has been a major revision to the plan or significant changes in the software, hardware or data communications have occurred.

The objectives of testing the disaster recovery plan are as follows:

- Simulate the conditions of an ACTUAL Business Recovery situation.
- Determine the feasibility of the recovery process.
- Identify deficiencies in the existing procedures.
- Test the completeness of the business recovery information stored at the Offsite Storage Location.
- Train members of the disaster recovery teams.

The initial test of the plan will be in the form of a structured walk-through and should occur within two months of the disaster recovery plan’s acceptance. Subsequent tests should be to the extent determined by the Disaster Recovery Coordinator that are cost effective and meet the benefits and objectives desired.

Sample Recovery Test Agenda

1. What is the PURPOSE of the test?
2. What are the test OBJECTIVES?
3. How will the successful achievement of these objectives be measured?
4. At the conclusion of the test, collect test measurements from all participants.
5. Evaluate the test results. Determine if the test was successful or not.
6. Determine the implications of the test results. Does success for this test imply success in all recovery scenarios?
7. Update the plan based on results of the test.
EXHIBIT H

HMIS Security Plan

>>PLEASE SEE FOLLOWING PAGES<<
Purpose: The purposes of this HMIS Security Plan are as follows:
- Provide an overview of the security requirements of the Clarity Human Services HMIS application, and describe the controls in place or planned for meeting those requirements; and
- Delineate responsibilities and expected behavior of all individuals who access the system.

In accordance with the HMIS standards outlined by the U.S. Department of Housing and Urban Development, this Security Plan is to be reviewed and updated annually.
Introduction

Bitfocus Inc.

Bitfocus is a consultancy firm that provides the following HMIS Implementation services to the HMIS Lead Agency:

- HMIS Software and Server Administration
- Telephone Help Desk Support
- Ticket Support
- HMIS Implementation and Maintenance
- Remote Web Based and On-Site Training
- Remote Web Based and On-Site Technical Assistance
- Training Manual and Procedural Documentation
- Custom Report Writing
- Data Warehouse Development and Administration
- HMIS Working Group Meeting engagement
- Planning and Policy Making
- AHAR, APR, and QPR support

Bitfocus Inc. provides HMIS Administration services for:

- SANTA CLARA COUNTY (CoC)

The Clarity Human Services HMIS Application

The Clarity Human Services HMIS Application is a cloud-based system that offers a comprehensive and end-user adjustable HMIS solution to meet the multiple integration, implementation, and management requirements of the Santa Clara County Continuum of Care.

General Description of HMIS Information Sensitivity

Clarity Human Services HMIS application stores and protects confidential individually identifiable health information. As such, it is equipped with a series of administrative,
physical, and technical safeguards for covered entities and their business associates to use to assure the confidentiality, integrity, and availability of electronic protected health information.

Applicable Laws Or Regulations Affecting The System

The Health Insurance Portability and Accountability Act of 1996 (HIPAA)

HIPAA’s Privacy Rule states that “Individually Identifiable Health Information” is to be considered “protected health information” [PHI] subject to the review and control of individual patients. Agencies and other entities handling PHI are mandated to restrict access to such information to appropriate persons and protect the privacy of individuals. Clarity Human Services includes customization features at micro and macro levels to automate the enforcement of federal, state, and local privacy requirements such as HIPAA.

Clarity Human Services Security Tools enable each partner agency to define which client data is shared with other agencies at every level, including the field level. The default data sharing setup associated with each partner agency can be defined on an agency-by-agency basis (i.e., Agency A may share all client data with Agency B, nothing with Agency C, and only core ID data with Agency D). Our privacy settings can be adjusted to override the default privacy configuration of each agency upon the request of the client.

Bitfocus, Inc. can confirm the capacity of Clarity Human Services to both meet and surpass current HIPAA & HUD requirements and the pending updates to the these requirements.

HUD Homeless Management Information Systems Requirements

Bitfocus Inc. maintains operations that are in accordance with the most current HMIS Systems requirements as prescribed by the U.S. Department of Housing & Urban Development (HUD).

System Environment
The Clarity Human Services HMIS Application is a cloud-based system equipped with the following technical security features:

- **Hardware Firewall:** The firewall forwards only port 443 (Encrypted SSL) to the internal web server.
- **Software Firewall:** Each customer webserver on the internal network is also protected by a software firewall.
- **VPN Access:** Access to the internal network is only possible via an encrypted VPN connection. Access to the internal network is only provided to Clarity Human Services staff, and System Administrators, and our customers.
- **Database Server:** The database is housed on an internal server, inaccessible from the public network.
- **Encryption:** All traffic is 2,048 bit SSL encrypted. All API traffic must be further AES encrypted.
- **PKI Encryption:** Customers may opt for staff or agency-level PKI encryption. Customers utilizing this method require an additional PKI certificate to be installed in their web browser to authenticate. PKI Certificates are fully administered within the System Administrator interface.
- **Encryption:** 2,048 bit SSL for all traffic
- **IP Whitelist:** Customers may opt for staff or agency level IP Whitelisting. Customers utilizing this method require each user to login from a System Administrator defined list of allowed IP Addresses

**System Interconnection/Information Sharing**

**Role-Based Security**

Clarity Human Services is designed around a sophisticated Access Control List (ACL) model, which provides granular level permissions to all areas of Clarity Human Services. The ACL was implemented using access roles. Individual access roles are assigned to a user to dictate which areas of the system they can view, what they can read/write/edit or delete, and how those roles relate to agencies they are potentially sharing data with. The ACL was designed to be completely transparent to the end user. Any areas of the system to which they are denied access are eliminated from view, providing a seamless user experience on any access role.

**Agency Sharing**
If a participating agency wishes to share data through the 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, direction of sharing, etc.
2. A separate Memorandum of Understanding must be created between Bitfocus and all agencies that will participate in the inter-agency sharing.
3. Agencies must comply with Section 8 of this document (relating to obtaining clients’ permission to have their information shared).

In regards to the coordination of data sharing, we are leaders in the field. Bitfocus partners with participating agencies and encourage them to sign Partner Agency Data Sharing Agreements, in order to allow for the coordination and management of shared service delivery. In Santa Clara County, ____% of participating agencies have agreed to sign and execute Partner Agency Data Sharing Agreements.

Bitfocus has dedicated an entire section of the HMIS application to Agency Sharing. In this section, System Administrators can fine-tune their sharing settings with the ability to create Agency Sharing default settings as well as create any agency exceptions. They have the ability to control whether data categories have ‘Not Shared’, ‘Basic Shared’, and ‘Full Sharing’ settings. And, as mentioned, Agency Exceptions can be created

Access Roles

In order to further protect client data during referral processes, Clarity Human Services has a section devoted to Access Roles. System Administrators have the ability to create different Access Roles, each with different capabilities. For example, if volunteers come to the agency just to do data entry, System Administrators can create an access role that allows these volunteers to view and modify only data necessary to their purpose. Different Access Roles can be customized to end users at the individual level

Intra- and Inter-Agency Restrictions

HIPAA requires entities sharing health data with each other to function within data-sharing protocols and agreements that support the basic principles of the HIPAA Privacy Rule. Clarity Human Services has sophisticated tools for assigning access rights to users. It is possible to define and create an unlimited number of Access Roles associated with varying levels of access down to every level, including the field level. Access Roles can also be defined on an agency basis. Each participating agency can define the data they wish to share with other organizations down to the field level. These cross-agency access rights can be adjusted on an agency-by-
agency basis [e.g. Agency A may share all of its client data with Agency B, selected data with Agency C, and no data with Agency D]

Automated Audit Trail

Clarity Human Services provides complete auditing records on all areas connected to user interaction. The audit trails are accessible by two methods:

1. Log Link – On every page, a Log Link is presented at the bottom right of the screen. When the System Administrator selects this link, any updates made to any of the data presented on the screen will appear. Items such as Old Values, New Values, date/time of the update, and the user who made the update are all presented in a simple format.

2. Database – The audit log is also provided through the relational database, allowing the System Administrator to access the data using a Query tool, or write reports to manage the updates in any way the System Administrator defines.

Encryption Management

Encryption General

All information should be encrypted in the database per HUD standards. All connections to the Clarity database 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 Working Group must obtain the written authorization of every participating agency’s executive director.
HMIS CONCEPTS & TERMS

Aggregate - Collected together from different sources and considered as a whole, and lacking identifying information.

Client - Somebody who uses or applies to use the services of a participating agency.

CoC – The acronym for Continuum of Care

Community - A group of people with a common background or with shared interests within a defined geographic area, for our area to include the State of Nevada.

Confidentiality - Entrusted with somebody’s personal or private information or matters.

Connectivity – The ability to connect two or more systems together. Pertaining to the HMIS system, the use of a high speed Internet connection for accessing the system.

Consent – Express acceptance of or agreement to something.

Data – The information in the system, for example, numbers, text, images, and sounds, in a form that is suitable for storage in or processing by a computer

Decryption – To render an encoded amount of data into plain language or out of its encrypted state.

Encryption – To convert computer data and messages to something incomprehensible by means of a key, so that only an authorized recipient holding the matching key can reconvert it.

Firewall – A component of a network that prevents unauthorized users and/or data from getting in or out of the network, using rules to specify acceptable communication

HMIS – The acronym for Homeless Management Information Systems, sometimes also referred to as HIMS or Homeless Information Management System.

HUD – The acronym for the Department of Housing and Urban Development.

Legacy Data – Information stored in an older version of software or format that is not compatible with the HMIS system.

Clarity Human Services– The name of the software application that being used for the Nevada HMIS.

Clarity System – The name that has been given to our implementation of an HMIS system.
MOU – The acronym for Memorandum of Understanding. A document that outlines the specific areas of agreement between two or more parties.

Organization - A group of people identified by shared interests or purpose.

PPI – The acronym for Protected Personal Information.

Program – A collection of services grouped together.

ROI – The acronym for Release of Information.

Service - The system or operation by which people are provided with something.

VPN – The acronym for Virtual Private Network. A way for securely connecting systems together to transmit data.
EXHIBIT I

HMIS Data Quality Plan

>>PLEASE SEE FOLLOWING PAGES<<
Purpose: The purposes of this HMIS Data Quality Plan are as follows:

- Identify the responsibilities of all parties within the CoC that affect data quality.
- Establish specific data quality benchmarks for timeliness, completeness, and accuracy.
- Describe the procedures that the HMIS Lead Agency will take to implement the plan and monitor progress to meet data quality benchmarks.
- Establish a timeframe for implementing the plan to monitor the quality of data on a regular basis.
- In accordance with the HMIS standards outlined by the U.S. Department of Housing and Urban Development, this Privacy plan will be reviewed and updated annually.
Introduction

Bitfocus Inc.

Bitfocus is a consultancy firm that provides the following HMIS Implementation services to the HMIS Lead Agency:

- HMIS Software and Server Administration
- Telephone Help Desk Support
- Ticket Support
- HMIS Implementation and Maintenance
- Remote Web Based and On-Site Training
- Remote Web Based and On-Site Technical Assistance
- Training Manual and Procedural Documentation
- Custom Report Writing
- Data Warehouse Development and Administration
- HMIS Working Group Meeting engagement
- Planning and Policy Making
- AHAR, APR, and QPR support

Bitfocus Inc. provides HMIS Administration services for:

- SANTA CLARA COUNTY CoC

The Clarity Human Services HMIS Application

The Clarity Human Services HMIS Application is a cloud-based system that offers a comprehensive and end-user adjustable HMIS solution to meet the multiple integration, implementation, and management requirements of the Santa Clara County Continuum of Care.

General Description of HMIS Information Sensitivity

Clarity Human Services HMIS application stores and protects confidential individually identifiable health information. As such, it is equipped with a series of administrative, physical, and technical safeguards for covered entities and their business associates to
use to assure the confidentiality, integrity, and availability of electronic protected health information.

Definition of Data Quality

Data Quality is defined as the reliability and validity of client-level data collected in the HMIS.

General Description of Information Sensitivity

Clarity Human Services HMIS application stores and protects confidential individually identifiable health information. As such it is equipped with a series of administrative, physical, and technical safeguards for covered entities and their business associates to use to assure the confidentiality, integrity, and availability of electronic protected health information.

Applicable Laws Or Regulations Affecting The System

HMIS Data Standards Revised Notice, U.S. Department of Housing and Urban Development, March 2010

In 2004, HUD published HMIS Data and Technical Standards in the Federal Register. These standards define the requirements for data collection, privacy safeguards, and security controls for all local HMIS. In March 2010, HUD published changes in the HMIS Data Standards Revised Notice incorporating additional data collection requirements for the Homelessness Prevention and Rapid Re-Housing Program (HPRP) funded under the American Recovery and Reinvestment Act (ARRA).

Bitfocus, Inc. implements a formal procedure to monitor the ongoing quality of the data entered into the HMIS. All HMIS operations remain in accordance with the most current HMIS Systems requirements as prescribed by HUD.

Data Quality Enforcement
Bitfocus enforces a Data Collection Commitment which states that participation in the HMIS requires that all participating agencies collect minimum data elements on all consenting clients in accordance with HUD requirements.

Data Entry Timeliness

Client information, including intake data, program entry dates, services provided, and program exit dates are entered into the HMIS within a reasonable period of time.

To reduce human error that occurs when too much time has elapsed between the data collection (or service transaction) and the data entry, Bitfocus requires participating agencies to specify a reasonable and effective period of time within which data must be entered after interview/intake. These timeframes are dependent upon agency and program type (i.e. Emergency Shelter, Transitional Housing, Permanent Housing, Safe Haven, Outreach, Prevention, HPRP, or any other programs in the CoC).

Bitfocus participating agencies have designated benchmarks for the following program types:

- Emergency Shelter programs: All Universal Data Elements entered within a specified period of days from intake.
- Transitional Housing: All Universal and Program-Specific Data Elements entered within a specified period of days from intake.
- Permanent Housing: All Universal and Program-Specific Data Elements entered within a specified period of days from intake.
- Outreach programs: Limited data elements entered within a specified period of days from the first outreach encounter. Upon engagement for services, all remaining Universal Data Elements entered within a specified period of days.
- HPRP and Prevention programs: All Universal and Program Specific Data Elements entered within a specified period of days from intake.

Data Completeness & Accuracy

All clients receiving services are entered into the HMIS, and all of the appropriate data elements are collected and entered into the HMIS.

All HMIS data accurately and consistently matches information recorded on paper intake forms and in client files, and HMIS data elements are collected in a consistent manner.

Clarity Human Services HMIS is specifically designed with data quality safeguard programming that requires 100% data completion for all clients entered, for each of the HUD data element sets, as well as bed utilization rates.
This 100% data completion facilitates confident reporting and analysis on the nature and extent of homelessness, such as:

- Unduplicated counts of clients served at the local level;
- Patterns of use of people entering and exiting the homeless assistance system
- Evaluation of the effectiveness of homeless systems

It is vital that CoCs have a HMIS that complies with current HUD required Universal and Program Specific Data Elements. CoCs must also be equipped with a HMIS that can adapt to any future amendments to HUD standards and requirements. This type of preparedness requires a HMIS with highly customizable screens and data fields that can be quickly and seamlessly adapted to meet fluctuating standards and requirements. The Clarity Human Services Screen Designer, Field Editor, and Automated Email Reports equip System Administrators with the capacity to meet and adapt to all HUD requirements and standards.

Clarity Human Services incorporates advanced Data Quality mechanisms. These mechanisms allow automated oversight and seamless ease to correct Data Quality discrepancies based on our Data Quality Model.

Our Data Quality model is built around the following features:

- **Drill-down Reports:** All reports included in our standard report library allow drill-down functionality. For example, when reviewing a report, such as the Annual Performance Report, the value of “Don’t Know” may be set to 30. By simply clicking on the number “30” a sub-report will be immediately displayed identifying the clients with incorrect data. The selected clients can be immediately corrected, the APR run again, and the Annual Performance Report will display the updated corrections.

- **Automated Email Reports:** On a weekly or monthly basis, Our “Emailed Reports” can be automatically sent in PDF form to a recipient list of primary contacts or program managers at each participating agency. These reports provide Data Quality scoring on the Universal Data Elements down to the user/staff level.

- **Screen Designer tool:** Our screen designer tool can be incorporated to ensure the fields you would like to make ‘Required’ or ‘Soft Required’ provide the user with the proper feedback to ensure completion.

In addition, each agency must develop a written program specific interview guide that includes the minimal data elements and any additional elements the agency wishes to collect.
Bed Utilization: Clarity Human Services provides a comprehensive report titled the “Housing Census” Report. This report offers three tiers of drill-down functionality. When the report is processed, the initial parameters request which housing programs to include and the date range of observance. Upon processing of the report, a census of clients is presented for each day of the report. The date itself can then be selected to launch the sub-report detailing all clients represented on that given day. Each client name can then be selected to access the third tier of drill-down, highlighting any poor data quality elements.

These processes are the same across transitional housing and permanent housing, and are also the same for individual beds and units.

Data Quality Monitoring

The Santa Clara County CoC recognizes that the data produced from the Clarity Human Services HMIS is critical to meet the reporting and compliance requirements of individual agencies and the CoC as a whole. As such, all HMIS agencies are expected to meet specified data quality benchmarks. To achieve this, reporting and user feedback is used to quickly identify and resolve issues that affect the timeliness, completeness, and accuracy of the data.

Data Quality Adherence: Incentives and Enforcement

The purpose of monitoring is to ensure that the agreed-upon data quality benchmarks are met to the greatest possible extent and that data quality issues are quickly identified and resolved. To ensure that service providers have continued access to the expectations set forth in the data quality plan, the following protocol will be used:

1. Access to the Data Quality Plan: The data quality plan will be available to the general public.
2. Access to Data Quality Reports: The HMIS Lead Agency will make data quality reports available for the purposes of facilitating compliance review by participating agencies and the CoC Data Committee.
3. Data Correction: Participating agencies will have a specified period of days to correct data. The HMIS Lead Agency will make revised data quality reports available to the general public.
4. Monthly Review: The CoC Data Committee will review participating agency data quality reports for compliance with the data quality benchmarks. The Committee will work with participating agencies to identify training needs to improve data quality.

5. Public Review: The HMIS Lead Agency will make agency aggregate data quality reports available to the general public.

6. CoC Review: The CoC Data Committee will provide a brief update on progress related to the data quality benchmarks at the regularly scheduled CoC meetings.

For agencies that fail to meet the data quality benchmarks, the CoC may ask the agency to submit a written plan that details how they will take corrective action. The plan will be submitted to, and monitored by, the CoC’s Data Quality Subcommittee. Should the problem persist, the Data Quality Subcommittee may make a recommendation to suspend the agency’s ability to enter data into the HMIS, and will contact any appropriate state and federal funders.
EXHIBIT J

HMIS Privacy Plan

>>PLEASE SEE FOLLOWING PAGES<<
Purpose: The purposes of this HMIS Privacy Plan are as follows:

- Provide an overview of the privacy requirements of the Clarity Human Services HMIS application, and describe the controls in place or planned for meeting those requirements; and
- Delineate responsibilities and expected behavior of all individuals who access the system.

In accordance with the HMIS standards outlined by the U.S. Department of Housing and Urban Development, this Privacy Plan is to be reviewed and updated annually.
Introduction

Bitfocus Inc.

Bitfocus is a consultancy firm that provides the following HMIS Implementation services to the HMIS Lead Agency:

- HMIS Software and Server Administration
- Telephone Help Desk Support
- Ticket Support
- HMIS Implementation and Maintenance
- Remote Web Based and On-Site Training
- Remote Web Based and On-Site Technical Assistance
- Training Manual and Procedural Documentation
- Custom Report Writing
- Data Warehouse Development and Administration
- HMIS Working Group Meeting engagement
- Planning and Policy Making
- AHAR, APR, and QPR support

Bitfocus Inc. provides HMIS Administration services for:

- SANTA CLARA COUNTY CoC

The Clarity Human Services HMIS Application

The Clarity Human Services HMIS Application is a cloud-based system that offers a comprehensive and end-user adjustable HMIS solution to meet the multiple integration, implementation, and management requirements of the Santa Clara County Continuum of Care.

General Description of HMIS Information Sensitivity

Clarity Human Services HMIS application stores and protects confidential individually identifiable health information. As such, it is equipped with a series of administrative, physical, and technical safeguards for covered entities and their business associates to use to assure the confidentiality, integrity, and availability of electronic protected health information.

Applicable Laws Or Regulations Affecting The System
The Health Insurance Portability and Accountability Act of 1996 (HIPAA)

HIPAA’s Privacy Rule states that “Individually Identifiable Health Information” is to be considered “protected health information” [PHI] subject to the review and control of individual patients. Agencies and other entities handling PHI are mandated to restrict access to such information to appropriate persons and protect the privacy of individuals. Clarity Human Services includes customization features at micro and macro levels to automate the enforcement of federal, state, and local privacy requirements such as HIPAA.

Clarity Human Services Security Tools enable each partner agency to define which client data is shared with other agencies at every level, including the field level. The default data sharing setup associated with each partner agency can be defined on an agency-by-agency basis (i.e., Agency A may share all client data with Agency B, nothing with Agency C, and only core ID data with Agency D). Our privacy settings can be adjusted to override the default privacy configuration of each agency upon the request of the client.

Bitfocus, Inc. can confirm the capacity of Clarity Human Services to both meet and surpass current HIPAA & HUD requirements and the pending updates to these requirements.

Participation Requirements

For most efficient utilization of the services provided by the Clarity HMIS, several steps must be completed at the agency level before implementation can begin. Although the Clarity System 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.
- Completed network and security assessment to comply with HUD HMIS Data Standard Regulations (4.3 – Security Standards), as published in the July 30, 2004 Federal Register.
- Signed Memorandum of Understanding.

Written procedures concerning client consent for release of information, client grievance procedures and interview protocols

Client Rights and Control
With limited exception, HIPAA vests the control of personal data to patients [e.g. clients]. Each individual patient has the right to review personal data, and to determine who can see these data. Clarity Human Services provides multiple options, including bio-metric technologies, to confirm client identity and to provide options for patients to review their own data. Clarity Human Services also has a Client Forms tool that stores data-sharing consent agreements, and enables authorized users to make client-specific adjustments for overriding general data-sharing settings to meet the specific requests of individual clients.

Documentation of Compliance

While not specified in the statute, organizations dealing with PHI must have the capacity to effectively and efficiently document their compliance with HIPAA. Clarity Human Services has multiple tools and features for documenting HIPAA compliance. A built-in Transaction Log records every change to client data. In addition, there is also an Access Tracking Tool, which displays users who have viewed a client record and when they viewed it. Finally, our reporting tools provide pre-designed and ad-hoc reports for reviewing the access and use of client data.

Identity Access Management

Clarity Human Services provides three standard authentication methods to ensure secure authentication, and other identification and access management functions, including:

A. Basic Authentication – User must provide login and complex password credentials.

B. IP Whitelist – User or Agency must access the system through a pre-approved list of IP Addresses.

C. Personal PKI Certificate – User or Agency must have a valid PKI certificate installed within their Browser to access the system. The system administrator can fully administer each method of authentication.

General Operational Controls

Written Client Consent Procedure for Data Entry

Agencies must obtain the client’s consent prior to entering information concerning a 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

Agencies must use the forms approved by the Clarity Working Group. Agencies that share protected health information must have internal procedures for obtaining client consent prior to the sharing of this information.

Privacy Notice

Agencies must develop a privacy notice, and incorporate the Clarity Privacy Notice into its policies and procedures. In addition, HUD mandates that organizations develop policies and procedures to distribute privacy notices to their employees, which include having employees sign to acknowledge receipt of the notices.

Background Check Procedures

Each agency is responsible for conducting its standard background check for all users of the Clarity System.

Staff Confidentiality Agreements

Each 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 Clarity confidentiality and privacy training each year.

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 HMIS information security protocols.

Virus Prevention, Detection, and Disinfection Protocols

Participation in the HMIS requires that agencies develop procedures intended to assure that computers with access to the HMIS system run updated anti-virus software.

Security Training
User, Administrator and Security Training: Clarity Human Services has provided training to instruct the Clarity System Administrator in the proper procedures to supervise and maintain the operation of the HMIS. System Administration training has covered security, configuration and user customization.

Participating Agency Technical Administrator / Security Officer Training

Each agency participating in the Clarity System will have a Technical Administrator / Security Officer who will be the contact person for participation in the HMIS. Each organization participating in the Clarity System will have a representative participate in the Participating Agency Technical Administrator Training Program prior to system deployment at that agency. Refer to section 2.8 HMIS Software Training for details regarding responsibilities and duties of the Technical Administrator / Security Officer.

Training will take place in Santa Clara County and participants are not to exceed fifteen persons per training. These trainings will cover practical problem solving. Each agency’s Technical Administrator will learn how to adjust eligibility screens, identify service data that must be migrated to the HMIS, and how to track expenses and customize the system for his or her organization. Each Participating Agency Technical Administrator 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, Technical Administrators will begin inputting their HMIS information, number of beds (if any), services, and contact information into the system.

End User Training

Bitfocus will provide training in the day-to-day use of the Clarity System. Training class size will be limited. Training will use an established demo database, and will cover the following topics: intake, assessment, information and referral, reports, and client tracking. Training on any agency-modified fields/screens will be the responsibility of the agency making the modification. Training requires an eight to twelve hour commitment over the course of two days.

User, Location, Physical and Data Access

Access Privileges to the Clarity System
Access to system resources will only be granted to agency staff that needs access in order to perform their jobs.

**Access Levels for Clarity System 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 job.

**Access to Data**

All data collected by the Clarity System project will be categorized. Access to data sets, types of data, and all other information housed as part of the system is governed by policies approved by the 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.

**Access to Client Paper Records**

Agency users should not have greater access to client information through the Clarity System than is available through the agency’s paper files.

**Physical Access Control**

All equipment or media containing 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: Clarity System Administrator, his or her supervisor and the HMIS Project Manager. Access to the central server room is limited to authorized personnel under supervision of the Clarity System Administrator or 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 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 HMIS system 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:

3. Using a combination of at least 3 of the following:
   - Numbers
   - Lowercase letters
   - Capital letters
   - Special characters (e.g. ~ ! @ # $ % ^ & * ( ) _ )

4. Not using, or including, the username, the HMIS name, or the HMIS vendor's name

5. 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 (e.g., 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 Working Group has the right to suspend, limit or revoke the access of any agency or individual for violation of HMIS policies. Upon remedy of said violation, access rights may be reinstated. If privileges have not been reinstated, the person or agency can file an appeal to the HMIS Working Group for reinstatement.

Monitoring
Access to the system will be monitored. In addition, the Clarity System 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 best reasonable efforts to review logs on a regular basis. It is understood that 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 that has access to production data is contracted to not alter or impact the data in any adverse way.

**Data Release Protocols**

**Data Entry**

Before any data will be entered into the system, the client must first consent to data entry and agree to what information can be entered into the Clarity System. Upon completion of the approved consent form, the service provider will only enter the information into the system that has been approved by the client. The Clarity System will assign the client a unique personal identifier. Service providers 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 their information entered into HMIS, they will be entered as a “John/Jane Doe” and all of the information entered into the system fields will be zeros. The 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 their information entered into the HMIS but does not agree to have it shared with other agencies, selecting the “Local Only” option available in the Clarity System will close the entire record.
Sharing of Protected Information

A separate Release of Information (ROI) 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).

Printed Information

Printed records disclosed to the client or another party should indicate: the person and/or agency to whom the record is directed, the date, and the initials of the person making the disclosure.

Requests for HMIS Client Information

The agency must notify the HMIS Program Administrator within one working day when the agency receives a request from any individual or outside organization for client-identifying information.

Case Notes

It is understood that client case notes will not be shared, and that each agency will have the ability to enter its own private notes about a client.

The Release of Information (ROI) form will be a dated document that expires. The provider will only be able to access the information specified on the ROI that was entered into the system during the time the ROI was in effect. Also, the client can decide at any time that he or she wants to have their information closed, in full or in part, and/or client file deactivated.

Internal Operating Procedure

Computer Virus Prevention, Detection, and Disinfection

The Clarity System 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 unrepairable, the virus will be deleted. Participating agencies are required to run and maintain their own anti-virus software from an approved source on all computers that have access to the HMIS system.
Operating System Updates

The HMIS system will be updated and patched within a reasonable time after review of the vendor’s release of updates and patches and approval by the system administrator.

Backup and Recovery

Backup will occur on a regular 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 Clarity System software will be stored in an offsite location so that it will be available in the event of catastrophic failure.

Disaster Recovery Process

Disaster recovery processes will be reviewed as prescribed by HUD, and offsite and offsite systems will be checked for viability twice per year.

Community Reporting Process

At the direction of the Working Group, Bitfocus will publish community-wide aggregate reports on the clients in the HMIS system on a periodic basis. These report(s) will reflect raw, point-in-time data.

Termination of the HMIS system

In the event the Clarity HMIS ceases to exist, participating agencies will be notified and provided a reasonable time to access and save client data on those served by the respective agencies 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 no longer the program administrator, custodianship of the data on the HMIS system will be transferred to the HMIS Working Group or to a successor
program administrator, and all participating agencies will be informed in a timely manner.

**REPLACE - HMIS Privacy Notice**

An individual has a right to adequate notice of the uses and disclosures of protected personal information that may be made by a participating agency and of the individual’s rights and the participating agency’s legal duties with respect to protected personal information. The notice should be prominently displayed in the program offices where intake occurs. The participating agency should promptly revise and redistribute its notice whenever there is a material substantive change to the permitted uses or disclosures, the individual’s rights, the Participating Agency’s legal duties, or other privacy practices stated in the notice. Participating agencies should maintain documentation of compliance with the notice requirements by retaining copies of the notices issued by them. A client has the right to obtain a paper copy of the notice from the participating agency upon request. An inmate does not have a right to notice, and the requirements of this notice do not apply to a correctional institution that is a Clarity System user.

**Content of Notice:** The Participating Agency must provide a notice that is written in plain language and that 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 of information. The following statement as a header or otherwise 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 disclose protected personal information without the individual’s written consent or authorization. These include administrative, programmatic, and academic research purposes.

If a use or disclosure 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 protected personal information 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 protected personal information 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 protected personal information. The statement must also describe how the 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

Guidelines on Removing Agencies or Users

Voluntary Removal

If an agency or user no longer wants to access the Clarity System, they simply need to contact Bitfocus and inform them of the decision. In the case of user removal, it is the relevant agency’s responsibility to contact Bitfocus in a timely fashion so the User ID can be deactivated to prevent unauthorized access to the system. An agency asking to be removed from the system understands the following:
1. The agency will receive one (1) copy of the data it has input into the Clarity System. This copy will be in a format determined by Bitfocus and approved by the Working Group. The agency will be given an appropriate description of the data format.

2. The data the 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 agency information will remain in the system, but will be marked as inactive.

3. The agency must return all hardware (firewalls, etc.) that are owned by Bitfocus.

4. Any fees paid for participation in the Clarity HMIS system will not be refunded.

5. The agency understands and accepts any ramifications for not participating in the Clarity System.

Involuntary Removal

It is vital for the 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 and/or suspend any user account at any time if there is a security risk to the system.

2. Any improper use of the Clarity System 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 on the first offense. However, if the offense is severe enough, Bitfocus reserves the right to disable the account immediately and in extreme cases, may disable all users’ access by the agency in question.

3. Bitfocus will contact the organization within one business day of any suspension.

4. If a user’s account is suspended, only the director (or acting director) for an organization may request account re-activation. Suspended users may be required to attend additional training before having their access reinstated.

5. In the event that an agency is removed from the system they must submit a written request for reinstatement to the Working Group and Bitfocus. If an agency is not reinstated into the system after review, the agency will be given one (1) copy of its data in a format that will be determined by Bitfocus and approved by the Working Group (the agency will also be provided with a description of the data format). Data will not be given to the agency until all hardware (firewalls, etc.) belonging to Bitfocus is returned. Any fees paid for participation in the Clarity System will not be returned.

6. All Clarity System users agree to waive and release any and all claims and expenses related to or arising from the user’s violation of this agreement against the Working Group, the employers of the respective members of the Working Group, Bitfocus, its officers, directors, shareholders, employees, agents, subsidiaries and affiliates.
Participation Security Standards

System/Data Security

In the event an agency becomes aware of a system security or client confidentiality breach, the executive director of the agency shall notify the HMIS Program Administrator of the breach within one business day.

HMIS Related Forms and Printed Material

Any HMIS forms or printed information obtained by an agency or user from the HMIS system must be destroyed in a manner that ensures client confidentiality will not be compromised.
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 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 to the County 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 SCC 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
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.

Rev. 4/2002
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

10/30/15
11/17/2015
Date
Date
PARTNER AGENCY

BY: [NAME, TITLE]

Beth Leary, Executive Director

Date

ADDRESS:

Family Supportive Housing

192 N. King Road

San Jose, CA 95133

COUNTY OF SANTA CLARA

BY: Ky Le

Director

Office of Supportive Housing

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: Greta S. Hansen

Lead Deputy County Counsel

Date
PARTNER AGENCY

BY: [NAME, TITLE] 
David K. Minier 
President & CEO 

ADDRESS:
4393 No. White Road 
San Jose, CA 95127 

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: Gretta S. Hansen 
Lead Deputy County Counsel 

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: Chad Harris, Director of Essential Services  
[NAME, TITLE]  
DATE: 9/28/15

ADDRESS: 1381 South First Street  
San Jose, CA 95110

COUNTY OF SANTA CLARA

BY:  
[Signature]  
Ky Le  
Director  
Office of Supportive Housing  
DATE: 11/17/2015

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: [NAME, TITLE]  
Bruce Hines, CEO

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

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

[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

Date
PARTNER AGENCY

BY: [NAME, TITLE]  [01/15]

ADDRESS:

COUNTY OF SANTA CLARA

BY: Ky Le  [01/15]

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: ________________________________  [01/15]

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
NAME, TITLE: Director of Women's Ministries, Golden State Division

ADDRESS:
COUNTY OF SANTA CLARA

BY: Ky Le
NAME, TITLE: 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
NAME, TITLE: Lead Deputy County Counsel

Date: 11/3/15

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY:

[NAME TITLE]

RENE RAMIREZ
DIRECTOR OF SERVICES

ADDRESS:

HomeFirst
507 Valley Way
Milpitas CA 95035

COUNTY OF SANTA CLARA

BY:

[Signature]

County of Santa Clara
Office of Supportive Housing
2180 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]  

ADDRESS: 10 KIRK AVE  
San Jose CA 95127

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]
    Vivian Tran, Associate Director
    Housing Services

ADDRESS:
    40849 Pecos Road
    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

9/25/15  11/17/2015

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE]
    Vivian War, Associate Director
    Service

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: ____________________________
    Greta S. Hansen
    Lead Deputy County Counsel

Date
PARTNER AGENCY

BY: Trish Dorsey
Vice President of Mission Services
1600 N 7th Street
San Jose, CA 95112

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

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

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE]  
Marie Bernard, Executive Director  

ADDRESS:

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] 4/29/2015

ADDRESS:

COUNTY OF SANTA CLARA

BY: Ky Le 11/17/2015
   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

Greta S. Hansen
Lead Deputy County Counsel
PARTNER AGENCY: Pathway Society

BY: [NAME, TITLE]  
29 Oct. 2015  
Date

ADDRESS:

COUNTY OF SANTA CLARA

BY: Ky Le  
Date 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:  
Date  
Greta S. Hansen  
Lead Deputy County Counsel

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)  
Page 8 of 8
PARTNER AGENCY

BY: Dan Wu
Executive Director
Charities Housing

ADDRESS: 1400 Parkmoor Ave. #190
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

PARTNER AGENCY PRIVACY AGREEMENT (Version 2015-09-14)
PARTNER AGENCY

BY: [NAME, TITLE]  
ELEEN RICHARDSON  
President & CEO

ADDRESS:  
33 Enclia Ave, suite 103  
Palo Alto, CA 94301

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: FRED FERRER, CEO

ADDRESS:

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
ATTACHMENT: FY 2018 CoC Competition Report

<table>
<thead>
<tr>
<th>DOCUMENT SATISFYING REQUIREMENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 HDX Competition Report</td>
<td>1-16</td>
</tr>
</tbody>
</table>
### Total Population PIT Count Data

<table>
<thead>
<tr>
<th></th>
<th>2016 PIT</th>
<th>2017 PIT</th>
<th>2018 PIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count</td>
<td>6524</td>
<td>7394</td>
<td>7254</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>777</td>
<td>1,140</td>
<td>1,151</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>10</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>1110</td>
<td>806</td>
<td>635</td>
</tr>
<tr>
<td>Total Sheltered Count</td>
<td>1897</td>
<td>1946</td>
<td>1806</td>
</tr>
<tr>
<td>Total Unsheltered Count</td>
<td>4627</td>
<td>5448</td>
<td>5448</td>
</tr>
</tbody>
</table>

### Chronically Homeless PIT Counts

<table>
<thead>
<tr>
<th></th>
<th>2016 PIT</th>
<th>2017 PIT</th>
<th>2018 PIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count of Chronically Homeless Persons</td>
<td>2146</td>
<td>2097</td>
<td>2139</td>
</tr>
<tr>
<td>Sheltered Count of Chronically Homeless Persons</td>
<td>128</td>
<td>302</td>
<td>344</td>
</tr>
<tr>
<td>Unsheltered Count of Chronically Homeless Persons</td>
<td>2018</td>
<td>1,795</td>
<td>1,795</td>
</tr>
</tbody>
</table>
## Homeless Households with Children PIT Counts

<table>
<thead>
<tr>
<th></th>
<th>2016 PIT</th>
<th>2017 PIT</th>
<th>2018 PIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children</td>
<td>276</td>
<td>294</td>
<td>272</td>
</tr>
<tr>
<td>Sheltered Count of Homeless Households with Children</td>
<td>259</td>
<td>223</td>
<td>201</td>
</tr>
<tr>
<td>Unsheltered Count of Homeless Households with Children</td>
<td>17</td>
<td>71</td>
<td>71</td>
</tr>
</tbody>
</table>

## Homeless Veteran PIT Counts

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count of the Number of Homeless Veterans</td>
<td>667</td>
<td>701</td>
<td>660</td>
<td>658</td>
</tr>
<tr>
<td>Sheltered Count of Homeless Veterans</td>
<td>152</td>
<td>255</td>
<td>208</td>
<td>206</td>
</tr>
<tr>
<td>Unsheltered Count of Homeless Veterans</td>
<td>515</td>
<td>446</td>
<td>452</td>
<td>452</td>
</tr>
</tbody>
</table>
## HMIS Bed Coverage Rate

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Total Beds in 2018 HIC</th>
<th>Total Beds in 2018 HIC Dedicated for DV</th>
<th>Total Beds in HMIS</th>
<th>HMIS Bed Coverage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ES) Beds</td>
<td>746</td>
<td>59</td>
<td>687</td>
<td>100.00%</td>
</tr>
<tr>
<td>Safe Haven (SH) Beds</td>
<td>20</td>
<td>0</td>
<td>20</td>
<td>100.00%</td>
</tr>
<tr>
<td>Transitional Housing (TH) Beds</td>
<td>814</td>
<td>14</td>
<td>800</td>
<td>100.00%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) Beds</td>
<td>834</td>
<td>20</td>
<td>814</td>
<td>100.00%</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) Beds</td>
<td>4220</td>
<td>191</td>
<td>2541</td>
<td>63.07%</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) Beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>NA</td>
</tr>
<tr>
<td><strong>Total Beds</strong></td>
<td><strong>6,634</strong></td>
<td><strong>284</strong></td>
<td><strong>4862</strong></td>
<td><strong>76.57%</strong></td>
</tr>
</tbody>
</table>
PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

<table>
<thead>
<tr>
<th>Chronically Homeless Bed Counts</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
<th>2018 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC</td>
<td>1931</td>
<td>1867</td>
<td>1649</td>
</tr>
</tbody>
</table>

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

<table>
<thead>
<tr>
<th>Households with Children</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
<th>2018 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH units available to serve families on the HIC</td>
<td>102</td>
<td>102</td>
<td>175</td>
</tr>
</tbody>
</table>

Rapid Rehousing Beds Dedicated to All Persons

<table>
<thead>
<tr>
<th>All Household Types</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
<th>2018 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH beds available to serve all populations on the HIC</td>
<td>358</td>
<td>532</td>
<td>834</td>
</tr>
</tbody>
</table>
2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)
Summary Report for CA-500 - San Jose/Santa Clara City & County CoC

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October 1, 2012.

**Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.**

**Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.**

a. This measure is of the client’s entry, exit, and bed night dates strictly as entered in the HMIS system.

<table>
<thead>
<tr>
<th></th>
<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>Submitted FY 2016</td>
<td>FY 2017</td>
<td>Submitted FY 2016</td>
</tr>
<tr>
<td>1.1 Persons in ES and SH</td>
<td>3737</td>
<td>5060</td>
<td>56</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>34</td>
</tr>
<tr>
<td>1.2 Persons in ES, SH, and TH</td>
<td>5170</td>
<td>6344</td>
<td>139</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>65</td>
</tr>
</tbody>
</table>

b. This measure is based on data element 3.17.

This measure includes data from each client’s Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added to the client’s entry date, effectively extending the client’s entry date backward in time. This “adjusted entry date” is then used in the calculations just as if it were the client’s actual entry date.

The construction of this measure changed, per HUD’s specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.
### Universe (Persons) | Average LOT Homeless (bed nights) | Median LOT Homeless (bed nights)
---|---|---
1.1 Persons in ES, SH, and PH (prior to "housing move in") | 3737 | 5218 | 160 | 319 | 159 | 60 | 92 | 32 |
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in") | 5169 | 6637 | 224 | 378 | 154 | 94 | 129 | 35 |
Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

<table>
<thead>
<tr>
<th>Exit Type</th>
<th>Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)</th>
<th>Returns to Homelessness in Less than 6 Months</th>
<th>Returns to Homelessness from 6 to 12 Months</th>
<th>Returns to Homelessness from 13 to 24 Months</th>
<th>Number of Returns in 2 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FY 2017</td>
<td>% of Returns</td>
<td>FY 2017</td>
<td>% of Returns</td>
<td>FY 2017</td>
</tr>
<tr>
<td>Exit was from SO</td>
<td>15</td>
<td>1</td>
<td>7%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Exit was from ES</td>
<td>646</td>
<td>56</td>
<td>9%</td>
<td>31</td>
<td>5%</td>
</tr>
<tr>
<td>Exit was from TH</td>
<td>506</td>
<td>38</td>
<td>8%</td>
<td>21</td>
<td>4%</td>
</tr>
<tr>
<td>Exit was from SH</td>
<td>7</td>
<td>1</td>
<td>14%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Exit was from PH</td>
<td>424</td>
<td>30</td>
<td>7%</td>
<td>19</td>
<td>4%</td>
</tr>
<tr>
<td>TOTAL Returns to Homelessness</td>
<td>1598</td>
<td>126</td>
<td>8%</td>
<td>71</td>
<td>4%</td>
</tr>
</tbody>
</table>

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>January 2016 PIT Count</th>
<th>January 2017 PIT Count</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT Count</td>
<td>6524</td>
<td>7394</td>
<td>870</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>777</td>
<td>1140</td>
<td>363</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>10</td>
<td>0</td>
<td>-10</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>1110</td>
<td>806</td>
<td>-304</td>
</tr>
<tr>
<td>Total Sheltered Count</td>
<td>1897</td>
<td>1946</td>
<td>49</td>
</tr>
<tr>
<td>Unsheltered Count</td>
<td>4627</td>
<td>5448</td>
<td>821</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>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Unduplicated Total</td>
<td>5235</td>
<td>6418</td>
<td>1183</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>3791</td>
<td>5125</td>
<td>1334</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>22</td>
<td>17</td>
<td>-5</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>1792</td>
<td>1704</td>
<td>-88</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>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>441</td>
<td>266</td>
<td>-175</td>
</tr>
<tr>
<td>Number of adults with increased earned income</td>
<td>15</td>
<td>24</td>
<td>9</td>
</tr>
<tr>
<td>Percentage of adults who increased earned income</td>
<td>3%</td>
<td>9%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>441</td>
<td>266</td>
<td>-175</td>
</tr>
<tr>
<td>Number of adults with increased non-employment cash income</td>
<td>39</td>
<td>50</td>
<td>11</td>
</tr>
<tr>
<td>Percentage of adults who increased non-employment cash income</td>
<td>9%</td>
<td>19%</td>
<td>10%</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>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>441</td>
<td>266</td>
<td>-175</td>
</tr>
<tr>
<td>Number of adults with increased total income</td>
<td>48</td>
<td>65</td>
<td>17</td>
</tr>
<tr>
<td>Percentage of adults who increased total income</td>
<td>11%</td>
<td>24%</td>
<td>13%</td>
</tr>
</tbody>
</table>
Metric 4.4 – Change in earned income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>386</td>
<td>597</td>
<td>211</td>
</tr>
<tr>
<td>Number of adults who exited with increased earned income</td>
<td>114</td>
<td>139</td>
<td>25</td>
</tr>
<tr>
<td>Percentage of adults who increased earned income</td>
<td>30%</td>
<td>23%</td>
<td>-7%</td>
</tr>
</tbody>
</table>

Metric 4.5 – Change in non-employment cash income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>386</td>
<td>597</td>
<td>211</td>
</tr>
<tr>
<td>Number of adults who exited with increased non-employment cash income</td>
<td>54</td>
<td>78</td>
<td>24</td>
</tr>
<tr>
<td>Percentage of adults who increased non-employment cash income</td>
<td>14%</td>
<td>13%</td>
<td>-1%</td>
</tr>
</tbody>
</table>

Metric 4.6 – Change in total income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>386</td>
<td>597</td>
<td>211</td>
</tr>
<tr>
<td>Number of adults who exited with increased total income</td>
<td>143</td>
<td>197</td>
<td>54</td>
</tr>
<tr>
<td>Percentage of adults who increased total income</td>
<td>37%</td>
<td>33%</td>
<td>-4%</td>
</tr>
</tbody>
</table>
**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>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Person with entries into ES, SH or TH during the reporting period.</td>
<td>4354</td>
<td>5418</td>
<td>1064</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>1544</td>
<td>1846</td>
<td>302</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>2810</td>
<td>3572</td>
<td>762</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>Submitted FY 2016</th>
<th>FY 2017</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>5378</td>
<td>7107</td>
<td>1729</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>1806</td>
<td>2394</td>
<td>588</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>3572</td>
<td>4713</td>
<td>1141</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 FY2017 (Oct 1, 2016 - Sept 30, 2017) reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons who exit Street Outreach</td>
<td>27</td>
<td>108</td>
<td>81</td>
</tr>
<tr>
<td>Of persons above, those who exited to temporary &amp; some institutional destinations</td>
<td>1</td>
<td>17</td>
<td>16</td>
</tr>
<tr>
<td>Of the persons above, those who exited to permanent housing destinations</td>
<td>9</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>% Successful exits</td>
<td>37%</td>
<td>25%</td>
<td>-12%</td>
</tr>
</tbody>
</table>

Metric 7b.1 – Change in exits to permanent housing destinations
## Metric 7b.2 – Change in exit to or retention of permanent housing

<table>
<thead>
<tr>
<th>Metric Description</th>
<th>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>projects who exited without moving into housing</td>
<td>3739</td>
<td>5279</td>
<td>1540</td>
</tr>
<tr>
<td>Of the persons above, those who exited to permanent housing destinations</td>
<td>1627</td>
<td>1474</td>
<td>-153</td>
</tr>
<tr>
<td>% Successful exits</td>
<td>44%</td>
<td>28%</td>
<td>-16%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Metric Description</th>
<th>Submitted FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons in all PH projects except PH-RRH</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Of persons above, those who remained in applicable PH projects and those who</td>
<td>1583</td>
<td>1780</td>
<td>197</td>
</tr>
<tr>
<td>exited to permanent housing destinations</td>
<td>1530</td>
<td>1655</td>
<td>125</td>
</tr>
<tr>
<td>% Successful exits/retention</td>
<td>97%</td>
<td>93%</td>
<td>-4%</td>
</tr>
</tbody>
</table>
This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports into order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.
## 2018 HDX Competition Report

### FY2017 - SysPM Data Quality

<table>
<thead>
<tr>
<th></th>
<th>All ES, SH</th>
<th>All TH</th>
<th>All PSH, OPH</th>
<th>All RRH</th>
<th>All Street Outreach</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of non-DV Beds on HIC</td>
<td>532</td>
<td>569</td>
<td>585</td>
<td>595</td>
<td>1141</td>
</tr>
<tr>
<td>2. Number of HMIS Beds</td>
<td>484</td>
<td>569</td>
<td>584</td>
<td>595</td>
<td>1001</td>
</tr>
<tr>
<td>3. HMIS Participation Rate from HIC (%)</td>
<td>90.98</td>
<td>100.00</td>
<td>99.83</td>
<td>100.00</td>
<td>87.73</td>
</tr>
<tr>
<td>4. Unduplicated Persons Served (HMIS)</td>
<td>5244</td>
<td>4993</td>
<td>3799</td>
<td>5129</td>
<td>1620</td>
</tr>
<tr>
<td>5. Total Leavers (HMIS)</td>
<td>4922</td>
<td>4600</td>
<td>3029</td>
<td>4532</td>
<td>798</td>
</tr>
<tr>
<td>6. Destination of Don't Know, Refused, or Missing (HMIS)</td>
<td>2756</td>
<td>2365</td>
<td>1464</td>
<td>2206</td>
<td>142</td>
</tr>
<tr>
<td>7. Destination Error Rate (%)</td>
<td>55.99</td>
<td>51.41</td>
<td>48.33</td>
<td>48.68</td>
<td>17.79</td>
</tr>
</tbody>
</table>
# 2018 HDX Competition Report

**Submission and Count Dates for CA-500 - San Jose/Santa Clara City & County CoC**

## Date of PIT Count

| Date CoC Conducted 2018 PIT Count | 1/24/2018 |

## Report Submission Date in HDX

<table>
<thead>
<tr>
<th>Submitted On</th>
<th>Met Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/29/2018</td>
<td>Yes</td>
</tr>
<tr>
<td>4/29/2018</td>
<td>Yes</td>
</tr>
<tr>
<td>5/29/2018</td>
<td>Yes</td>
</tr>
</tbody>
</table>
ATTACHMENT: Order of Priority

<table>
<thead>
<tr>
<th>DOCUMENTS SATISFYING REQUIREMENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Santa Clara Countywide Quality Assurance Standards for Homeless Housing &amp; Service Programs (Excerpted Sections)</td>
<td>1 - 6</td>
</tr>
<tr>
<td>○ Coordinated Entry prioritization for permanent supportive housing</td>
<td>5 - 6</td>
</tr>
</tbody>
</table>
Santa Clara Countywide Quality Assurance Standards for Homeless Housing & Service Programs

Santa Clara County Continuum of Care
Table of Contents

How to Use the Quality Assurance Standards .............................................................................. 5
Applicability .................................................................................................................................. 5
Definitions ....................................................................................................................................... 5
References ......................................................................................................................................... 8

A. General Standards for Program Management .............................................................................. 8
   I. Management and Oversight ........................................................................................................ 8
   II. Hours of Operation .................................................................................................................... 8
   III. Staff ......................................................................................................................................... 8
   IV. Staff Training ............................................................................................................................ 9
   V. Admission Procedures, Eligibility, & Documentation ............................................................... 9
   VI. Rules, Policies and Procedures ............................................................................................... 10
   VII. Domestic Violence Policies ..................................................................................................... 11
   VIII. Education Policies .................................................................................................................. 13
   IX. Family Admission and Separation Policies ........................................................................... 14
   X. Injury Prevention ....................................................................................................................... 15
   XI. Emergency Procedures ........................................................................................................... 15
   XII. Disaster Preparedness and Response ..................................................................................... 15
   XIII. Food Services ....................................................................................................................... 16
   XIV. Transportation Services ........................................................................................................ 16

B. Procedures to Protect Participant Rights .................................................................................... 16
   I. Basic Rights ............................................................................................................................... 16
   II. Opportunities for Participants in Program Administration ....................................................... 17
   III. Protection Against Discrimination .......................................................................................... 17
   IV. Protection of Client Choice ..................................................................................................... 19
   V. Protection of Privacy ................................................................................................................ 20
   VI. Protection Against Unreasonable Searches and Seizures ...................................................... 21
   VII. Confidentiality ....................................................................................................................... 22
   VIII. Grievance Procedures .......................................................................................................... 24
   IX. Procedures for Expulsion or Sanction ...................................................................................... 24

C. Permanent Supportive Housing (PSH) ....................................................................................... 25
   I. Target Populations for Assistance ............................................................................................. 25
   II. Structure of Permanent Supportive Housing Assistance .......................................................... 25
   III. Eligibility Requirements ......................................................................................................... 26
   IV. Documentation Requirements .................................................................................................. 27
   V. Housing Requirements for Permanent Supportive Housing .................................................. 27
   VI. Service Requirements for Permanent Supportive Housing .................................................. 28
   VII. Procedures for Transfer Between Permanent Supportive Housing Programs .................. 29

D. Rapid Re-Housing (RRH) ........................................................................................................... 29
I. Inter-Organizational Collaboration ................................................................. 53
   I. HMIS ........................................................................................................... 53
   II. Coordinated Assessment ........................................................................ 53
   III. Continuum of Care (CoC) Participation .................................................. 53

J. Coordinated Assessment Policies & Procedures ............................................ 54
   I. Background .................................................................................................. 54
   II. System Overview ....................................................................................... 55
   III. Non-Discrimination Policy ....................................................................... 55
   IV. Access Points ............................................................................................ 56
   V. Assessments ............................................................................................... 58
   VI. Community Queue .................................................................................... 61
    VII. Housing Referrals ................................................................................ 62
    VIII. Safeguards for Domestic Violence Survivors ....................................... 64
    IX. Administrative Structure ......................................................................... 66
    X. Definitions ............................................................................................... 67

K. Emergency Solutions Grant Monitoring ..................................................... 70
   I. Monthly ........................................................................................................ 70
   II. Quarterly .................................................................................................... 70
   III. Annually .................................................................................................. 71
VI. 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 transitional and permanent housing provider, including permanent supportive housing and rapid rehousing programs.

Each CoC project must establish specific eligibility criteria that the project will use to make enrollment determinations, and these criteria must be made available to the public. Determining eligibility is a different process than determining prioritization. Eligibility refers to limitations on who can be accepted into a program based on the program’s funding sources, the program’s authorizing regulations, the program’s real estate covenants or rental agreements, and the program’s capacity to provide necessary services. Prioritization refers to the order in which eligible persons will be referred to a project based on factors such as need and vulnerability.

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.

1. Those who are identified to have high acuity are referred to permanent supportive housing.

2. Those with moderate acuity are referred to rapid rehousing or transitional housing. Recognizing that client choice is a central concern around transitional housing placements and that some households (e.g., DV survivors or persons in recovery) may prefer transitional programs while others may prefer rapid rehousing, individuals will be asked specific questions relating to interest in specific programs (e.g., “Would you be interested in a transitional housing program?” or “Would you prefer sober housing?”) and their preferences will be integrated into the referral process.

3. Those 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 prevention and diversion services, which 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. In addition, households fleeing domestic violence that are qualified for an emergency transfer will have priority for CoC-funded programs under the circumstances detailed in the Emergency Transfer Plan. (See Section VIII. Safeguards for Survivors of Domestic Violence).

Using VI-SPDAT scores, individuals/households are assigned to the most appropriate type of housing intervention (permanent supportive housing, rapid rehousing or transitional housing, or no housing
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 people experiencing chronic homelessness.

Rapid Rehousing and Transitional Housing 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.

Other Housing and Services

Services that are needed for an emergency crisis response, such as entry to emergency shelter, will not be prioritized through coordinated assessment. Instead, all persons who qualify for and require emergency services will receive those services on a first-come, first-serve basis, or through referrals from partner organizations and other providers.

VII. Housing Referrals

A. Matches to Housing Opportunities

Matches are facilitated by OSH staff. When a 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 (transitional housing, 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; and

3. Prioritizing the community queue based on the prioritization methodology described above.

The OSH representative will then make a referral in HMIS to the 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
Applicant: San Jose/Santa Clara City & County  

Applicant Number: CA-500

ATTACHMENT: Racial Disparity Assessment Summary

<table>
<thead>
<tr>
<th>Contents</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary of Initial Racial Disparity Data Analysis</td>
<td>1 - 5</td>
</tr>
</tbody>
</table>
The following slides summarize a preliminary analysis of racial disparities within the Continuum of Care, conducted by the HMIS and CoC Lead. The analysis uses Point in Time Count data and HMIS service data to begin to explore whether people of different races or ethnicities within the CoC are more or less likely to receive homeless assistance and/or to receive a positive outcomes from homeless assistance. It compares enrollments and positive exits for each racial category recorded in HMIS, with a focus on households that identify as Black or African American. Initial analysis suggests that this subpopulation is overrepresented in the CoC’s homeless population as compared to the total resident population.

At this stage, the CoC Lead considers this analysis of racial disparity to be inconclusive. This preliminary data comparison is a first step in a more in-depth analysis of Coordinated Assessment and HMIS service data necessary to give a nuanced and complete picture of how the CoC is serving people of different races and ethnicities.

In addition to a data-based analysis of racial disparities, the CoC is planning a system-wide examination of racial equity, including through direct consumer feedback, which will be the basis for community-driven planning and action. The CoC Board, CoC Lead, and CoC member agencies are committed to identifying and addressing systemic problems and strengthening a culture of racial equity.
With regard to racial identity, differences between the general population (or total population) and those experiencing homelessness are distinct. For example, County residents who self-identify as Black or African American make up 3% of our population whereas 16% of surveyed residents who experienced homelessness in 2017 self-identified as Black or African American.


Note: Percentages may not add up to 100 due to rounding.
During FY18, 16% of residents who enrolled in the Office of Supportive Housing’s (OSH)’s programs self-identified as Black or African American. This percentage mirrors the population of residents who experienced homelessness in 2017 and self-identified as Black or African American (previous slide), which suggests that our enrollment efforts are effective.

Looking at the range of OSH programs, Black or African American program enrollment during FY18 ranges from 15% to 19%.
660 veterans were identified during the 2017 Santa Clara County Homeless Census, which was the lowest number in six cycles of the Census.

Veterans represented 9% of the total homeless population (660/7394) in Santa Clara County in 2017.

Of these 660 Veterans, 16% self-identified as Black or African American.

In FY 2018, veterans were 10% of residents enrolled in OSH programs.

Of the veterans enrolled in OSH programs, 22% self-identified as Black or African American, indicating that OSH is serving Blacks or African Americans at a slightly higher rate than the proportion of Blacks or African Americans identified in the 2017 homeless survey.

### Veterans Enrolled in OSH Programs in FY18, by Race

<table>
<thead>
<tr>
<th>Race</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>60%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>22%</td>
</tr>
<tr>
<td>Multi-racial</td>
<td>6%</td>
</tr>
<tr>
<td>Asian</td>
<td>4%</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>3%</td>
</tr>
<tr>
<td>Native Hawaiian or Pacific Islander</td>
<td>2%</td>
</tr>
<tr>
<td>Client doesn’t Know/Refused</td>
<td>2%</td>
</tr>
</tbody>
</table>
Residents who self-identify as Black or African American experience successful outcomes (exits to permanent housing destinations) from OSH at rates similar to residents who self-identify as other races.

Nearly 2,000 households were placed in housing during FY18. Of those placed in housing, 16% identified as Black or African American.

By coincidence, 16% of the 2017 homeless survey respondents self-identified as Black or African American.