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-508 - Watsonville/Santa Cruz City & County CoC

1A-2. Collaborative Applicant Name: County of Santa Cruz

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Community Technology Alliance

1B. Continuum of Care (CoC) Engagement

Instructions:

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

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

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

Other:(limit 50 characters)		
Health Advocates	Yes	Yes
Philanthropy	Yes	Yes
Neighborhood and Community Advocates	Yes	Yes

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

The CoC is broadly representative and includes persons, including homeless/formerly homeless, representing a range of opinions, knowledge, and interests. Meetings are noticed online, and are open for public comment. CoC committees, e.g., for Coordinated Entry (CE), Veterans, Youth Homelessness Demonstration (YHDP),Youth Advisory Board (YAB), specifically invite interested non-members. CoC members regularly seek feedback from non-CoC groups, such as the Human Care Alliance, Smart Solutions, Project 180/2020, elected bodies, and Homelessness Governance Study Group (HGSG). The CoC works closely with Smart Solutions to engage the public and faith groups through forums, social media, and volunteer activities.

In the past year, the CoC used the following methods to communicate to public organizations and solicit opinions: the CoC invited the interested members of the public to attend and speak at CoC meetings (issues included CoC transparency and opportunities to engage the community); the CoC broadly disseminated surveys (issues included housing, HMIS, and CES); the CoC posted key documents for online for public review; CoC members testified at County Board and City Council meetings (issues included CoC governance, emergency interventions, day services, housing needs, and CES); and CoC members spoke at non-CoC community meetings (issues included public education, youth homelessness, affordable housing, and landlord outreach).

The CoC has used the input gathered to inform CoC governance redesign, CES design and operation, HMIS software switch, landlord outreach approaches, housing and emergency interventions, youth strategy, and public engagement and information.

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)

The CoC invites new members when it issues notices of full CoC meetings. As the meetings are every two months, new member invitations occur 6 times per year. These notices are sent out via e-mail to long list of organizations and

persons in the county known to be interested in homelessness issues. This list is regularly updated when and interested person or group requests to be added, or when CoC staff otherwise become newly aware of an interested person or group.

Special outreach through e-mail correspondence, phone calls, or in-person meetings takes place several times per year to fill unfilled gaps in the CoC membership. For example, this past year CoC staff contacted and engaged: a broad range of mainstream public and nonprofit organizations serving youth to participate in the CoC's YHDP youth initiative; community college school district representatives and liaisons to increase public education involvement; and diversity and human trafficking advocates to fill key subject area gaps.

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)

On July 3, 2018 the CoC issued a public solicitation of CoC application and invitation to participate in an applicant orientation session open to all interested applicants, including those who had never received CoC funding. The invitation, process timeline, and application materials were also posted on the CoC's publicly available website. The notice was sent to the CoC's list serve of all known interested organizations. The general applicant orientation took place July 11. The solicitation and application policies and procedures manual specifically highlighted the process was OPEN TO NEW APPLICANTS. A section on p. 22 specifically new applicants and offered them technical assistance. Despite these efforts, no new applicants applied this year.

All proposals received were reviewed and rated with a 100-point rating tool using objective criteria that included HMIS-based performance benchmarks. Had there been any new applicants, their proposals would have been assessed and possibly selected by these criteria. On August 30, 2018, the CoC Homeless Action Partnership (HAP) Governance Board met to review the applications and scores, hear applicant presentations, and to make project selection and ranking decisions. After the appeal period, final decisions were sent to applicants on August 31.

1C. Continuum of Care (CoC) Coordination

Instructions:

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

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

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Funding Collaboratives	Yes
Private Foundations	Yes
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	
Landlord Incentive Program	Yes
Community Volunteer Programs	Yes

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)

The CoC works closely with the State of California ESG Program (only ESG recipient in the CoC) through workshops, webinars, conference calls, and phone/email interactions, providing direct input on policy and funding allocations. This past year, the CoC: participated and provided feedback during

a 1/11/18 ESG Program Feedback Session; completed a 1/19/18 State ESG Program survey on improving the ESG funding process; completed a 2/5/18 ESG Program Solicitation of Interest questionnaire including questions on program interests and technical assistance needs; participated and provided feedback during a 4/9/18 State ESG update call; participated and provided feedback during a 6/27/18 State ESG funding webinar; participated and provided feedback during a 8/8/18 State workshop on ESG and CESH; and participated and provided feedback during an 8/22/18 State webinar on ESG and CESH.
The CoC evaluates ESG project performance, and submits HMIS, PIT, HIC, and performance data to the State ESG Program. Per State procedures, competitive ESG projects are ranked by the CoC and submitted to the State competition, while the CoC directly selects non-competitive RRH projects. The CoC Board makes project decisions based on need, priorities, performance, and design. The most important application scoring factor (worth 30 points out of 100) is the CoC's evaluation of the applicants performance outcomes from the previous year on permanent housing success of leavers and success in reducing average length or stay. Projects are also evaluated for their commitment to Housing First, cost efficiency, fidelity to the CoC's homelessness strategic plan, and collaboration. Points are deducted for any disencumbered funds, late reports, or unresolved monitoring findings.

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)

The CoC has two DV providers funded through local, DOJ, and HHS sources - Monarch Services and Walnut Women's Center, both of which are trained in and provide safety and trauma-informed and victim-centered services. Monarch is a CoC member, representing the DV view. Santa Cruz agencies work directly with the DV providers to link DV survivors to the range of housing and service options, and raising the awareness of all about the special security and

confidentiality challenges of DV victims. The Coordinated Entry Steering Committee has developed separate confidential assessment and waitlist procedures to procedures to prioritize and protect DV survivors.

The local Housing Authority, which maintains many of the housing programs such as S+C and a Housing Choice Voucher homeless preference, has adopt a VAWA-compliant emergency transfer plan. The CoC is reviewing the extension of this requirement to CoC-funded programs and intends to approve a CoC-wide transfer plan in late 2018 or early 2019.

All homeless agencies are trained and ask about DV in a sensitive, trauma informed way and offer access to a safe DV shelter. Per the CoC standards and HMIS Ps & Ps, the housing choice is up to the household, anonymity and security are protected, and HMIS data entry is prohibited. The DV providers inform victims of the housing/service options including risk information to inform and maximize the household's choice.

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)

CoC projects and CES staff have access to relevant training at least four times per year. Walnut Women's Center provides CoC providers and CES staff with in-service trainings covering DV services, safety planning, rights, children's needs, and supporting survivors. Annual events included Project Homeless Connect, training at Encompass, a school-based workshop, and healthy relationship fair. Monarch Services invites CoC providers to regular workshops covering DV, safety, and human trafficking. Encompass invites CoC providers to a yearly training on trauma-informed care. Also, the CoC informed and encouraged all CoC agencies to attend the October 19 all-day Fall Trauma Conference held in Santa Cruz.

In addition, CES trainings for staff of CES participating agencies have been held three times so far this year: June 13, July 30, and August 29, 2018. Thes comprehensive 5-hour trainings include trauma-informed care, crisis intervention, cultural competency, and special policies and procedures for persons fleeing DV. Smart Path has a separate, confidential process for individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking who are receiving services from designated domestic violence service agencies. This process provides for the confidentiality and safety of participants, while ensuring they receive the same opportunities for accessing housing opportunities as other Smart Path participants.

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)

There are no comparable databases, but the most recent complete sheltered

and unsheltered PIT count (January 2017) found that of the persons enumerated a full 694 were survivors DV, just over 30% of the overall PIT homeless population. The 2017 Community Assessment Report found that 5.9% of respondents had a friend or family experience DV in the past year. Law enforcement reported 930 DV calls in 2017.

The CoC uses DV statistics for public education, program planning, fundraising, and strategic planning. The CoC standards and CE policies have special safety planning and privacy procedures for DV that are informed by the statistics.

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

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

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2017 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g. move on?
Housing Authority of the County of Santa Cruz CA072	34.34%	Yes-HCV	Yes

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)

No applicable.

1C-5b. Move On Strategy with Affordable Housing Providers. Does the CoC have a Yes

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)

The Housing Authority's Housing Choice Voucher Admin Plan describes the S+C Move On strategy as follow:

"Graduates of the Shelter Plus Care (S+C) Permanent Supportive Housing Program:

The Housing Authority has been awarded competitive grants for permanent supportive housing for people experiencing chronic homeless. A program known as Shelter Plus Care is a partnership between the Housing Authority and the County Health Services Agency to provide wrap-around services from outreach and eligibility to housing stabilizing services.

S+C recipients who have been stably housed for 2 years may “graduate” into the regular voucher program if they are in good standing with the program and there are vouchers/funding available. At that time, the S+C assistance would be available for the next eligible family referred to the Housing Authority by the Health Services Agency."

This is currently the only Move On strategy in the CoC.

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)

Most CoC providers regularly serve LGBT individuals and families within their general service populations. These providers regularly link persons to a variety of LGBT services, including the Diversity Center’s youth, veteran, latino(a), senior, transgender, and parents/allies programs; the local GLBT Alliance; Parents and Friends of Lesbians and Gays monthly support group; and Mar Monte Transgender Healthcare Program.

Each provider has an anti-discrimination policy prohibiting discrimination, including against LGBT. The CoC works closely with the County, City, and Housing Authority to implement fair housing including for LGBT. The CoC formally adopted a CoC-wide anti-discrimination policy at the October 18, 2017 CoC meeting.

The Diversity Center is a CoC member, has helped recruit LGBT youth to the YAB, and participates in the current YHDP planning and implementation process. We anticipate engaging the Diversity Center to provide training YHDP and CoC-funded agencies in 2019.

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

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?	Yes
2. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity (Equal Access Final Rule)?	No
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)?	No

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

Engaged/educated local policymakers:	X
Engaged/educated law enforcement:	X
Engaged/educated local business leaders:	X
Implemented communitywide plans:	X
No strategies have been implemented:	
Other:(limit 50 characters)	
Implemented behavioral health court	X
Maintained police - social services networking	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)

Smart Path CES uses an "any door" access strategy to cover the CoC geography. Homeless persons can complete the Smart Path assessment by calling 2-1-1 or visiting any of these "Access Points": Santa Cruz area -

Homeless Services Center (HSC), HPHP outreach, Mental Health Client Action Network (MHCAN), Santa Cruz Public Library – Downtown, Veteran Resource Center (VRC), City Administrative Offices, Homeless Garden Project, AFC Winter Shelter, Behavioral Health Court, Janus of Santa Cruz, Community Health Centers, Downtown Streets Team, and County Human Services; Watsonville area - Families in Transition (FIT), Salud Para Gente (SPG), HPHP outreach, Community Action Board, PVSS, and County Human Services; San Lorenzo Valley area – Mountain Community Resources. Wings Homeless Advocacy volunteers provide roaming assessments (with tablet) wherever needed. This year's CES expansion grant requests funds for a paid roaming assessor.

Special outreach reaches those least likely to apply. Marketing flyers and assessments are translated into Spanish. Most Access Points offer bilingual services and are ADA accessible. Persons with SMI are reached though MHCAN. Roaming Assessors and outreach teams reach CH and other unsheltered persons. Janus reaches persons in addiction treatment. Justice-involved persons are contacted through Behavioral Health Court. Veterans are reached through the VRC. Youth will be reached by the YHDP-funded Youth CES project. Immigrants and farmworkers are reached through outreach and roaming assessors. DV survivors are connected through DV providers.

Smart Path uses the VI-SPDAT to prioritize people based upon need: PSH – must be CH and have the highest VI-SPDAT scores in the range from 8-17 adults and TAY, and 9-22 families; RRH and TH - based upon highest scores in the range of 4-7 adults and TAY, and 4-8 families. Agencies are required to contacted referred persons within 5 business days, and timeliness is an evaluation metric.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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

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

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

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

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

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

Instructions

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

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

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

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

The severity of needs and vulnerabilities of the clients served is one of the most important factors considered in the review, rating, and ranking of projects for CoC funds. This is reflected in the process in the following ways. First, PSH projects serving 100% CH or DedicatedPlus with the longest homeless histories and most severe needs were specifically called out and encouraged to apply in the 2018 public solicitation of applications.

Second, the objective scoring criteria used for rating and ranking strongly rewarded projects serving the neediest most vulnerable clients as follow: the highest points for the Project Type scoring category were given to PSH projects serving 100% CH or DedicatedPlus populations with the longest homeless histories and most severe needs; the highest points for the Addressing the CH Population category were given to projects that serve 100% CH; the highest points for the Housing First and Severity of Needs category were given to projects that serve people with barriers and vulnerabilities such as: long duration of homelessness, current substance use, mental illness, criminal history, lack of employment or income, lack of ID, lack of transportation, and

more. Factors relating to severity of needs and vulnerabilities were worth 25 out of 100 points.

Third, these scores and vulnerability of the population were a key issues when the CoC Governance Board met to review, discuss, rank and select projects on August 30, 2018. As a result, 9 of the first 10 ranked projects are PSH projects targeting 100% CH with the longest homeless histories and most severe needs.

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

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

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

Reallocation: 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. :

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

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

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

2A-1. Roles and Responsibilities of the CoC and HMIS Lead. Does your CoC have in place a Governance Charter or other written documentation (e.g., MOU/MOA) that outlines the roles and responsibilities of the CoC and HMIS Lead? Attachment Required.	Yes
2A-1a. Applicants must: (1) provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1, and (2) indicate the document type attached for question 2A-1 that includes roles and responsibilities of the CoC and HMIS Lead (e.g., Governance Charter, MOU/MOA).	pp. 3-4 Governance Charter, pp. 3-5 MOU
2A-2. HMIS Policy and Procedures Manual. Does your CoC have a HMIS Policy and Procedures Manual? Attachment Required.	Yes
2A-3. HMIS Vender. What is the name of the HMIS software vendor?	BitFocus
2A-4. HMIS Implementation Coverage Area. Using the drop-down boxes, applicants must select the HMIS implementation Coverage area.	Single CoC

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

(3) total number of beds in HMIS.

Project Type	Total Beds in 2018 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	353	18	281	83.88%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	223	0	189	84.75%
Rapid Re-Housing (RRH) beds	191	0	129	67.54%
Permanent Supportive Housing (PSH) beds	589	0	238	40.41%
Other Permanent Housing (OPH) beds	0	0	0	

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

Due to below standard HMIS coverage in all categories, the CoC will commit to the following steps in the next 12 months:
1.Present the HMIS bed coverage data to the full CoC 10/17/18 and brainstorm possible barriers and solutions
2.Reach out to and hold a formal meeting with each non-HMIS provider between October and December 2018, to determine the barriers to using HMIS and possible solutions
3.Develop a written plan for increasing HMIS bed coverage by February 2019 that includes each non-HMIS provider and the specific steps to be taken with each provider (e.g., educating staff on importance of HMIS data, providing free HMIS licenses, and potential funding or scoring sanctions.
4.Present the complete plan to the full CoC on February 20, 2018 for approval.
5.Hold a second formal meeting with each non-HMIS provider between February and April 2019 to secure their written commitments to fully implement the plan and to begin participating in and complying with HMIS.
6.Coordinate with the HMIS lead - CTA - and the providers around HMIS licenses, trainings, and start up.
7.Report on progress to the full CoC on April 17 and June 19, 2019.

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

2A-7. CoC Data Submission in HDX. Applicants must enter the date the CoC submitted the 2018 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy) 04/27/2018

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

Instructions:

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

2B-1. PIT Count Date. Applicants must enter the date the CoC conducted its 2018 PIT count (mm/dd/yyyy).	01/24/2018
2B-2. HDX Submission Date. Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy).	04/27/2018

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)

Not applicable.

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

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

Beds Added:	84
Beds Removed:	14
Total:	70

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

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

Beds Added:	0
Beds Removed:	0
Total:	0

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

There was only a sheltered count this year. The process benefited from extensive prior engagement with homeless youth in the past two years, through the YHDP planning process, convenings of the YAB, and recruitment of youth as enumerators reach out to youth "hot spots" in a separate youth unsheltered count.

With only a sheltered count this year, all known ES and TH programs were included in the count, including all programs where homeless youth might be sheltered or housed. An HMIS report, entitled Shelter Count Report, Program-Based was generated, reviewed, and corrected, and then generated again. This report included a break out of the persons staying in each program on 1/24/18 by gender and age, including those under 18 and 18-24. A supplementary survey was sent to agencies not participating in HMIS to gather similar data for the same date. Agencies were asked to confirm their data, including youth data, including verifying whether youth were unaccompanied and/or pregnant or parenting.

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)

Again, there was only a sheltered count in 2018. The approach built upon that of prior years, including 2017 and 2015, when focus groups were held in different regions of the county to inform the count strategy and to help locate

homeless concentrations. The focus groups included CH individuals and family heads, heads of family households, and Veterans, as well as outreach workers and service providers specializing in these populations.

As mentioned above, this was a complete count of all ES and TH programs, including all programs where CH, families, and Veterans are served. An HMIS Sheltered PIT was generated, corrected and regenerated. This report included sub-reports for Homeless Population, Veteran Households, Youth Households, Homeless Subpopulations, and client detail (without identifiers). A supplementary survey was sent to agencies not participating in HMIS to gather similar data for the same date 1/24/18. Agencies were asked to confirm their data, including all population and subpopulation data.

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.	660

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)

Risks: The CoC uses a number of strategies. First, with the biennial PIT, the CoC conducts a random survey that asks risk factor questions. Of 459 persons surveyed in 2017, 33% were 1st time homeless. Key risk factors were: lost job (25%), substance abuse (17%), eviction (14%), relationship issue (10%), and health problems (9%). Second, Smart Path CES generates a report with a breakout of first-time homeless households. CES is new, so that the analysis of risk factors is just beginning. But, the preliminary CES data indicate the following risk factors: DV and other abusive relationships; money issues, e.g., job loss or loss of benefits, leading to eviction; and health issues, e.g., substance use and emergency hospitalizations. Third, CoC providers who work closely with first-time homeless households learn the risks behind each household's homelessness and regularly share lessons learned and solutions i with counterparts in the coordinated entry group, housing group, and case management meetings. Fourth, youth participants in the YAB have shared their risks, e.g., foster care, and family and relationship problems, during the YHDP planning process.

Strategies: The CoC has used the risk factor data in the process of designing or expanding new programs relevant for addressing first-time homelessness. For example, the CoC: has steadily expanded prevention programs (TANF housing subsidies/SSVF prevention) and connected them with services such as preventative health care; emphasized job services (CalFresh Employment Training and Workforce Santa Cruz linkages) and connected them to housing and stabilization services; expanded both health insurance enrollment and community health services (homeless-targeted health clinic and dental clinic), and ihold 2 Project Homeless Connect events per year.

Responsible: Senior Analyst, County Human Services.

3A-2. Length-of-Time Homeless as Reported in HDX. Applicants must:
(1) provide the average length of time individuals and persons in families remained homeless (i.e., the number);
(2) describe the CoC's strategy to reduce the length-of-time individuals and persons in families remain homeless;
(3) describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
(4) provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the length of time individuals and families remain homeless.
(limit 2,000 characters)

There was a small 6.67% increase (98 to 105 nights) in average LOT homeless in ES and SH, while there was a decrease of 5.55% (57 to 54 nights) in median LOT homeless. The trend is similar when also counting TH. The main barrier is lack of affordable housing in our extremely high cost market.
In response, the CoC has set length of stay performance targets by program type, made length of homeless history a highest priority for CoC-funded PSH, and has asked all PSH to ID and prioritize this group. RRH subsidies have been increased, volunteer housing navigators recruited, and a CoC Landlord Outreach Committee is in recruiting landlords.
The CoC Coordinated Entry (CE) uses the VI-SPDAT and a by-name registry to ID and prioritize persons with the longest LOT homeless, building upon Project 180/2020 surges, which have housed more than 600 persons in this way.
Responsible: CoC Lead, County Planning Dept.

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

	Percentage
Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid re-housing that exit to permanent housing destinations as reported in HDX.	44%
Report the percentage of individuals and persons in families in permanent housing projects, other than rapid re-housing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	100%

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)

There were increases in rates of (1) persons exiting to PH from all programs - 5% (35% to 40%); and (2) persons remaining in PH - 4% (88% to 92%). Successful outreach exits were 24%, with only 1 year of data. These trends show the effectiveness of the CoC's Housing First strategies.

Strategies in the "All In" plan: Increase PH beds through voucher preferences, master leasing, and development; increasing Housing First; expanding supportive services in PH; developing affordable housing through more funding and policy changes; expanding RRH and prevention from multiple sources; and improving landlord support.

12-mo. Implementation: (1) prioritized PSH and RRH for new project funding in 2016 and 2017; (2) almost completed policy of reallocating all TH to PH; (3) gave high review scores for success in PH placement, retention, and Housing First; (4) secured $513,646 in ESG funds for RRH; and (5) implemented Landlord Outreach Committee. Responsible: CoC Lead, County Planning Dept.

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

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

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)

The rate of return to homelessness over 2 years was low – 15% (305 of 330 persons). Of the 15%, the highest risk was in the first 6 months when 6% returned to homelessness; only 9% returned over the next 18 months. The CoC's Housing First strategies and service strategies are showing success. Strategies in place: reviewing HMIS and PIT data on returns; implementing monthly data quality checks of exits to PH; reallocating TH programs to RRH or PSH; requiring Housing First in all PH; working with all PH residents on income and benefits; troubleshooting with landlords; discussing PH exits in a Housing Work Group to create exit strategy; and holding case conferences with clients to prevent housing loss.
12-mo. Strategies: In addition to the above, better linking prevention resources to homeless PH; improving connections to crisis counseling, treatment, benefits access, and job assistance; and increasing social opportunities to build community among residents. Senior Analyst, Housing Authority.

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)

The CoC sets performance targets for increasing employment (25% employed); monitors CoC-funded program employment performance annually; supports homeless employment programs such Homeless Garden Project; encourages programs to refer clients to Workforce Career Centers and Goodwill programs in north and south county; supports Community Connections which helps SMI consumers with employment; and foster links to Cabrillo College for career education.
The CoC also sets performance targets for overall income (75% maintained or increased income); increasing also monitors benefits performance annually; has set CoC standards requiring programs assist all homeless clients to apply for appropriate mainstream income and non-income benefits, such as CalWORKS, SSI, SNAP, and WIC; uses volunteer mentors help clients apply for benefits, employment, and housing; links Vets to VA benefits; and uses an HMIS benefits eligibility module. Responsible: Senior Analyst, County Human Services.

3A-6. System Performance Measures Data Submission in HDX. Applicants must enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2017 (mm/dd/yyyy)	05/25/2018

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

Instructions

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

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

Total number of beds dedicated as DedicatedPLUS	4
Total number of beds dedicated to individuals and families experiencing chronic homelessness	113
Total	117

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

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

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

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

The "All In" strategic plan sets an ambitious goal of ending family homelessness by 2020 by: 1) using coordinated entry to better prioritize families for RRH or PSH; 2) expanding RRH for families; 3) shortening homelessness to less than 30 days by equipping ES providers with more housing tools. The CoC tracks family LOS using HMIS reports, and has a CoC performance measure that programs will decrease LOS each year. The CoC prioritize new RRH for families for both ESG and CoC funds. In 2017, the CoC applied for $472,008 in RRH funds from the State ESG program, out of a $672,008 requested. County Human Services continued implementing a $1.1 million CalWORKS Housing Support grant for RRH for homeless families.

The strategy is effective in that homeless families have declined by 22% (165 to 129) since 2013, but the extreme lack of available affordable housing is a large barrier. Responsible person: County Homeless Services Coordinator.

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

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

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

Human trafficking and other forms of exploitation	Yes
LGBT youth homelessness	Yes
Exits from foster care into homelessness	Yes
Family reunification and community engagement	Yes

Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs	Yes

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

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

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

The CoC applied for and received a $2.2 million HUD YHDP grant, one of only 10 awarded. The award will be used to increase and better align evidence-based housing and services programs for homeless youth, most of whom are unsheltered. The CoC also secured YHDP planning grants of $15,000 from County Human Services and $15,000 from the Community Foundation of Santa Cruz County. Encompass has applied for a $376,442 3-year RHY Basic Center grant, which if received will be the first RHY award in Santa Cruz County. It will serve 250 youth ages 15-21 through comprehensive evidence-based service strategies.

Current programs serving homeless youth include Encompass's highly effective THP Plus (transitional housing ages 18-24), TVP (transitional housing choice vouchers ages 18-20), and ILP Program (independent living skills ages 15-21 and Resource Center (ages 15-24). These programs track many performance measures through an online tracking system. For example, THP Plus program uses the following annual measures: 80% of participants will be gainfully employed or in school; 80% of graduates will be in stable housing; and 80% will have an adult permanent connection.

Each of these measures divides the total number of youth reported who achieved the measure by the total number of youth for which the measure is applicable. The measure are effective because they focus on housing stability and independent living skills, and are based on evidence-based strategies.

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 USED TO MEASURE STRATEGIES: The CoC compares PIT count data of the number of sheltered and unsheltered youth in the CoC and compares it to HIC data of number of youth-dedicated beds and HMIS data of number of youth served.The CoC also looks at the number and severity of needs of TAY in the active list (Coordinated Entry maintains an Active List of individuals or families who have come to the top of the Coordinated Entry Community Queue) to determine whether TAY are
being prioritized for housing and the types of, and intensity of, service required as well as information about services accessed by TAY to monitor accessibility. The Coordinated Entry Steering Committee is also looking at all clients placed and not placed through Coordinated Entry since its launch one year ago to determine whether any high-needs clients, including youth, are not being identified through the assessment process.

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)

The CoC works closely with the County Office of Education Students in Transition (CoE SIT) program to support its efforts to identify children who are homeless, guarantee their educational rights (such as to stay in their school of origin), and provide educational and support services (such as tutoring, home work help, and free or reduced cost meals). The CoE SIT has a seat on the CoC, and family and youth providers regularly attend CoE meetings. All CoC and ESG programs serving homeless families or youth coordinated closely with school liaisons, Head Start programs, and the CoE to ensure all homeless children are succeeding in school and have access to needed resources.

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)

A CoC written policy: 1) supports the goals of the CoE SIT; 2) requires CoC and ESG funded providers work with the CoE SIT to educate and provide

information to children and their families about McKinney-Vento Education rights; and 3) requires that providers coordinate with school liaisons when a child enrolls.

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

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	Yes	No
Head Start	Yes	No
Early Head Start	Yes	No
Child Care and Development Fund	No	Yes
Federal Home Visiting Program	No	Yes
Healthy Start	Yes	No
Public Pre-K	Yes	No
Birth to 3 years	No	Yes
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		
First 5 Starlight Infant/Toddler Program	Yes	No

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

The CoC partners with Veteran providers, County Veteran Services, and the VA Palo Alto Health Center in an End Veteran Homelessness Collaborative. This effort includes gaps analysis, coordinated assessment, a by-name list, outreach surges, and housing work groups. The CoC participates in the Mayor's Challenge and Zero 2016.
The CoC and other Veteran providers meet regularly to ID homeless Veterans and refer them to appropriate VA programs. The VAMC Palo Alto has outreach workers in Santa Cruz. 3 SSVF projects and County Veterans Service provide outreach.
All homeless Veterans identified are assessed for VA benefit eligibility and prioritized for appropriate housing interventions. The County provides access to Veterans benefits, a shuttle to the VA Palo Alto Medical Center, and mobile medical outreach team. The Health Care for Homeless Veterans Clinic provides healthcare, case management and linkages to VASH and GPD.

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

homelessness in the CoC?	
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; (2) if the CoC conducted an assessment, attach a copy of the summary.	No

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

Instructions:

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

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

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

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)

The County Health Services and Human Services agencies are CoC members, and the CoC works closely with them to ID and fund activities for expanding homeless access to mainstream benefits and to inform program staff regarding available benefits. For example, Health Services' HPHP program uses Heathcare for Homeless, SAMSHA, and SSA funds to help CoC program participants apply EBT, GA, SSI, SSDI, Medi-Cal, ACA insurance, and more. Human Services pays to outstation a benefits worker at FIT to assist families to receive TANF, Medicaid, SNAP, and other benefits. The Wings program provides volunteer advocates to help CoC participants apply for and successfully navigate mainstream benefits systems.

County Human Services website provides current information on all mainstream benefits, and the CoC HMIS provides a benefits eligibility module that keeps program staff up-to-date and facilitates benefits applications. Responsible: County Homeless Services Coordinator.

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.	13
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.	13
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)

Street outreach covers the entire CoC geography (Santa Cruz County) and include: 1) HPHP mobile outreach teams visit 23 locations per month countywide, offering services and referrals; 2) the Encompass Downtown Outreach Worker engages 30 homeless individuals per month in the downtown Santa Cruz area and connects them to a range of resources; 3) the PACT program in downtown Santa Cruz and has reached153 justice system involved and addicted homeless person in 2 years; 4) the County MOST team provides forensic ACT outreach and wraparound services to severely mentally ill homeless persons; and 5) youth and Veterans agencies outreach to members of their service populations. All outreach programs provide bilingual services (Spanish-English), referrals, and transportation when needed. The Community Action Board maintains a bilingual toll-free shelter hotline. 2-1-1 I&R is available 24/7/365 by phone or Internet in more than 170 languages.

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)

A high percentage of CoC program participants are members of groups that are least likely to apply for assistance, such as persons with disabilities or non-English speaking persons. CoC policy requires applicants and recipients of CoC funds to meet federal and state fair housing requirements as a condition of being selected and ranked. The City of Santa Cruz and the Santa Cruz County Housing Authority are both CoC members and maintain affirmative marketing policies and procedures that apply directly to almost all CoC-funded programs in the county. Persons with fair housing complaints are referred to California Rural Legal Services or Watsonville Law Center (CoC member). Affirmative marketing steps include fair housing rights posters and information; equal opportunity statement in housing ads; vacancy outreach to disability and immigrant organizations; translated materials and bilingual services, mobility accommodations and assistive technologies.

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

	2017	2018	Difference
RRH beds available to serve all populations in the HIC	185	191	6

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

Document Type	Required?	Document Description	Date Attached
1C-5. PHA Administration Plan–Homeless Preference	No	Evidence Housing ...	09/14/2018
1C-5. PHA Administration Plan–Move-on Multifamily Assisted Housing Owners' Preference	No		
1C-8. Centralized or Coordinated Assessment Tool	Yes	CES Assessment Tool	09/14/2018
1E-1. Objective Critiera–Rate, Rank, Review, and Selection Criteria (e.g., scoring tool, matrix)	Yes	Objective Rating ...	09/14/2018
1E-3. Public Posting CoC-Approved Consolidated Application	Yes		
1E-3. Public Posting–Local Competition Rate, Rank, Review, and Selection Criteria (e.g., RFP)	Yes	Public Posting So...	09/14/2018
1E-4. CoC's Reallocation Process	Yes	HAP Reallocation ...	09/14/2018
1E-5. Notifications Outside e-snaps–Projects Accepted	Yes	Notification of C...	09/14/2018
1E-5. Notifications Outside e-snaps–Projects Rejected or Reduced	Yes	Notification Proj...	09/14/2018
1E-5. Public Posting–Local Competition Deadline	Yes	Public Posting De...	09/14/2018
2A-1. CoC and HMIS Lead Governance (e.g., section of Governance Charter, MOU, MOA)	Yes	CoC HMIS Governan...	09/14/2018
2A-2. HMIS–Policies and Procedures Manual	Yes	HMIS Policies and...	09/14/2018
3A-6. HDX–2018 Competition Report	Yes	2018 Competition ...	09/14/2018
3B-2. Order of Priority–Written Standards	No	Order of Prioriti...	09/14/2018

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

Attachment Details

Document Description: Evidence Housing Authority Admin Plan Homeless Preference

Attachment Details

Document Description:

Attachment Details

Document Description: CES Assessment Tool

Attachment Details

Document Description: Objective Rating Criteria

Attachment Details

Document Description:

Attachment Details

Document Description: Public Posting Solicitation RFP

Attachment Details

Document Description: HAP Reallocation Policy

Attachment Details

Document Description: Notification of CoC Projects Accepted

Attachment Details

Document Description: Notification Project Rejected

Attachment Details

Document Description: Public Posting Deadline

Attachment Details

Document Description: CoC HMIS Governance MOU

Attachment Details

Document Description: HMIS Policies and Procedures

Attachment Details

Document Description: 2018 Competition Report

Attachment Details

Document Description: Order of Priorities Policy

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

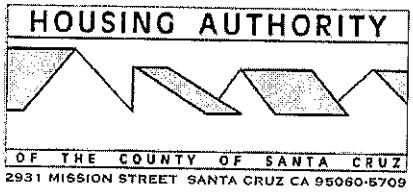
Page	Last Updated
1A. Identification	09/11/2018
1B. Engagement	09/12/2018
1C. Coordination	09/13/2018
1D. Discharge Planning	09/11/2018
1E. Project Review	09/13/2018
2A. HMIS Implementation	09/13/2018
2B. PIT Count	09/13/2018
2C. Sheltered Data - Methods	09/13/2018
3A. System Performance	09/14/2018
3B. Performance and Strategic Planning	09/14/2018
4A. Mainstream Benefits and Additional Policies	09/14/2018
4B. Attachments	Please Complete

Submission Summary	No Input Required

ADMINISTRATIVE PLAN

Section 8 Housing Choice Voucher Program

Housing Authority of the County of Santa Cruz



The Administrative Plan contains those policies of the Housing Authority of the County of Santa Cruz that have been adopted by the Board of Commissioners, as required by 24CFR 982.54, governing the establishment and administration of a waiting list, the issuance of Section 8 Housing Choice Vouchers, and overall program administration.

March 2016

Please note that the electronic copy of this document contains hyperlinks to applicable HUD regulations and other references. An electronic copy of this document is available at the following website: http://www.hacosantacruz.org/agency.htm. If you cannot access the electronic copy of this document, copies of the referenced links and regulations will be available upon request.

Contents

Section		Page
I.	Selecting Applicants from the Waiting List, Targeting, Preferences, Closing and Opening Waiting List	3
II.	Issuing or Denying Housing Choice Vouchers, Term of the Housing Choice Vouchers, Extensions or Suspensions of the Term	7
III.	Special Programs	8
IV.	Occupancy Policies	13
V.	Encouraging Participation by Owners Outside Areas of Low-Income Concentration	15
VI.	Assisting a Family That Claims Illegal Discrimination	16
VII.	Providing Information about a Family to Prospective Owners	16
VIII.	Disapproval of Owners	16
IX.	Subsidy Standards	17
X.	Family Absence from Dwelling Units	19
XI.	How to Determine Who Remains in the Program If a Family Breaks Up	19
XII.	Informal Review Procedures for Applicants	20
XIII.	Informal Hearing Procedures for Participants	21
XIV.	The Process for Establishing and Revising Payment Standards	23
XV.	The Method for Determining That Rent to Owner Is a Reasonable Rent	23
XVI.	Policies Regarding Special Housing Types	25
XVII.	Payment by a Family to the Housing Authority	32
XVIII.	Interim Redeterminations of Family Income and Composition	32
XIX.	Restrictions, If Any, on the Number of Moves by a Participant Family	34
XX.	Approval by the Board of Commissioners or Other Authorized Officials to Charge the Administrative Fee Reserve	34
XXI.	Procedural Guidelines and Performance Standards for Conducting Required HQS Inspections.	34
XXII.	Screening of Applicants for Family Behavior or Suitability for Tenancy.	35
XXIII.	Voucher Suspension Policy	35

I. Selecting Applicants from the Waiting List, Targeting, Preferences, Closing and Opening Waiting List

Selecting Applicants from the Waiting List

All program admissions, except for special admissions, must come from the waiting list. Special admissions, defined by HUD in 20CFR982.203 consist of HUD awards that are targeted for families living in specified units. Such HUD awards may include families displaced because of demolition or disposition of a public housing unit, families residing in a multifamily rental housing project when HUD sells, forecloses, or demolishes the project, or other circumstances as determined by HUD.

When the waiting list is open, the Housing Authority accepts pre-applications from all interested persons and places their name on the waiting list by the date the pre-application was received. When the waiting list is closed to the general public, the Housing Authority may accept direct referrals for applicants that are eligible for preferences, as defined below, if there are not a sufficient number of preference eligible applicants already on the waiting list. In all cases, the Housing Authority will endeavor to serve preference eligible applicants already on the waiting list before accepting referrals for new preference eligible applicants. Additionally, while the waiting list is closed, the Housing Authority will add applicants to the waiting list when required to do so by HUD, including but not limited to instances where eligible households are residing in units newly accepted into the Project Based Voucher Program.

When it is anticipated that assistance will be available, full applications are issued to pre-applicants in the order that they placed their name on the waiting list. Those applicants, who have submitted a complete application and are certified eligible for Section 8 Housing Choice Voucher assistance, are issued vouchers based on the date that eligibility was determined, in accordance with income targeting requirements.

All households who place their name on the waiting list are informed in writing of their responsibility to report any change in address promptly; that failure to do so will result in their application being inactivated if they fail to respond to written correspondence within required time frames.

Pre-applicants (those on the waiting list) will be inactivated from the waiting list if

1. they do not respond to written correspondence within the given time period
2. mail sent to their last reported address is returned by the post office

Exceptions for persons with disabilities: Exceptions will be granted for pre-applicants and applicants with disabilities, as defined in 24CFR 5.403 who were not able to respond within the time frame due to their disability. Exceptions may also be granted for hospitalization of sufficient duration to be the cause of the lack of response.

The Housing Authority will consider requests for reinstatement on the waiting list. The Housing Authority will consider the date of most recent contact, the length of time between cancellation and reinstatement request, disability status, homelessness or lack of access to mail, and other factors.

lack of unit availability.
All other applicants on the Santa Cruz County Housing Choice Voucher waiting list will be assisted on a first come, first served basis.

Admission of Low-Income Families
Low-income families (up to 80% median household income) may be admitted to the program if they are working families (defined as a family in which the head, spouse or sole member is employed). In addition, low-income families in which the head and spouse or sole member is age 62 or over or is a person with disabilities may be admitted under this section. Such low-income families will not be admitted ahead of non-low-income families but will be placed on the waiting list according to the date of their application.

Targeting
Notwithstanding the above, if necessary to meet the statutory requirement that 75% of newly admitted families in any fiscal year be families who are extremely low-income (incomes not exceeding 30% of area median income), the Housing Authority retains the right to skip higher income families in the waiting pool to reach extremely low-income families. This measure will only be taken if it appears the goal will not otherwise be met. To ensure this goal is met, the Housing Authority will monitor incomes of newly admitted families.

Opening and Closing the Waiting list

When the Housing Authority opens a waiting list, the opening will be announced publicly on our website, on our waiting list phone line, in our lobby, and in local newspapers of general circulation.

Although applications are typically maintained in order of the date of pre-application, the Housing Authority may use computerized random selection to randomly sequence the applications received during a finite period of time after the waiting list reopens. Such random selection may be used to avoid any potentially unsafe situations arising from the perception of urgency to be the first in line when the list opens. After this finite period of time, the Housing Authority will continue to maintain applications in order of the date of application.

The Housing Authority reserves the right to open and close waiting lists at any time.

Changes to Head of Household or Family Members While on the Waiting List
While on the waiting list, the head of household may be changed to another family member under the following circumstances:

1. If the family splits into two or more families, the family containing the head of household retains placement on the waiting list.
2. If the head of household dies, another member can become the head of household if they provide verification of the death, and if they have the legal capacity to enter into a lease.
3. If the head of household no longer has the legal capacity to enter into a lease, another member can become the head of household if they provide verification of the incapacitation, and if they have the legal capacity to enter into a lease.

The Housing Authority may consider additional exceptions on a case-by-case basis.

The "applicant family" is defined as those persons who were included in the full initial application for assistance and who meet the definition of "family" as defined in Section IV.

Any household members whom the applicant family wishes to add after the initial eligibility determination must meet the criteria listed in Section XVIII of this Plan.

Changes to family members will not be processed while applicants are on the waiting list. All changes will be processed at the time of the initial eligibility determination or thereafter.

Selecting Applicants for the Moderate Rehabilitation Program
When vacancies occur, the Housing Authority will refer to the owner one or more appropriate size families on its waiting list.

All vacant units under contract will be rented to eligible families referred by the Housing Authority from its waiting list. However, if the Housing Authority is unable to refer a sufficient number of interested applicants on the waiting list to the owner within 30 days of the owner's notification to the PHA of a vacancy, the owner may advertise or solicit applications from low-income families and refer such families to the Housing Authority to determine eligibility.

II. Issuing or Denying Housing Choice Vouchers, Term of the Housing Choice Voucher, and Extensions or Suspensions of the Term

All Housing Choice Vouchers are issued with an initial term of 60 days. Extensions may be granted

1. If voucher holders provide proof that despite a diligent effort, they could not find a unit suitable to their needs; or
2. In special cases only, such as a large family, a "special needs" family, hospitalization or drug rehabilitation, death in the family, etc.

Such extensions may be granted for up to 60 days if the Housing Authority is currently granting extensions. Additionally, depending on market conditions, the Housing Authority may provide extensions beyond 60 days.

The Housing Authority will grant extensions beyond 120 days on an individual case basis as a Reasonable Accommodation for Housing Choice Voucher holders with disabilities. Third party verification of disability and need for extension is required. The extension will only be granted after the Housing Authority has received such verification from a doctor, other health care professional or a social worker with medical or professional knowledge of the person's disability. If acceptable verification is not received by the doctor, other health care professional or a social worker within 60 days of the Housing Authority's request, the extension will be denied.

Number of Waiting Lists

The Housing Authority maintains one single waiting list for the Santa Cruz County Housing Choice Voucher Program (including the Moderate Rehabilitation Program, and for the majority of the Project-Based Voucher Program). Additionally, the Housing Authority maintains a separate waiting list for the Cities of Hollister and San Juan Bautista. Please note that all preferences and special programs listed below apply to the Santa Cruz County Housing Choice Voucher Program only.

Project-Based Voucher sites may have separate site based waiting lists, as listed below. The Housing Authority will consider the establishment of additional site-based waiting lists for new Project Based Voucher contracts on a case by case basis.

1. El Centro – El Centro is a Project-Based Voucher complex located at 1110 Pacific Avenue in Santa Cruz. El Centro consists of 44 single room occupancy units for elderly residents. This waiting list has no preferences, and units will be offered, when available, based on date of placement on the waiting list.
2. Resetar Residential Hotel – Resetar is a Project-Based Voucher complex located at 15 West Lake Avenue in Watsonville. There are a total of 53 Project-Based units at Resetar, of which 5 units are set aside for formerly homeless veterans participating in the HUD-VASH program. This waiting list has no preferences, and units will be offered, when available, based on date of placement on the waiting list.

Limited Waiting List Preferences for Designated Groups on the Santa Cruz County Housing Choice Voucher Waiting List

Disabled and Medically Vulnerable Homeless Persons

The Housing Authority has adopted a limited waiting list preference for disabled and medically vulnerable homeless applicants. The Homeless Services Center provides referrals for waiting list applicants who meet all of the following criteria:

1. Disabled as defined by HUD at 24CFR 5.403.
2. Medically vulnerable as defined by a Homeless Action Partnership approved Vulnerability Index. At this time, the Homeless Action Partnership has identified the Homeless Vulnerability Index (used by the 180/180 Campaign) and the VI-SPDAT.
3. Homeless as defined by HUD per the Hearth Act in Federal Register / Vol. 76, No. 233.
4. Have established a case management plan with a provider of housing supportive services within Santa Cruz County.

Currently, a maximum of 120 households may be assisted by this preference program at any given time. A maximum of 15% of new vouchers issued will be dedicated to applicants receiving this preference. All other applicants on the Santa Cruz County Housing Choice Voucher waiting list will be assisted on a first-come, first-served basis.

If there are not enough eligible disabled and medically vulnerable homeless applicants on the Housing Authority's waiting list to reach the maximum of 120 households under this preference program, the Housing Authority may accept referrals for persons eligible for this preference program who are not on the waiting list.

Disabled Transitioning From Institutions

The Housing Authority has adopted a limited waiting list preference for disabled persons transitioning from institutions into community-based settings, for persons who meet the following criteria:

1. Disabled as defined by HUD at 24CFR 5.403.

2. Transitioning – Individuals must either be currently living in a qualified institution at the time of referral to the Housing Authority, or must have been living in a qualified institution no more than 90 days prior to the referral to the Housing Authority.

   Institution Tier 1 – Qualifying institutions include intermediate care facilities and specialized institutions that care for the intellectually disabled, developmentally disabled, physically disabled or mentally ill. This definition does not include board and care facilities (such as adult homes, adult day care, and adult congregate living).

   Institution Tier 2 – Qualifying institutions include intermediate care facilities and licensed residential facilities that care for the intellectually disabled, developmentally disabled, physically disabled or mentally ill. This definition does not include unlicensed board and care facilities (such as adult homes, adult day care, and adult congregate living).

3. Referral Agency / Supportive Services – Qualifying individuals must be referred by a service provider agency that has entered into a memorandum of understanding with the Housing Authority. The service provider will document and certify the eligibility criteria above (disability status and transition from qualifying institution). The service provider must also certify that the individual is ready to transition out of an institutional environment, and must have a case management plan to assist the individual with the transition. Additionally, the service provider must assist the individual with all aspects of the Housing Choice Voucher program, including completing applications, obtaining documentation of income, attending Housing Authority appointments with the client, and assisting the client in finding and maintaining housing.

A maximum of 12 households may be assisted by this preference program at any given time. Six vouchers would be reserved for clients transitioning from Tier 1 institutions, and six vouchers would be reserved for clients transitioning from Tier 2 institutions.

If there are not enough eligible disabled applicants transitioning from institutions into community-based settings on the Housing Authority's waiting list to reach the maximum of 6 households for either Tier under this preference program, the Housing Authority may accept referrals for persons who would be eligible for this preference program, who are not on the waiting list.

Public Housing Tenants without an appropriately sized unit

The Housing Authority has adopted a waiting list preference for residents in the Housing Authority of the County of Santa Cruz Low Income Public Housing (LIPH) program who are residing in a unit that is either too large, or too small, for their family size, and who have not been offered an appropriately sized unit after being over or under-housed for at least one year, due to

III. Special Programs

Over time, HUD has awarded the Housing Authority with funding for specific voucher types to serve specific populations. In some instances, these special programs offer vouchers to eligible persons from the Housing Choice Voucher (HCV) waiting list. In other instances, vouchers are issued based on referrals from service providers. All special voucher programs are listed and described below. If special program vouchers are project based, the unique eligibility criteria described below will be preserved.

Veterans Assisted Supportive Housing / VASH (286 vouchers)

The Department of Housing and Urban Development (HUD) and the Veterans Administration (VA) have partnered to create a program for homeless veterans that combines HUD Housing Choice Voucher rental assistance with case management and clinical services provided by the Department of Veterans Affairs at its medical centers and in the community. Funding for this program is limited to housing authorities that partner with "eligible Veterans Affairs Medical Centers (VAMCs) or other entities as designated by the VA." Rather than issuing a Notification of Funding Availability for all housing authorities to respond to, HUD has contacted specific housing authorities and invited specific agencies to apply for funding.

The Housing Authority of the County of Santa Cruz has received a total of 286 VASH vouchers. VASH vouchers are not issued based on placement on Housing Authority waiting lists. Instead, referrals for eligible homeless veterans are provided by the Veterans Administration.

Family Unification Program (123 vouchers)

Family Unification vouchers have been made available by HUD for this program. The Family Unification Program vouchers are reserved for families for which lack of adequate housing is a primary factor in the imminent placement of their a child or children in out-of-home care or in the delaying of discharge of a child or children to the family from out-of-home care. To be considered for Family Unification assistance, families can self-identify or will be identified through the County Human Services Department (HSD) and community service providers.

Family Unification vouchers are not issued based on placement on the Housing Choice Voucher waiting list. Instead, HSD provides referrals to the Housing Authority based on comprehensive risk assessment and eligibility determination. HSD will provide written certification to the Housing Authority that a family qualifies as an eligible family. A family will be certified as eligible if it is determined that (1) the children are at imminent risk of placement in out-of-home care or at risk of having their discharge to the family from out-of-home care delayed (2) the lack of adequate housing is a primary factor in the risk of placement or delay of discharge (3) it is anticipated that the housing assistance and supportive services provided by the Family Unification Program will be effective in preventing out-of-home placement or preventing further delay in discharging the child or children from out-of-home care and (4) the family meets all other eligibility requirements for Section 8 assistance.

Responsibilities for administering the Family Unification Program are as follows:

The Housing Authority will be responsible wholly or in part for

1. certifying eligibility;
2. providing orientation in regards to the Section 8 Housing Choice Voucher Program;

3. approving rental agreements.

The Human Services Department will be responsible wholly or in part for

1. seeking and identifying eligible families;
2. certifying eligibility;
3. assisting in identifying and securing housing appropriate to the family's size and needs;
4. providing case management and some or all of the following supportive services:
    a. child welfare and family reunification services
    b. vocational training and educational assistance
    c. child care assistance
    d. health, mental health, and substance abuse services
    e. renter education
    f. job search and placement assistance

Once a family has been certified as eligible and accepted into the Family Unification Program, they will attend an orientation session provided by the Housing Authority, during which Section 8 procedures and regulations will be explained in detail.

Mainstream Program (Housing Opportunities for Persons with Disabilities) (100 Vouchers)
HUD has made available vouchers to assist in providing housing and supportive services to disabled families who are ready to transition into the private rental market; and to families whose head, spouse, or sole member is a person with disabilities. A person with disabilities is defined as a person who

1. has a disability as defined in section 223 of the Social Security Act, or
2. is determined to have a physical, mental or emotional impairment that
    a. is expected to be of a long-continuing and indefinite duration
    b. substantially impedes his or her ability to live independently and
    c. is of such a nature that such ability could be improved by more suitable housing conditions or
3. has a developmental disability as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act.

The Housing Authority will offer Mainstream Vouchers to disabled applicants from the Housing Choice Voucher Waiting List based on their waiting list preference status and in order of their date of placement on the Waiting List.

Issuance as a Reasonable Accommodation
Mainstream vouchers may also be issued as a reasonable accommodation to persons with disabilities who live in a unit owned or managed by the Housing Authority if

1. A doctor, other health care professional or a social worker with medical or professional knowledge of the person's disability has verified the disability related housing need, and
2. There is not an acceptable unit available for the family in the Housing Authority owned or managed program, or the length of the wait for a vacancy of an acceptable unit is determined to be unreasonably long (at least one year).

If a Mainstream voucher is not available, a regular Housing Choice Voucher may be issued to such a family instead as a reasonable accommodation.

Disabled Vouchers (138 vouchers)
HUD has made available vouchers for disabled applicants on the Housing Choice Voucher waiting list. These vouchers are issued to eligible applicants based on their waiting list date of placement.

Medicaid Waiver Program (27 vouchers)
HUD has made available vouchers for persons participating in the Medicaid Home and Community Based Waiver Program. The Medicaid waiver vouchers are reserved for disabled persons, also covered under a waiver of Section 1915(c) of the Social Security Act, who are Medicaid-eligible at risk of being placed in hospitals, nursing facilities or intermediate care facilities. The voucher would allow them to be cared for in their homes and communities. These individuals are thereby assisted in preserving their independence and ties to family and friends at a cost no higher than that of institutional care.

Responsibilities for administering the Medicaid Waiver Program are as follows:

The Housing Authority will be responsible wholly or in part for
1. certifying eligibility
2. providing orientation in regards to the Section 8 Housing Choice Voucher Program
3. approving rental agreements

The local agencies administering 1915c waiver programs will be responsible wholly or in part for
1. seeking and identifying eligible individuals/families
2. certifying eligibility
3. assisting in identifying and securing housing appropriate to the household's needs
4. providing case management

Medicaid Waiver vouchers are not issued based on placement on the Housing Choice Voucher waiting list. Instead, eligible referrals are provided by Encompass Community Services. Once an individual and/or family has been certified as eligible and accepted into the Medicaid Waiver Program, they, or their designated representative, will attend an orientation session provided by the Housing Authority, during which Section 8 procedures and regulations will be explained in detail.

Welfare to Work Program (24 vouchers)
HUD has made available vouchers for persons participating in the CalWorks Welfare to Work Program. The Welfare to Work vouchers are reserved for CalWorks participants. They are intended to be a key part of the strategy to support the efforts of Santa Cruz County families who are working towards self-sufficiency. Welfare to Work vouchers are not issued based on placement on the Housing Choice Voucher waiting list. Instead, eligible referrals are provided by the Santa Cruz County Human Services Department (HSD).

Responsibilities for administering the Welfare-to-Work vouchers are as follows:

The Housing Authority will be responsible wholly or in part for

1. certifying eligibility
2. providing orientation in regards to the Section 8 Housing Choice Voucher Program
3. approving rental agreements

The Human Services Department will be responsible wholly or in part for

1. screening and refer CalWorks participants;
2. assisting CalWorks participants who receive vouchers with housing-related issues and work with Housing Authority staff to resolve those issues;
3. supporting housing stability for eligible CalWorks participants who receive vouchers by providing them with comprehensive services including individual assistance in the areas of vocational training and assessment, job search and upgrade, on-the-job training, transportation assistance, child care, participation in MediCal/MediCruz or Healthy Families as appropriate, counseling services for substance abuse, domestic violence and mental health issues and other supportive services;
4. coordinating participant involvement in programs offered through the Small Business Development Center, One Stop Career Centers, and Cabrillo College Fast Track to Work

If the Human Services Department informs the Housing Authority that a Welfare to Work voucher holder has graduated from the program, the Housing Authority may absorb that program participant into the regular Housing Choice Voucher program if a voucher is available and if the program participant is in good standing. At that time, the Welfare to Work voucher would be available for the next eligible family referred by the Human Services Department.

Section 8 Moderate Rehabilitation Program

The Housing Authority administers rental assistance for 41 Moderate Rehabilitation units. When units become available, the Housing Authority first offers assistance to Housing Choice Voucher waiting list applicants. However, if the Housing Authority is unable to refer a sufficient number of interested applicants on the waiting list to the owner within 30 days of the owner's notification to the PHA of a vacancy, the owner may advertise or solicit applications from low-income families
and refer such families to the Housing Authority to determine eligibility.

Section 8 Moderate Rehabilitation Single Room Occupancy (SRO) Program

The Housing Authority administers a Mod Rehab SRO project for homeless individuals. Only homeless persons, as defined by HUD per the Hearth Act in Federal Register/Vol. 76, No. 233, are eligible for this program.

Tenant Outreach

The owner of the project is responsible for tenant outreach and selection. The outreach to be conducted by the owner will include, but will not be limited to, the following:

- Advertisement in a newspaper of general circulation
- Outreach to homeless shelters and other agencies serving homeless persons
- Notification to other agencies participating in the Continuum of Care

The owner will ensure that all outreach efforts are accessible to persons regardless of race, color, religion, sex, age, national origin, or mental or physical disability. If outreach efforts are unlikely to reach persons in these categories, the owner will undertake special outreach efforts to ensure that such persons are made aware of the program.

Temporary Relocation

The following policies cover residential tenants who will not be required to move permanently but who must relocate temporarily for the project. Such tenants must be provided

1. Reimbursement for all reasonable out-of-pocket expenses incurred in connection with the temporary relocation;
2. Appropriate advisory services, including reasonable advance written notice of
    a. The date and approximate duration of the temporary relocation;
    b. The location of the suitable, decent, safe, and sanitary dwelling to be made available for the temporary period;
    c. The terms and conditions under which the tenant may lease and occupy a suitable, decent, safe, and sanitary dwelling of the project upon completion;
    d. The assistance to be provided as required under the applicable regulations.
3. To the extent feasible, temporary relocation expenses may be paid directly by the owner reimbursing the tenant. For instance, motel bills, storage unit bills, and moving van fees may be paid directly by the owner.
4. Each tenant will be given a meal and transportation allowance of $25 per day to account for the loss of cooking facilities and additional transportation needed to get to work, school, medical appointments, etc.

Supportive Services

The owner will provide supportive services as described in the owner's funding application, including but not limited to

A. One-to-one counseling in the areas of employment, education, health maintenance, and self-care
B. Support groups
C. Referrals to other services
D. Training in vocational skill, life skills, money management and budgeting, shopping and cooking, and conflict resolution

The Housing Authority will monitor to ensure that the supportive services were provided, as follows:

1. The owner will submit an annual report to the Housing Authority that lists, for each tenant, the specific supportive services that were provided.
2. The owner will maintain detailed supportive service records for each tenant. Records will include the dates that services were provided and a description of those services. The Housing Authority may, from time to time, audit those records to ensure compliance with supportive service requirements.
3. The owner will maintain financial records that verify that the costs of supportive services were not paid out of contract rents. Such records may be audited by the Housing Authority from time to time.

Vulnerability Index -

Service Prioritization Decision Assistance Tool

(VI-SPDAT)

Prescreen Triage Tool for Single Adults

AMERICAN VERSION 2.01

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

COMMUNITY SOLUTIONS

ORG CODE

Welcome to the SPDAT Line of Products

The Service Prioritization Decision Assistance Tool (SPDAT) has been around in various incarnations for over a decade, before being released to the public in 2010. Since its initial release, the use of the SPDAT has been expanding exponentially and is now used in over one thousand communities across the United States, Canada, and Australia.

More communities using the tool means there is an unprecedented demand for versions of the SPDAT, customized for specific client groups or types of users. With the release of SPDAT V4, there have been more current versions of SPDAT products than ever before.

VI-SPDAT Series

The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) was developed as a pre-screening tool for communities that are very busy and do not have the resources to conduct a full SPDAT assessment for every client. It was made in collaboration with Community Solutions, creators of the Vulnerability Index, as a brief survey that can be conducted to quickly determine whether a client has high, moderate, or low acuity. The use of this survey can help prioritize which clients should be given a full SPDAT assessment first. Because it is a self-reported survey, no special training is required to use the VI-SPDAT.

Current versions available:

- VI-SPDAT V 2.0 for Individuals
- VI-SPDAT V 2.0 for Families
- VI-SPDAT V 1.0 for Youth

All versions are available online at

www.orgcode.com/products/vi-spdat/

SPDAT Series

The Service Prioritization Decision Assistance Tool (SPDAT) was developed as an assessment tool for front-line workers at agencies that work with homeless clients to prioritize which of those clients should receive assistance first. The SPDAT tools are also designed to help guide case management and improve housing stability outcomes. They provide an in-depth assessment that relies on the assessor's ability to interpret responses and corroborate those with evidence. As a result, this tool may only be used by those who have received proper, up-to-date training provided by OrgCode Consulting, Inc. or an OrgCode certified trainer.

Current versions available:

- SPDAT V 4.0 for Individuals
- SPDAT V 2.0 for Families
- SPDAT V 1.0 for Youth

Information about all versions is available online at

www.orgcode.com/products/spdat/

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.

1 (800) 355-0420 info@orgcode.com www.orgcode.com

SPDAT Training Series

To use the SPDAT, training by OrgCode or an OrgCode certified trainer is required. We provide training on a wide variety of topics over a variety of mediums.

The full-day in-person SPDAT Level 1 training provides you the opportunity to bring together as many people as you want to be trained for one low fee. The webinar training allows for a maximum of 15 different computers to be logged into the training at one time. We also offer online courses for individuals that you can do at your own speed.

The training gives you the manual, case studies, application to current practice, a review of each component of the tool, conversation guidance with prospective clients – and more!

Current SPDAT training available:

- Level 0 SPDAT Training: VI-SPDAT for Frontline Workers
- Level 1 SPDAT Training: SPDAT for Frontline Workers
- Level 2 SPDAT Training: SPDAT for Supervisors
- Level 3 SPDAT Training: SPDAT for Trainers

Other related training available:

- Excellence in Housing-Based Case Management
- Coordinated Access & Common Assessment
- Motivational Interviewing
- Objective-Based Interactions

More information about SPDAT training, including pricing, is available online at

http://www.orgcode.com/product-category/training/spdat/

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.

Administration

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

Opening Script

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

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

Basic Information

First Name	**Nickname**	**Last Name**
_____	_____	_____

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

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

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

SCORE:

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.

A. History of Housing and Homelessness

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

☐ Shelters
☐ Transitional Housing
☐ Safe Haven
☐ **Outdoors**
☐ **Other (specify):** _____
☐ **Refused**

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

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

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

B. Risks

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

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

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

c) Been hospitalized as an inpatient? ____ ☐ Refused

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

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

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

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

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

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

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

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.

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

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

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

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

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

C. Socialization & Daily Functioning

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

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

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

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

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

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

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

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

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

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.

D. Wellness

15. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?	☐ **Y**	☐ N	☐ Refused
16. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart?	☐ **Y**	☐ N	☐ Refused
17. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you?	☐ **Y**	☐ N	☐ Refused
18. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	☐ **Y**	☐ N	☐ Refused
19. When you are sick or not feeling well, do you avoid getting help?	☐ **Y**	☐ N	☐ Refused
20. *FOR FEMALE RESPONDENTS ONLY:* Are you currently pregnant?	☐ **Y**	☐ N	☐ N/A or Refused

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

21. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?	☐ **Y**	☐ N	☐ Refused
22. Will drinking or drug use make it difficult for you to stay housed or afford your housing?	☐ **Y**	☐ N	☐ Refused

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

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

a) A mental health issue or concern?	☐ **Y**	☐ N	☐ Refused
b) A past head injury?	☐ **Y**	☐ N	☐ Refused
c) A learning disability, developmental disability, or other impairment?	☐ **Y**	☐ N	☐ Refused
24. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?	☐ **Y**	☐ N	☐ Refused

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

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

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.

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

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

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

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

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

Scoring Summary

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

Follow-Up Questions

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

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

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the adult at some point in the future
- safety planning

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.

Appendix A: About the VI-SPDAT

The HEARTH Act and federal regulations require communities to have an assessment tool for coordinated entry - and the VI-SPDAT and SPDAT meet these requirements. Many communities have struggled to comply with this requirement, which demands an investment of considerable time, resources and expertise. Others are making it up as they go along, using "gut instincts" in lieu of solid evidence. Communities need practical, evidence-informed tools that enhance their ability to to satisfy federal regulations and quickly implement an effective approach to access and assessment. The VI-SPDAT is a first-of-its-kind tool designed to fill this need, helping communities end homelessness in a quick, strategic fashion.

The VI-SPDAT

The VI-SPDAT was initially created by combining the elements of the Vulnerability Index which was created and implemented by Community Solutions broadly in the 100,000 Homes Campaign, and the SPDAT Prescreen Instrument that was part of the Service Prioritization Decision Assistance Tool. The combination of these two instruments was performed through extensive research and development, and testing. The development process included the direct voice of hundreds of persons with lived experience.

The VI-SPDAT examines factors of current vulnerability and future housing stability. It follows the structure of the SPDAT assessment tool, and is informed by the same research backbone that supports the SPDAT - almost 300 peer reviewed published journal articles, government reports, clinical and quasi-clinical assessment tools, and large data sets. The SPDAT has been independently tested, as well as internally reviewed. The data overwhelmingly shows that when the SPDAT is used properly, housing outcomes are better than when no assessment tool is used.

The VI-SPDAT is a triage tool. It highlights areas of higher acuity, thereby helping to inform the type of support and housing intervention that may be most beneficial to improve long term housing outcomes. It also helps inform the order - or priority - in which people should be served. The VI-SPDAT does not make decisions; it informs decisions. The VI-SPDAT provides data that communities, service providers, and people experiencing homelessness can use to help determine the best course of action next.

Version 2

Version 2 builds upon the success of Version 1 of the VI-SPDAT with some refinements. Starting in August 2014, a survey was launched of existing VI-SPDAT users to get their input on what should be amended, improved, or maintained in the tool. Analysis was completed across all of these responses. Further research was conducted. Questions were tested and refined over several months, again including the direct voice of persons with lived experience and frontline practitioners. Input was also gathered from senior government officials that create policy and programs to help ensure alignment with guidelines and funding requirements.

You will notice some differences in Version 2 compared to Version 1. Namely:

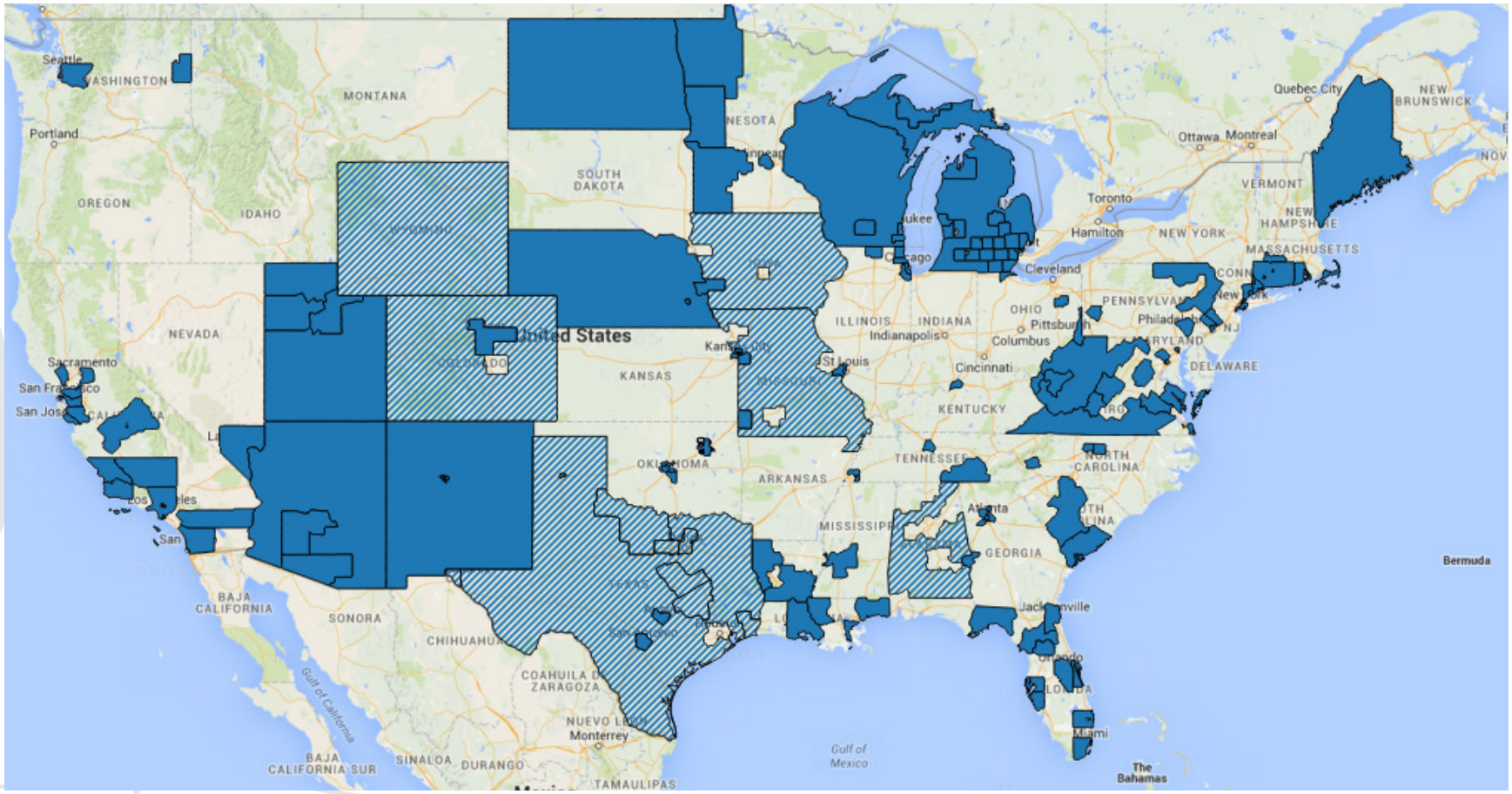
- it is shorter, usually taking less than 7 minutes to complete;
- subjective elements through observation are now gone, which means the exact same instrument can be used over the phone or in-person;
- medical, substance use, and mental health questions are all refined;
- you can now explicitly see which component of the full SPDAT each VI-SPDAT question links to; and,
- the scoring range is slightly different (Don't worry, we can provide instructions on how these relate to results from Version 1).

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.

1 (800) 355-0420 info@orgcode.com www.orgcode.com

Appendix B: Where the VI-SPDAT is being used in the United States

Since the VI-SPDAT is provided completely free of charge, and no training is required, any community is able to use the VI-SPDAT without the explicit permission of Community Solutions or OrgCode Consulting, Inc. As a result, the VI-SPDAT is being used in more communities than we know of. It is also being used in Canada and Australia.



©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.

A partial list of continua of care (CoCs) in the US where we know the VI-SPDAT is being used includes:

Alabama
- Parts of Alabama Balance of State

Arizona
- Statewide

California
- San Jose/Santa Clara City & County
- San Francisco
- Oakland/Alameda County
- Sacramento City & County
- Richmond/Contra Costa County
- Watsonville/Santa Cruz City & County
- Fresno/Madera County
- Napa City & County
- Los Angeles City & County
- San Diego
- Santa Maria/Santa Barbara County
- Bakersfield/Kern County
- Pasadena
- Riverside City & County
- Glendale
- San Luis Obispo County

Colorado
- Metropolitan Denver Homeless Initiative
- Parts of Colorado Balance of State

Connecticut
- Hartford
- Bridgeport/Stratford/Fairfield
- Connecticut Balance of State
- Norwalk/Fairfield County
- Stamford/Greenwich
- City of Waterbury

District of Columbia
- District of Columbia

Florida
- Sarasota/Bradenton/Manatee, Sarasota Counties
- Tampa/Hillsborough County
- St. Petersburg/Clearwater/Largo/Pinellas County
- Tallahassee/Leon County
- Orlando/Orange, Osceola, Seminole Counties
- Gainesville/Alachua, Putnam Counties
- Jacksonville-Duval, Clay Counties
- Palm Bay/Melbourne/Brevard County
- Ocala/Marion County
- Miami/Dade County
- West Palm Beach/Palm Beach County

Georgia
- Atlanta County
- Fulton County
- Columbus-Muscogee/Russell County
- Marietta/Cobb County
- DeKalb County

Hawaii
- Honolulu

Illinois
- Rockford/Winnebago, Boone Counties
- Waukegan/North Chicago/Lake County
- Chicago
- Cook County

Iowa
- Parts of Iowa Balance of State

Kansas
- Kansas City/Wyandotte County

Kentucky
- Louisville/Jefferson County

Louisiana
- Lafayette/Acadiana
- Shreveport/Bossier/Northwest
- New Orleans/Jefferson Parish
- Baton Rouge
- Alexandria/Central Louisiana CoC

Massachusetts
- Cape Cod Islands
- Springfield/Holyoke/Chicopee/Westfield/Hampden County

Maryland
- Baltimore City
- Montgomery County

Maine
- Statewide

Michigan
- Statewide

Minnesota
- Minneapolis/Hennepin County
- Northwest Minnesota
- Moorhead/West Central Minnesota
- Southwest Minnesota

Missouri
- St. Louis County
- St. Louis City
- Joplin/Jasper, Newton Counties
- Kansas City/Independence/Lee's Summit/Jackson County
- Parts of Missouri Balance of State

Mississippi
- Jackson/Rankin, Madison Counties
- Gulf Port/Gulf Coast Regional

North Carolina
- Winston Salem/Forsyth County
- Asheville/Buncombe County
- Greensboro/High Point

North Dakota
- Statewide

Nebraska
- Statewide

New Mexico
- Statewide

Nevada
- Las Vegas/Clark County

New York
- New York City
- Yonkers/Mount Vernon/New Rochelle/Westchester County

Ohio
- Toledo/Lucas County
- Canton/Massillon/Alliance/Stark County

Oklahoma
- Tulsa City & County/Broken Arrow
- Oklahoma City
- Norman/Cleveland County

Pennsylvania
- Philadelphia
- Lower Marion/Norristown/Abington/Montgomery County
- Allentown/Northeast Pennsylvania
- Lancaster City & County
- Bristol/Bensalem/Bucks County
- Pittsburgh/McKeesport/Penn Hills/Allegheny County

Rhode Island
- Statewide

South Carolina
- Charleston/Low Country
- Columbia/Midlands

Tennessee
- Chattanooga/Southeast Tennessee
- Memphis/Shelby County
- Nashville/Davidson County

Texas
- San Antonio/Bexar County
- Austin/Travis County
- Dallas City & County/Irving
- Fort Worth/Arlington/Tarrant County
- El Paso City and County
- Waco/McLennan County
- Texas Balance of State
- Amarillo
- Wichita Falls/Wise, Palo Pinto, Wichita, Archer Counties
- Bryan/College Station/Brazos Valley
- Beaumont/Port Arthur/South East Texas

Utah
- Statewide

Virginia
- Richmond/Henrico, Chesterfield, Hanover Counties
- Roanoke City & County/Salem
- Virginia Beach
- Portsmouth
- Virginia Balance of State
- Arlington County

Washington
- Seattle/King County
- Spokane City & County

Wisconsin
- Statewide

West Virginia
- Statewide

Wyoming
- Wyoming Statewide is in the process of implementing

©2015 OrgCode Consulting Inc. and Community Solutions. All rights reserved.

SANTA CRUZ COUNTY HOMELESS ACTION PARTNERSHIP

Local Objective Project Rating and Scoring Criteria – 100 Points Possible

The following objective rating and scoring criteria are aligned with the priorities of *All In: Toward a Home for Every Santa Cruz County Resident*. They were developed by the HAP for use by the HAP Board in rating and ranking new and renewal proposals CoC funds. Each Local Project Proposal will be scored using the following publicly announced objective criteria. The HAP Board will use the scores to help determine whether each proposal is approved (or rejected), its rank order, and whether it is placed in Tier 1 or Tier 2 (if applicable), or is selected for the PSH bonus (if applicable). Each scoring criterion relates to a particular question in the Local Project Proposal Form (new and renewal).

1. Housing/Project Type (5 points possible)

5 points, including –

5 points for:

(a) Renewal projects of the following types:
   a. PSH serving 100% chronically homeless persons with emphasis on the longest histories of homelessness and most severe needs
   b. PSH serving 100% chronically homeless persons that choose to transition to the new DedicatedPLUS project type
   c. RRH for homeless individuals or families, including unaccompanied youth
   d. Joint TH and RRH projects
   e. CE projects.

(b) New projects of the following types proposing to use funds reallocated (including voluntary or transitional reallocations) from renewals and/or new project bonus funds:
   a. PSH serving 100% chronically homeless persons with emphasis on the longest histories of homelessness and most severe needs
   b. PSH of the new DedicatedPLUS project type
   c. Joint TH and RRH projects
   d. RRH for homeless individuals or families, including unaccompanied youth
   e. Expansion of CE or HMIS to the extent justified by unmet operational costs for these programs.

(c) New DV bonus projects of the following types:
   a. RRH projects that must follow a Housing First approach
   b. Joint TH and RRH projects that must follow a Housing First approach
   c. CE project to implement policies, procedures, and practices that equip the CoC's Coordinated Entry to better meet the needs of survivors of domestic violence, dating violence, sexual assault, or stalking.

2.5 points for:

(a) Renewal projects of the following types:
   a. TH projects
   b. PSH projects that are <u>not</u> dedicated 100% to chronically homeless persons with the longest histories of homelessness and most severe needs or are not DedicatedPLUS projects
   c. HMIS projects.

(b) New projects of the following types proposing to use funds reallocated from renewals or PH bonus funds:

a. PSH projects that are not dedicated 100% to chronically homeless persons with the longest histories of homelessness and most severe needs or are not DedicatedPLUS projects.

0 points for:

– All other projects.

Where to look on the renewal application: ***Application Question 3*** *(staff have totaled points for you)*
Where to look on the new project application: ***Application Question 3*** *(staff have totaled points for you)*

2. Consistency with the Strategic Priorities and Action Strategies of the Strategic Plan, *All In* (15 points possible)

How does your proposed project help meet the strategic priorities and actions strategies of *All In: Toward a Home for Every Santa Cruz County Resident*? Please identify strategic priorities and action strategies (and any other plan goals) the project will address will address.

Where to look on the renewal application: ***Application Question 10***
Where to look on the new project application: ***Application Question 9***

3. Project Quality, Readiness & Appropriateness (5 points possible)

Explain how your project's design and mix of services and/or housing are appropriate for serving the population it intends to serve. How are the project's budget, staffing, and administrative structure realistic for the proposed program? *Victim service providers only: How will the project increase the safety of project participants?*

Where to look on the renewal application: ***Application Question 11***
Where to look on the new project application: ***Application Question 10***

4. Program Goals, Design, HMIS (or comparable database) Performance Metrics (20 points possible)

HMIS projects and first-year projects without a full year of APR data will automatically get 12 points.
For Renewal Projects: Please provide the performance metric information requested from your last HMIS-generated APR (or comparable database for victim service providers) relating to these questions:
Housing Stability: (7 points)

- For PSH, did you meet the standard in helping leavers and stayers combined retain permanent housing for 7 months or more? HUD and CoC Performance Standard **– at least 80%**
- For transitional housing and RRH, did you meet the standard in helping leavers find and move into permanent housing? HUD and CoC Performance Standard **– at least 80%**

Income: (5 points - 2.5 pts. per question)

- For all projects except HMIS, did you meet the standard in helping leavers and stayers combined maintain or increase income from employment AND non-cash benefits from mainstream sources? CoC Performance Standard **– at least 75%**
- For all projects except HMIS, did you meet the standard in helping ADULT leavers and stayers combined maintain or increase income from employment ONLY? CoC Performance Standard **– at least 25%**

Non-Cash Mainstream Benefits: (2 points)

- For all projects except HMIS, did you meet the standard in helping leavers and stayers combined maintain or increase at least one source of non-cash benefits? CoC Performance Standard **– at least 50%**

Program Occupancy: (2 points)

- For all projects except HMIS, did you meet the standard in ensuring that average program occupancy met CoC standard. CoC Performance Standard **– at least 90% for the year**

Returns to Homelessness: (2 points)

- For all projects except HMIS, did you meet the standard in ensuring that leavers did not exit to non-permanent destinations (e.g., shelters, transitional housing, hotels, motels, and the streets)? CoC Performance Standard **– no more than 20%**

Length of Stay: (2 points)

- For PSH only, did you meet the standard by increasing the annual average LOS in permanent housing for leavers and stayers combined? **– higher LOS average than previous APR year**
- For TH and RRH only, did you meet the standard by decreasing the annual average LOS in TH or RRH for leavers? **– lower LOS average than previous APR year**

Victim Service Providers only - Safety: (not scored this year):

- *Please propose at least one relevant measure of the degree of participant safety that you will commit to using in the future.*

Renewal applicants get full points for each measure if they met the performance target, half points if they missed the target by 10% points or less, and 0 points if they missed the target by 10% points more.

For New Housing Projects Only: Please briefly identify:

- Your program goals to be measured annually in the HUD Annual Performance Report (APR);
- Where your homeless participants will come from;
- Your outreach plan to bring participants in;
- The types and frequency of services participants will receive;
- How participants will be helped to obtain and remain in permanent housing; and
- How participants will be helped to increase their employment and income and live independently.
- *Victim Service Providers only - Please propose at least one relevant measure of the degree of participant safety that you will commit to using in the future.*

For New Coordinated Entry Projects Only: Please briefly identify:

- The geographic accessibility of the proposed system for all persons within the CoC's geographic area who are seeking information regarding homeless assistance;
- The strategy for advertising the project that is designed specifically to reach homeless persons with the highest barriers within the CoC's geographic area;
- The standardized assessment process proposed (or the process to choose a standardized assessment system); and,
- Whether/how the system will ensure that program participants are directed to the appropriate housing and services to fit their needs.

Where to look on the renewal application: ***Application Question 12***
Where to look on the new project application: ***Application Question 11***
(Note that the new project application (permanent supportive housing, rapid re-housing, coordinated entry or HMIS) focuses on goals and design; renewal application looks at performance and outcomes)

5. Housing First Emphasis and Severity of Needs (10 points possible)

As the question is not applicable to HMIS, HMIS projects will automatically get 8 points.

Serving People with the Highest Barriers to Housing (6 points):

To what extent does your project embrace the following Housing First approaches?

1. Does the project prioritize client selection based on duration of homelessness and vulnerability?
2. Does the project accept all clients regardless of substance use history, or current use?
3. Does the project accept clients who are diagnosed with, or show symptoms of, a mental illness?
4. Does the project accept clients regardless of criminal history?
5. Does the project accept clients regardless of income or financial resources?
6. Does the project use a harm-reduction model for drugs and/or alcohol use?

Each "yes" response receives 1 point; each "no" response receives 0 points.

Removing Barriers to Housing (4 points)
To what extent does your project eliminate the following barriers to housing?

1. Must have minimum income
2. Must have current employment
3. Must have state issued photo id
4. Must show sobriety (drugs or alcohol)
5. No presenting of symptoms of mental illness
6. Must have transportation
7. Must have specific disabling condition (e.g., MH, SA, HIV/AIDS)
8. Must show use medication

Each non-checked ("no") response receives 1/2 point; each checked ("yes") response receives 0 points.

Where to look on the renewal application: ***Application Question 13***
Where to look on the new project application: ***Application Question 12***

6. Agency/Collaborative Capacity (10 points possible)
Briefly explain the type and length of experience of all organizations involved in implementing the proposed project, including the project sponsor, housing and supportive service providers, and any key subcontractors. Describe experience directly related to their role in the proposed project as well as their overall experience working with homeless people. For projects contracting for and overseeing the construction or rehabilitation of housing, leasing housing, or administering rental assistance, describe experience, as applicable.

Where to look on the renewal application: ***Application Question 14***
Where to look on the new project application: ***Application Question 13***

7. Budget and Cost Effectiveness (10 points possible)
Does your project comparatively "deliver" enough per person given its costs? Please explain how your costs per person are all necessary and reasonable. For new permanent housing projects only: Does the budget help meet the CoC goal of emphasizing *housing activities* (percentage of HUD new project dollars requested for housing activities [leasing and operations] versus *services activities* [case management] not including admin?

Where to look on the renewal application: ***Application Question 15***
Where to look on the new project application: ***Application Question 14***

8. Addresses Chronic Homeless Population (10 points possible)
HUD defines chronically homeless as:
(1) An individual who: (i) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) Has been homeless and living or residing in a place not meant for

human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years; and (iii) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability, post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; (2) An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or (3) A family with a head of household who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Points will be for the percentage of clients to be served who are homeless under HUD's definition as follows:

10 points – 100% served are chronically homeless (note: PH bonus projects must serve 100% chronically homeless)
7.5 points – 70-99%
5 points – 50-69%
2.5 points – 25-49%
1 point – 1-24%
0 points – 0%.

Where to look on the renewal application: ***Application Question 16***
Where to look on the new project application: ***Application Question 15***
(staff have already totaled these points for you)

9. Mainstream Resources (10 points possible)

Please check each strategy your program uses to help clients access federal mainstream benefits, including Medicaid; State Children's Health Insurance Program; TANF (CalWORKS); Food Stamps; SSI; Workforce Investment Act; *Employment Income*; Welfare to Work Grant Programs; and, Veterans Health Care. Points will be allocated as follows:

10 points – 7 - 8 strategies used
8 points – 5 - 6 strategies used
6 point – 3 - 4 strategies used
4 points – 2 strategies used
2 point – 1 strategy used
0 points – 0 strategies used.

Where to look on the renewal application: ***Application Question 17***
Where to look on the new project application: ***Application Question 16***
(staff have already totaled these points for you)

10. Community Collaboration and Participation (5 points possible) *Please note: There is no need to submit a narrative response. Sub-scores will be determined by HAP staff based upon appropriate HAP and documentation for the period from September 1, 2017 to the present time.*
Does the applicant agency participate in Homeless Action Partnership activities mandated by HUD, as follows?

1. HAP meeting participation: 3 points possible
    a. 0 points: Agency attends 0% to 24% of full HAP meetings.
    b. 1 point: Agency attends 25% to 49% of full HAP meetings.
    c. 2 points: Agency attends 50% to 74% of full HAP meetings

    d. 3 points: Agency attends 75% to 100% of full HAP meetings.
2. HMIS participation: 2 points possible
    a. 0 points: No data submitted to HMIS
    b. 1 point: Has data in HMIS for some (less than 100%) of housing programs listed in the homeless housing inventory
    c. 2 points: Has data in HMIS for all (100%) of housing programs listed in the homeless housing inventory.

Where to look on the renewal and new applications: ***No question/response on the applications*** *(staff have already totaled these points for you using relevant data on the applicant's HAP and HMIS participation)*

Subject:	Fw: FY2018 CoC Local Competition Public Solicitation, Process Summary, Requirements, Criteria, Timeline, and Instructions
From:	tony gardner (tonygardnerconsulting@yahoo.com)
To:	santacruzhap@ctagroup.org; tonygardnerconsulting@yahoo.com;
Bcc:	emurphy@ccah-alliance.org; rmckeen@santacruzhsc.org; Raquel.Ruiz@santacruzcounty.us; tstone@santacruzhsc.org; sylvia.caras@gmail.com; Denise.Acosta@USW.salvationarmy.org; Ji.Im@DignityHealth.org; Martina.OSullivan@DignityHealth.org; eromero@cccil.org; ariana@fitsantacruz.org; sara@fitsantacruz.org; mzimina@santacruzhsc.org; debates44@aol.com; pseever@prodigy.net; compassionman@hotmail.com; Carlos.Palacios@santacruzcounty.us; Magaly.laubach@usw.salvationarmy.org; Harold.Laubackjr@usw.salvationarmy.org; EllenM@hacosantacruz.org; tstagg@santacruzhsc.org; athompson@santacruzhsc.org; elston13@earthlink.net; skagno@gmail.com; david.davis@santacruzcounty.us; sara@fitsantacruz.org; alubin@santacruzhsc.org; tamara.vides@cityofwatsonville.org; homes4everyone@post.com; mmagana@cccil.org; hrotter@santacruzhsc.org; m.alice.blymyer@gmail.com; jciervo@losd.ca; Yanetcontreras1997@gmail.com; shc.program@fsa-cc.org; Fox.m.shaun@gmail.com; isaiahlgarcia@gmail.com; jazmineg734@gmail.com; shandara@yogaforallmovement.org; ahgonzalez@splg.org; Ryon.hoffmann@gmail.com; Jamie@santacruzmah.org; codymanning123@gmail.com; Jennifer.mikkelson@santacruzcounty.us; Joan.miller@santacruzcounty.us; director@diversitycenter.org; Claudia@fitsantacruz.org; kcorneille@santacruzcoe.org; Andy.Stone@santacruzcounty.us; martinewatkins@santacruzcoe.org; Victoria.williams@santacruzcounty.us; sarah@casaofsantacruz.org; ksaiahicks@gmail.com; jessiecamarena@yahoo.com; kenneth.salas6@gmail.com; michaelcarballo@gmail.com; angel.m.may@gmail.com; Jonathan.coleman@santacruz.county.us; kglass2080@gmail.com; nikkigrant777@gmail.com; meneva.ana96@gmail.com; abra.murphy@gmail.com; brosephsandoval@gmail.com; droseinda@splg.org; mpaynter@santacruzcoe.org; Charles.Platt@encompasscs.org; Najeeb.Kamil@santacruzcounty.us; Richard_Puente@pvusd.net; rowest@cabrillo.edu; kristie.brenda@EncompassCS.org; kareyes@cabrillo.edu; jgoldstein@ci.capitola.ca.us; rebecca.garcia@cityofwatsonville.org; tshull@cityofsantacruz.com; Carlos.Palacios@santacruzcounty.us; thereseadams@baymoon.com; Elissa.Benson@santacruzcounty.us; cfm.roy@gmail.com; gneacc@aol.com; leslie.goodfriend@santacruzcounty.us; PFurlong@bwcmail.org; AEnsign@bwcmail.org; lfoster@billwilsoncenter.org; mimi.hall@santacruzcounty.us;
Date:	Tuesday, July 3, 2018 6:05 PM

Dear Homelessness Stakeholders:

As you know, the Department of Housing and Urban Development's (HUD's) Notice of Funding Availability (NOFA) for the Fiscal Year 2017 Continuum of Care (CoC) Program Competition was released on on Friday, June 20, 2018.

Please find attached the Homeless Action Partnership's (HAP), "Public Solicitation for Applications: 2018 Local Continuum of Care Project Evaluation and Application Policies and Procedures." This document includes a summary of the HUD and local 2018 CoC NOFA and process, program requirements, application review and rating criteria, application timeline, and application instructions. Also attached are local supplementary application forms for new and renewal projects, the 2018 Grant Inventory Worksheet (GIW) showing renewal project amounts, and a match documentation form.

Copies of the Public Solicitation of Applications and all related local materials are or will be posted on the HAP webpage at: https://ctagroup.org/santa-cruz-hmis/hap-2018/, and on the County Planning Department webpage at: http://www.sccoplanning.com/PlanningHome/Housing/County-WideHomelessPrograms.aspx

A CoC Applicant TA Session open to all interested parties will be held a the following date, time, and location:

CoC Applicant TA Session
United Way of Santa Cruz County, Conference Room
4450 Capitola Road
Capitola, California
Wednesday, July 11, 1:00 pm - 2:30 pm

The CoC Applicant TA Session is open to representatives of any organization that might be interested in applying for CoC funding, including nonprofit organizations, local governments, instrumentalities of local governments, and public housing agencies. Please RSVP via return e-mail if you are comfortable doing so.

The HAP encourages applications from organizations that have not previously received CoC Program funding. We ask that you and the public forward this Public Solicitation for Applications and other attachments to any interested parties, send them to relevant additional listservs, and post them on public bulletin boards.

If you have any questions, please do not hesitate to contract HAP CoC Consultant Tony Gardner at 415.458.2460 or tonygardnerconsulting@yahoo.com.

Thank you for your interest in the Santa Cruz County CoC Program.

Very truly yours,

Tony Gardner
HAP CoC Consultant

Tony Gardner Consulting
P.O. Box 205
Fairfax, CA 94978
415.458.2460 land
415.717.9336 mobile tonygardnerconsulting@yahoo.com

Attachments

- HAP 2018 Public Solicitation and CoC Competition Policies and Procedures.pdf (397.19KB)
- HAP 2018 Renewal Project Proposal Form.doc (143.50KB)
- HAP 2018 New Project Application Form.doc (146.50KB)
- Final 2018 Santa Cruz County CoC GIW FY 2018 GIW.pdf (49.49KB)
- Match format.docx (69.53KB)

The following sections are excerpted from the Homeless Action Partnership (HAP) Policies and Procedures Manual: 2017 Local Continuum of Care Project Evaluation and Application Process, p. 22, which was made publically available on July 26, 2017 at the HAP Applicant Technical Assistance Session, and posted on the public HAP webpage on July 27, 2017.

Notice Regarding Potential Reallocation of Funds

Please be aware that the HAP will review all renewal grants and may reallocate funds if it finds that one or more renewal project is under performing, obsolete, or ineffective, or that reallocation would reduce homelessness. See above for the types of projects that are eligible to receive reallocated funds.

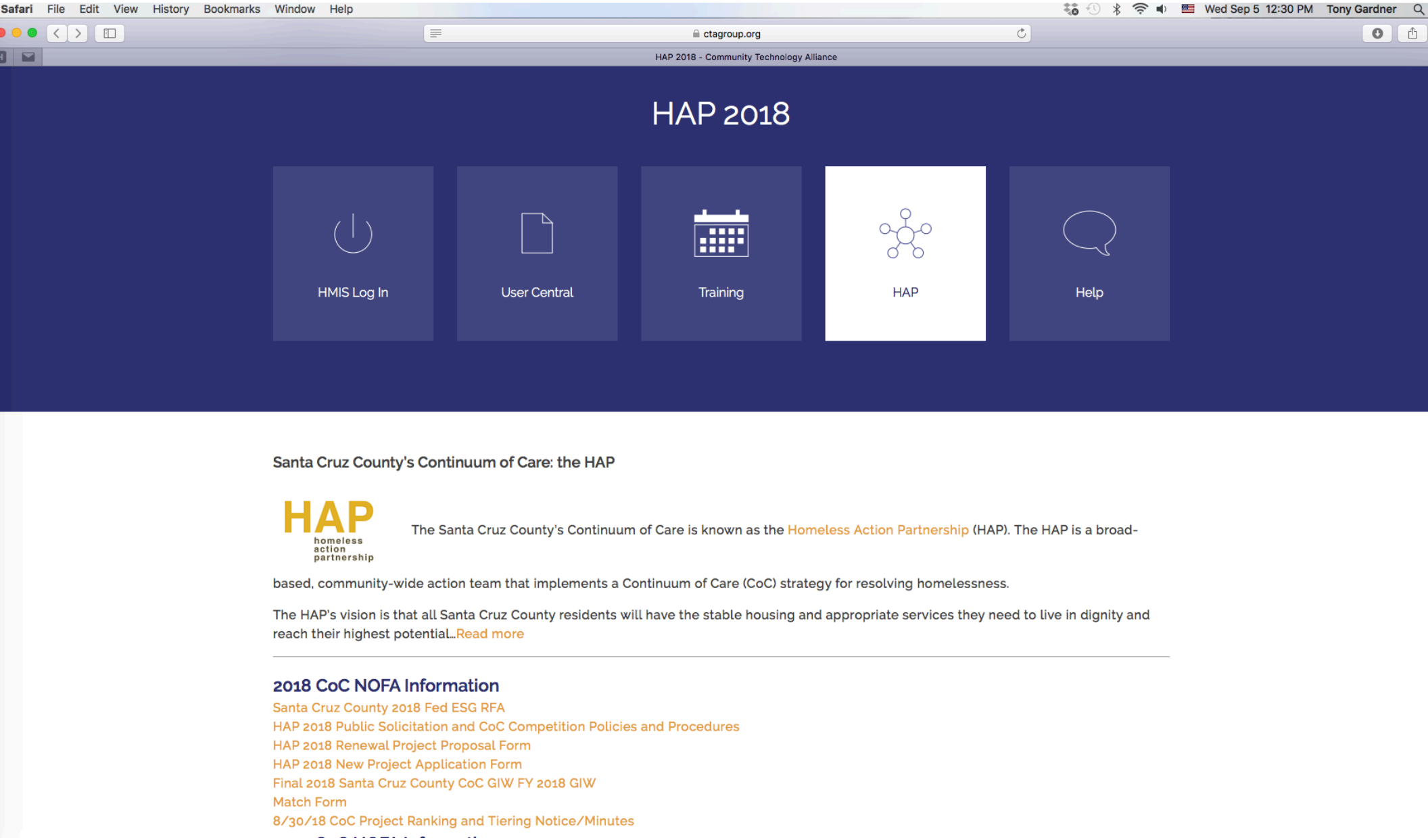
Encouragement of Voluntary Reallocation of Transitional Housing to Permanent Supportive Housing or Rapid Rehousing

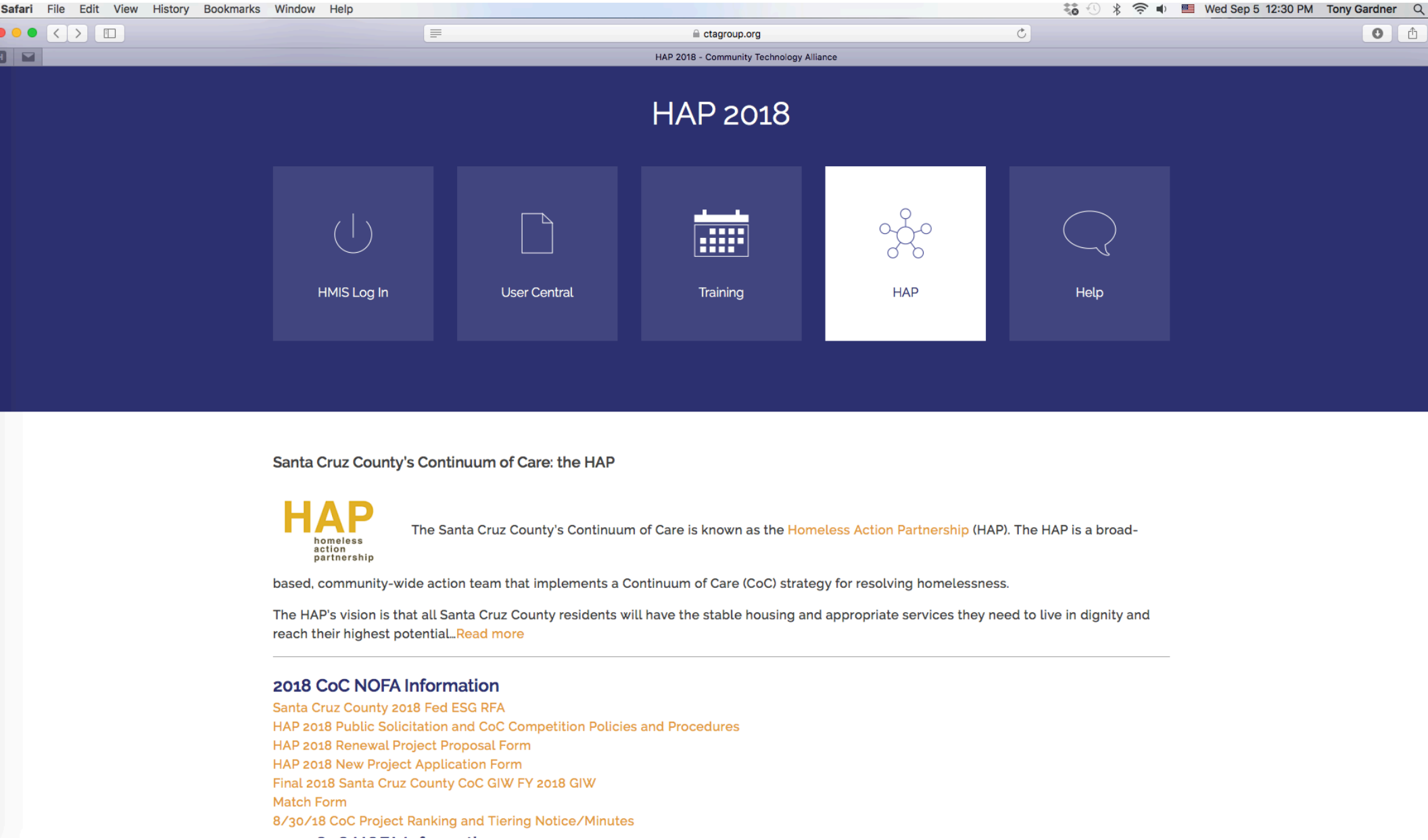
In order to encourage projects to voluntarily align themselves with HUD priorities and local priorities under *All In: Toward a Home for Every Santa Cruz County Resident*, existing transitional housing projects that voluntarily wish to convert their project to new PSH exclusively targeted to CH with emphasis on the longest histories of homelessness and most severe needs, new DedicatedPLUS projects, new Joint TH and RRH projects, or new RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA, will be given priority by the HAP Governance Board in accessing the funds reallocated from their existing project.

Any such project must complete a new project application as part of the local competition and will be scored on the basis of that application.

Encouragement of New Applicants and Technical Assistance for Applicants

The HAP is open to and encourages applications from entities that have not previously been awarded CoC funds. Any prospective or new applicants are requested to contact the HAP CoC Consultant at 415.458.2460 for a special phone briefing and orientation to the CoC application goals, requirements and process. In addition, prospective and new applicants will be invited to participate in all of the process steps below, including the Applicant Technical Assistance Session and on-call technical assistance being made available to all applicants.


Safari File Edit View History Bookmarks Window Help
Wed Sep 5 12:30 PM Tony Gardner
ctagroup.org
HAP 2018 - Community Technology Alliance
HAP 2018
HMIS Log In
User Central
Training
HAP
Help
Santa Cruz County's Continuum of Care: the HAP
HAP
homeless action partnership
The Santa Cruz County's Continuum of Care is known as the Homeless Action Partnership (HAP). The HAP is a broad-based, community-wide action team that implements a Continuum of Care (CoC) strategy for resolving homelessness.
The HAP's vision is that all Santa Cruz County residents will have the stable housing and appropriate services they need to live in dignity and reach their highest potential...Read more
2018 CoC NOFA Information
Santa Cruz County 2018 Fed ESG RFA
HAP 2018 Public Solicitation and CoC Competition Policies and Procedures
HAP 2018 Renewal Project Proposal Form
HAP 2018 New Project Application Form
Final 2018 Santa Cruz County CoC GIW FY 2018 GIW
Match Form
8/30/18 CoC Project Ranking and Tiering Notice/Minutes


Safari File Edit View History Bookmarks Window Help
Wed Sep 5 12:30 PM Tony Gardner
ctagroup.org
HAP 2018 - Community Technology Alliance
HAP 2018
HMIS Log In
User Central
Training
HAP
Help
Santa Cruz County's Continuum of Care: the HAP
HAP
homeless action partnership
The Santa Cruz County's Continuum of Care is known as the Homeless Action Partnership (HAP). The HAP is a broad-based, community-wide action team that implements a Continuum of Care (CoC) strategy for resolving homelessness.
The HAP's vision is that all Santa Cruz County residents will have the stable housing and appropriate services they need to live in dignity and reach their highest potential...Read more
2018 CoC NOFA Information
Santa Cruz County 2018 Fed ESG RFA
HAP 2018 Public Solicitation and CoC Competition Policies and Procedures
HAP 2018 Renewal Project Proposal Form
HAP 2018 New Project Application Form
Final 2018 Santa Cruz County CoC GIW FY 2018 GIW
Match Form
8/30/18 CoC Project Ranking and Tiering Notice/Minutes

Subject:	FY2018 CoC Local Competition Public Solicitation, Process Summary, Requirements, Criteria, Timeline, and Instructions
From:	tony gardner (tonygardnerconsulting@yahoo.com)
To:	santacruzhap@ctagroup.org;
Cc:	julie.conway@santacruzcounty.us; nora.krantzler@santacruzcounty.us; nora.boothby@gmail.com; kathy.previsich@santacruzcounty.us; rayne.marr@santacruzcounty.us;
Bcc:	jharuyama@scottsvalley.org; Rayne.Marr@santacruzcounty.us; sle4you@yahoo.com; equezada@cccil.org; kathy.previsich@santacruzcounty.us; crossovernetwork@sbcglobal.net; jennyp@hacosantacruz.org; joallen@santacruz.k12.ca.us; laura@pvshelter.org; homes4everyone@yahoo.com; nmacias@santacruzcoe.org; paul.gendreau@santacruzcounty.us; rayc@cbridges.org; susan.paradise@encompasscs.org; wolfgang@cruzio.com; sstone@abovetheline.org; darrieg@homelessgardenproject.org; christina@cfscc.org; abutler@frontst.com; rmendoza@frontst.com; kfrost@unitedwaysc.org; mshippen@yahoo.com; Lizet@EnergyServices.org; amccabe@frontst.com; Doxns@earthlink.net; ranell@durgan.com; blipscomb@cityofsantacruz.com; gregenhardt@crla.org; opsmoran@msn.com; cberg@cityofsantacruz.com; Alan.lamb@santacruzcounty.us; dlane@cityofsantacruz.com; connery@appliedsurveyresearch.org; samantha@appliedsurveyresearch.org; james@appliedsurveyresearch.org; Keri.Swenson@encompasscs.org; drpalee@aol.com; dlane@cruzio.com; bob@ctagroup.org; laurah@monarchscc.org; michele@teenchallengemb.org; tomr@teenchallengemb.org; allan.moltzen@santacruzcounty.us; scveteranadvocate@gmail.com; patsgorman@hotmail.com; rebecca@sienahouse.org; kimberly@pvshelter.org; inbal.yassur@encompasscs.org; jwhite@abodeservices.org; ewilson@midpen-housing.org; karen.jackson@encompasscs.org; ian.winters@encompasscs.org; tracey.heggum@encompasscs.org; melisa@fitsantacruz.org; equezada@cccil.org; shebreh.kalantarijohnson@encompasscs.org; cmurphy@santacruzhsc.org; helen@cabinc.org; doug.mattos@cityofwatsonville.org; jackie.ventura@cityofwatsonville.org; itrejo@vetsresource.org; Kristie.Brenda@EncompassCS.org; christine.sippl@EncompassCS.org; jim.straubinger@santacruzcounty.us; kelly.conway@va.gov; mariaelena@cabinc.org; monica.martinez@encompasscs.org; ed@hrcmc.org; stacy.studebaker@va.gov; allison.ulrich@va.gov; shannon.healer@va.gov; amy.peeler@santacruzcounty.us; LourdesA@cabinc.org; AngieM@cabinc.org; jessica.scheiner@santacruzcounty.us; kristina.riera@santacruzcounty.us; Giang.Nguyen@santacruzcounty.us; erik.riera@santacruzcounty.us; mbernal@cityofsantacruz.com; gmerrill@emergentsystems.com; kathryn.mintz@encompasscs.org; jjurado@ccah-alliance.org; christinas@monarchscc.org; jdrosen9@gmail.com; Jeanette.Garcia@santacruzcounty.us; pkramer@santacruzhsc.org; LConner@schealthcenters.org; Allison.Endert@santacruzcounty.us; joey.crottogini@santacruzcounty.us; krantzler@yahoo.com;
Date:	Tuesday, July 3, 2018 6:02 PM

Dear Homelessness Stakeholders:

As you know, the Department of Housing and Urban Development's (HUD's) Notice of Funding Availability (NOFA) for the Fiscal Year 2017 Continuum of Care (CoC) Program Competition was released on on Friday, June 20, 2018.

Please find attached the Homeless Action Partnership's (HAP), "Public Solicitation for Applications: 2018 Local Continuum of Care Project Evaluation and Application Policies and Procedures." This document includes a summary of the HUD and local 2018 CoC NOFA and process, program requirements, application review and rating criteria, application timeline, and application instructions. Also attached are local supplementary application forms for new and renewal projects, the 2018 Grant Inventory Worksheet (GIW) showing renewal project amounts, and a match documentation form.

Copies of the Public Solicitation of Applications and all related local materials are or will be posted on the HAP webpage at: https://ctagroup.org/santa-cruz-hmis/hap-2018/, and on the County Planning Department webpage at: http://www.sccoplanning.com/PlanningHome/Housing/County-WideHomelessPrograms.aspx

A CoC Applicant TA Session open to all interested parties will be held a the following date, time, and location:

CoC Applicant TA Session
United Way of Santa Cruz County, Conference Room
4450 Capitola Road
Capitola, California
Wednesday, July 11, 1:00 pm - 2:30 pm

The CoC Applicant TA Session is open to representatives of any organization that might be interested in applying for CoC funding, including nonprofit organizations, local governments, instrumentalities of local governments, and public housing agencies. Please RSVP via return e-mail if you are comfortable doing so.

The HAP encourages applications from organizations that have not previously received CoC Program funding. We ask that you and the public forward this Public Solicitation for Applications and other attachments to any interested parties, send them to relevant additional listservs, and post them on public bulletin boards.

If you have any questions, please do not hesitate to contract HAP CoC Consultant Tony Gardner at 415.458.2460 or tonygardnerconsulting@yahoo.com.

Thank you for your interest in the Santa Cruz County CoC Program.

Very truly yours,

Tony Gardner
HAP CoC Consultant

Tony Gardner Consulting
P.O. Box 205
Fairfax, CA 94978
415.458.2460 land
415.717.9336 mobile tonygardnerconsulting@yahoo.com

Attachments

- HAP 2018 Public Solicitation and CoC Competition Policies and Procedures.pdf (397.19KB)
- HAP 2018 Renewal Project Proposal Form.doc (143.50KB)
- HAP 2018 New Project Application Form.doc (146.50KB)
- Final 2018 Santa Cruz County CoC GIW FY 2018 GIW.pdf (49.49KB)
- Match format.docx (69.53KB)

Santa Cruz County Homeless Management Information System

Memorandum of Understanding Between
The Santa Cruz County Homeless Action Partnership, Community Technology Alliance,
County of Santa Cruz Planning Department,
and the
County of Santa Cruz Human Services Department

A. Purpose and Scope

The purpose of this Memorandum Of Understanding is to confirm agreements between the Santa Cruz County Homeless Action Partnership, the Community Technology Alliance, the County of Santa Cruz Planning Department, and the County of Santa Cruz Human Services Department in connection with the Homeless Management Information System. As such, the Memorandum of Understanding sets forth the general understandings, and specific responsibilities of each party relating to key aspects of the governance and operation of the Santa Cruz County Homeless Management Information System. This agreement is effective on 13 (date) of May (month), 2009.

B. Background

The Homeless Management Information System (HMIS) is a collaborative project of the Santa Cruz County Continuum of Care Homeless Action Partnership (HAP), Community Technology Alliance (CTA), the County Of Santa Cruz Planning Department Housing Unit (Planning Department), the County of Santa Cruz Human Services Department (Human Services), and participating Partner Agencies. HMIS is a computerized data collection application designed to capture information about homeless people and homeless programs over time. HMIS is mandated by the U.S. Department of Housing and Urban Development (HUD) for all communities and agencies receiving HUD Continuum of Care (CoC) homeless assistance funds. HMIS is essential to efforts to streamline client services and inform public policy. Through HMIS, homeless people benefit from improved coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through HMIS is critical to the preparation of a periodic accounting of homelessness in Santa Cruz County, which may include measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs. Such an unduplicated accounting of homelessness is necessary to service and systems planning, effective resource allocation, and advocacy. The parties to this Memorandum Of Understanding (MOU) share a common interest in collaborating to end homelessness and successfully implementing and operating HMIS in Santa Cruz County.

The HAP is a communitywide collaborative that works to provide a range of homeless housing and services. The continuum of care system components includes prevention, emergency shelter, transitional housing, permanent affordable and permanent supportive housing, supportive services at each stage, specialized programs and outreach for each homeless subpopulations, and integration with "mainstream" programs. HMIS will enable homeless service providers to collect uniform client information over time. Analysis of information gathered through HMIS is critical to accurately calculate the size, characteristics, and needs of the homeless population; these data are necessary to service and systems planning, and advocacy.

C. General Understandings

1. Homeless Action Partnership Governance

The HAP is the lead-planning group for efforts to end homelessness and for implementing and operating a homeless CoC system in Santa Cruz County. As such and under HUD policy, the HAP is responsible for HMIS oversight and implementation, including planning, software selection, and setting up and managing the HMIS in compliance with HUD's national HMIS Standards. HAP's oversight and governance responsibilities are carried out by the HMIS Technology Committee (described below), which also discusses and approves all HMIS policies and procedures.

2. Lead Agency Designation

The HAP and the HMIS Technology Committee designate Community Technology Alliance as the HMIS Lead Agency (in place of the former Lead Agency, Human Services Department) to manage HMIS operations on its behalf and to provide HMIS administrative functions at the direction of the HAP, through its HMIS Technology Committee.

3. Homeless Management Information System Technology Committee

The HAP members and HMIS Partner Agencies actively participate with CTA through the HAP's HMIS Technology Committee in the management of the HMIS process, including establishing policies, procedures and protocols for privacy, data sharing protocols, data analysis, reporting, data integrity/quality, etc. essential to the viability and success of the HMIS.

4 Funding

4a. HUD Grant

HMIS activities are covered by a HUD CoC grant and HUD-required local match funds. Human Services is transferring the HUD CoC grant to CTA to give effect to the Lead Agency transfer (Refer to C 2. above) upon approval by HUD. The terms and uses of HUD funds are governed by the HUD CoC grant agreement and applicable rules.

4b. Local Jurisdiction and Partner Agency Cash Match

The HUD CoC grant comes with a 25% cash match requirement. As detailed below, Human Services is retaining responsibility for facilitating the commitment of the local match for HMIS from participating jurisdictions and Partner Agencies. Continuing match funding is subject to and contingent upon available annual financing from local jurisdictions and Partner Agencies. In the event there is a shortfall in the cash match from Partner Agencies and/or local jurisdictions, the HAP Executive Committee, and if needed, the HMIS Technology Committee will explore funding options to CTA.

5. Software and Hosting

The HAP has selected a single software product—ServicePoint—to serve as the sole HMIS software application in Santa Cruz County. All Partner Agencies agree to use ServicePoint as configured for the Santa Cruz HMIS. The Santa Cruz HMIS database, and all data therein, are being transferred from Human Services to Community Technology Alliance in San Jose.

6. Compliance with Homeless Management Information System Standards

The HMIS is operated in compliance with HUD HMIS Data and Technical Standards and other applicable laws. The parties anticipate that HUD will approve revised HMIS Standards in 2009. The parties agree to make changes to this MOU, other HMIS operational documents, and HMIS

practices and procedures to comply with the expected revisions, within the HUD-specified timeframe for such changes, expected to be one year after approval of the revised HMIS Standards in Spring 2009.

7. Local Operational Policies and Agreements

The HMIS continues to operate within the framework of agreements, policies, and procedures that have been developed and approved over time by the HAP through its HMIS Technology Committee. These agreements, policies and procedures include but are not limited to the Policies and Procedures Manual, Privacy Policies and Notices, Client Release of Information (ROI) Forms and Procedures, Standardized Information Collection Forms (Intake and Exit), Partner Agency Agreements, and User Agreements. Changes to the policies and procedures made from time to time by the HAP, through its HMIS Technology Committee, to comply with the HMIS Standards or otherwise improve HMIS operations. It is expected that CTA may want to make some changes to the policies and procedures to accommodate its unique approach to managing and administering HMIS. During the transition, all existing HMIS policies and procedures will remain in force until such time as CTA and the HMIS Technology Committee agree to such changes.

D. Specific Responsibilities of the Parties

1. Homeless Action Partnership Responsibilities

The HAP serves as the lead HMIS governance body, providing oversight, project direction, policy setting, and guidance for the HMIS project. The HAP exercises all its responsibilities for HMIS governance through its HMIS Technology Committee. These responsibilities include:

a. Responsible for ensuring and monitoring compliance with the HUD HMIS Standards.
b. Designating the HMIS Lead Agency and the software to be used for HMIS, and approving any changes to the HMIS Lead Agency or software.
c. Conducting outreach to and encouraging participation by all homeless assistance programs and other mainstream programs serving homeless people.
d. Developing and approving all HMIS operational agreements, policies, and procedures.
e. Working to inform elected officials, government agencies, the nonprofit community, and the public about the role and importance of HMIS and HMIS data.
f. Guiding data quality and reporting.
g. Promoting the effective use of HMIS data, including measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs.
h. Provide all local information as necessary for compilation of the Continuum of Care Bed Inventory, and support CTA in preparing the Annual Homeless Assessment Report (AHAR)

2. Community Technology Alliance Responsibilities

Community Technology Alliance serves as the lead agency for the HMIS project, managing and administering all HMIS operations and activities. CTA exercises these responsibilities at the direction of the HAP HMIS Technology Committee. These responsibilities are contingent on receipt of the appropriate HUD grant funding and local match dollars from participating jurisdictions and Partner Agencies and include:

General Responsibilities:

a. Serving as the liaison with HUD regarding the HUD HMIS grant.
b. Serving as the liaison with the software vendor.
c. Attending the HMIS Technology Committee.
d. Providing overall staffing for the project.
e. Participating in the success of HMIS.
f. Complying with HUD HMIS Standards (including anticipated changes to the HMIS Standards) and all other applicable laws.
g. Taking over the HUD McKinney-Vento CoC Supportive Housing project grant, applying for renewal funds each year, and administering the HUD HMIS grant, and generating submitting the annual cash match request to Human Services under. (Refer to IV.3.d. below)
h. CTA shall not be responsible for determining the match contribution amounts from jurisdictional and partner agencies. (Refer to IV.3.c.)
i. CTA shall be responsible for billing Partner Agencies and jurisdictions for cash match in the event of non-receipt of cash match funds. (Refer to IV.3.d.)
j. Annually prepare the HUD McKinney-Vento CoC Supportive Housing NOFA application for HMIS funding.

Project Management and System Administration:

I. General
   a. Selecting and procuring server hardware.
   b. Arranging hosting and executing the hosting facility agreement.
   c. Providing domain registration.
   d. Procuring server software and licenses.
   e. Providing and managing end user licenses (per terms of grant agreement with HUD).
   f. Creating project forms and documentation (approved by the HMIS Technology Committee).
   g. Providing and maintaining the project website.
   h. Preparing project policies and procedures (approved by the HMIS Technology Committee) and work with HAP Consultant to monitor and ensure compliance on behalf of and at the direction of the HAP HMIS Technology Committee. (Refer to IV.4.b.)
   i. Working with the HAP HMIS Technology Committee and being responsible for successful transfer/rollout of the HMIS project, including data, software vendor contract and licensing, security arrangements, Partner Agency MOUs, and contractor agreements.
   j. Obtaining and maintaining signed Partner Agency MOU's.
   k. CTA will invoice partner agencies and jurisdictions. CTA will collect local match and will provide accounting of match contributions to Human Services Department and the Planning Department. CTA to follow-up with Partner Agencies, as needed, to collect funding from Partner Agencies. HSD to follow-up with jurisdictions, as needed, to collect jurisdictional funding.

II. Administering the central server, including:
   a. Server security, configuration, and availability
   b. Setup and maintenance of hardware
   c. Installation and maintenance of software
   d. Configuration of network and security layers
   e. Anti-virus protection for server configuration
   f. System backup and disaster recovery

g. Taking all steps needed to secure the system against breaches of security and system crashes.
k. Ensuring system uptime and monitoring system performance.
l. Protecting of confidential data (in compliance with HUD Standards, local privacy policies, and other applicable law), and abiding by any restrictions clients have placed on their own data.
m. Developing and implementing security and confidentiality plans if required by the revised HUD HMIS Standards.

III. Administering HMIS end users, including:
a. Add and remove partner agency technical administrators
b. Manage user licenses

Training:

Provide all training and user guidance needed to ensure appropriate system use, data entry, data reporting, and data security and confidentiality, including:
a. Training documentation
b. Confidentiality and Intake/Exit Forms training
c. Application training for agency administrators and end users
d. Outreach to users/end user support
e. Training timetable
f. Helpdesk
g. CTA will be responsible for Partner Agency RSVP's to trainings, and cancellation of reserved training rooms, and equipment as needed. (Refer to D.IV.3 f.) CTA will provide lap top computers as needed per facility capacity. Any additional trainings and/or cancellations shall be the responsibility of CTA to make appropriate arrangements, and obtain facility and equipment for changes in scheduling.

Data Quality:

a. Ensuring all client and homeless program data are collected in adherence to the HUD HMIS Data Standards and local additional requirements thereto.
b. Customizing the HMIS application to meet local data requirements.
c Monitoring data quality, generating agency exceptions reports,
d. Ensuring data quality.
e. Preparing and implementing a data quality plan if required by the revised HUD HMIS Standards.
f. Carrying out aggregate data extraction and reporting (under the guidance of the HMIS Technology Committee) including the HMIS data needed for an unduplicated accounting of homelessness, excluding the Point in Time and Street count.
g. Assist partner agencies with agency-specific data collection and reporting needs, such as the Annual Progress Report and program reports (within reason and within constraints of budget and other duties).

IV. Satisfactory Assurances Regarding Confidentiality and Security:

It is understood that CTA will receive from Human Services client information that may be subject to the privacy and security protections and requirements of HUD HMIS Standards, HIPPA Privacy Rule, other law, and local HMIS privacy and security policies and procedures. CTA hereby agrees that it will

use protected client information only for purposes permitted by agreement with Human Services and as permitted by the applicable law and Standards. Further, CTA agrees it will make use of all safeguards required by HUD Privacy Standards, HIPPA Privacy Rule, where appropriate, other law, and local HMIS privacy and security policies and procedures in order to prevent any unauthorized disclosure of protected client information.

3. Human Services Department Responsibilities

a. Work with CTA to transfer the HMIS project to CTA, including the data, software vendor contract and licensing, Partner Agency MOUs, contractor agreements, and HUD McKinney-Vento CoC Supportive Housing project grant for HMIS. Transfer of the data will comply with HUD HMIS Security Standards, including encryption of data in transmission.

b Make former project management and systems administration staff available for consultation to CTA as needed after transfer of the project to CTA until the transition work plan task are complete and all needed knowledge has been transferred.

c Human Services has obtained agreement from the HAP Executive Committee for the 2009-10 budget to share costs, based on the previously agreed formula used for other cost sharing and, for the HMIS Liaison position described in 4.b below for the 2009-2010 budget year. HSD shall obtain agreement based on previously agreed formula used for other cost sharing from Executive Committee for the 2010-11 budget year, and thereafter.

d. Human Services responsible for securing the HUD required commitment of local match dollars from participating jurisdictions and Partner Agencies. Upon the request of CTA, Human Services will follow-up with participating jurisdictions and partner agencies to facilitate the collection of local match dollars. Continued local match funding support for HMIS is subject to and contingent upon available annual financing from the participating jurisdictions and Partner Agencies.

e. Human Services agrees to assist CTA in the annual collection of the HUD CoC Notice of Funding Application requirement of written documentation from jurisdictions and partner agencies in funding support for the HUD McKinney-Vento CoC Supportive Housing project HMIS grant.

f. Identify and reserve computer training spaces to host training by CTA for ten months. The training space must have the capability to have 10 computer workstations, Internet access, and a four-hour training slot.

4 Planning Department Responsibilities

a As the convener and staff for the HAP, work to ensure that the HAP carries out its governance and oversight responsibilities for HMIS.

b. Provide for a contract with HAP Consultant to serve as the HMIS Liaison for the HAP to oversee the HMIS project. Scope of work to include, but not be limited to facilitating HMIS Technology Committee meetings; reviewing and updating any needed agreements, policies, and procedures (Refer to CTA D.2.I.h.); take a lead role in working with CTA monitoring and ensuring compliance with HUD HMIS Standards and HUD NOFA requirements; liaison with HUD on HMIS as they effect HAP as a whole, separate from CTA liaison functions with HUD; and assist in obtaining match and leverage letters from Partner Agencies.

c. HAP Consultant will record all approvals, resolutions, and other key decisions of the HAP that may be required by the HUD HMIS Standards in the HAP's role as the HMIS governance body.

d. Upon approval by the HAP, serve as the signatory and repository for this and any other agreements and operational documents that are executed by the HAP in its role as the HMIS governance body.
e. Ensure that the HMIS budget request, received from Human Services, for jurisdictional cash match is submitted to the HAP Executive Committee on an annual basis

E. Period of Agreement and Modification/Termination

1. **Period of Operation and Termination:** This MOU will become effective upon signature of the parties and shall remain in effect until terminated by the parties. Each party shall have the right to terminate this agreement as to itself only upon 90 days prior written notice to the HAP in care of the County of Santa Cruz Planning Department Housing Unit. Violation of any component may be grounds for immediate termination of this Agreement.

2. **Amendments:** Amendments, including additions, deletions, or modifications to this MOU must be agreed to by all parties to this Agreement.

The signatures of the parties indicate their agreement with the terms and conditions set forth in this document.

For Santa Cruz County Homeless Action Partnership and County of Santa Cruz Planning Department Housing Unit

By _____
Erik Schapiro,
Chief, Planning Department Housing Unit

For Community Technology Alliance

By _____
Ray Allen,
Executive Director

For County of Santa Cruz Human Services Department

By _____
Cecilia Espinola,
Director

Santa Cruz County HOMELESS MANAGEMENT INFORMATION SYSTEM

POLICIES & PROCEDURES

REVISION HISTORY

Date		Author	Description
	09/20/04	HMIS Technology Committee	Approved: Policies & Procedures in concept
Version 1	10/20/04	HMIS Technology Committee	Approved: Policies & Procedures Manual
Version 2	02/15/05	HMIS Technology Committee	Approved: HUD required privacy language for Intake Sites, 5.4, Page 14
Version 3	02/15/06	HMIS Technology Committee	Approved: Quality Assurance policy 5.3.a, and other minor revisions
Version 4	06/21/06	HMIS Technology Committee	Approved: Service Transaction Reporting 5.3.b, Page 15; Separate Records & Assessment for Children 5.3.C, Page 15; Agency Privacy Notice 5.4, Page 16
Version 5	09/13/06	HMIS Technology Committee	Approved: Program Bed Coverage 5.3.d, Page 16, and Anonymous Client Data Entry 5.3.e, Page 17
Version 6	01/17/07	HMIS Technology Committee	Approved: Release and Disclosure of Client Data 5.4, Page 18, Related Addendum: 8.1 Baseline Privacy Notice for Homeless Organization added, Page 26, and Workstation Security 5.7, Page 20
Version 7	09/16/09	HMIS Technology Committee	Approved: Changed references to HRA as the Lead Agency to CTA

TABLE OF CONTENTS

1. INTRODUCTION 6

2. PROJECT OVERVIEW 6

3. GOVERNING PRINCIPLES 8

4. ROLES AND REPSPONSABILITIES 8
   - Santa Cruz County CoC/HAP 8
   - HMIS Technology Committee 8
   - Community Technology Alliance 8
   - CTA Director 8
   - CTA Project Management 9
   - CTA System Administration 9
   - Training Coordination 9
   - Partner Agency 10
   - Partner Agency Executive Director 10
   - Partner Agency Super User 10
   - Agency Staff 10
   - Conflict Resolution Committee 10

5. OPERATING PROCEDURES 11

5.1 PROJECT PARTICIPATION 11
   - Policies 11
   - Procedures 11
   - Confirm Participation 11
   - Voluntary Termination of Participation 11
   - Assign Super User 11
   - Re-Assign Super User 12
   - Site Security Assessment 12

5.2 USER AUTHORIZATION & PASSWORDS 12
   - Policies 12
   - Procedures 13
   - Workstation Security Assessment 13
   - Request New User ID 13
   - Change User Access 13
   - Voluntary Rescission of User Access 13
   - Reset Password 13

5.3 COLLECTION AND ENTRY OF CLIENT DATA 14
Policies 14
Procedures 15

TABLE OF CONTENTS

5.3.a. QUALITY ASSURANCE 15
Policies 15
Procedures 15

5.3.b. SERVICE TRANSACTION REPORTING 16
Policies 16
Procedures 16

5.3.c. SEPARATE RECORDS FOR CHILDREN 16
Policies 16
Procedures 16

5.3.d. PROGRAM BED COVERAGE
Policies 16
Procedures 17

5.3.e. ANONYMOUS CLIENT DATA ENTRY
Policies 17
Procedures 17

5.4 RELEASE AND DISCLOSURE OF CLIENT DATA 18
Policies 18
Procedures 19

5.5 SERVER SECURITY 19
Policies 19
Procedures 19

5.6 SERVER AVAILABILITY 19
Policies 19
Procedures 20

5.7 WORKSTATION SECURITY 20
Policies 20
Procedures 21

5.8 TRAINING 21
Policies 21
Procedures 21

Start-up Training 21
Agency Super User Training 21
On-going Training 21

TABLE OF CONTENTS

5.9 COMPLIANCE 22
Policies 22
Procedures 22
Violation of the Policies and Procedures 22
Lack of Compliance with Project Participation 22

5.10 TECHNICAL SUPPORT 22
General 22
Policies 23
Procedures 24

5.11 CHANGES TO THIS AND OTHER DOCUMENTS 24
Policies 24
Procedures 24

6. OTHER OBLIGATIONS AND AGREEMENTS 24

7. FORMS CONTROL 25

8. ADDENDUMS 26

8.1 Baseline Privacy Notice for Homeless Organizations 26

Exhibits

Memorandum of Understanding
Partner Agency User Agreement
Standardized HMIS Data (Intake) Form
Standardized HMIS Data (Intake) Form (Spanish)
Standardized HMIS Exit Form
Standardized HMIS Exit Form (Spanish)
Client Informed Consent and Release of Information Authorization
Client Informed Consent and Release of Information Authorization (Spanish)

1. INTRODUCTION

This document provides the framework for the ongoing operations of the Santa Cruz County Homeless Management Information System (Santa Cruz County HMIS) Project. The Project Overview provides the main objectives, direction and benefits of the Santa Cruz County HMIS Project. Governing Principles establish the values that are the basis for all policy statements and subsequent decisions.

Operating Procedures will provide specific policies and steps necessary to control the operational environment and enforce compliance in the areas of:

Project Participation
User Authorization
Collection of Client Data
Release of Client Data
Server Security and Availability
Workstation Security
Training
Technical Support

Other Obligations and Agreements will discuss external relationships required for the continuation of this project. Forms Control provides information on obtaining forms, filing and record keeping.

2. PROJECT OVERVIEW

The long-term vision of the Homeless Management Information System (HMIS) is to enhance Partner Agencies' collaboration, service delivery and data collection capabilities. Accurate information will put the Santa Cruz County Continuum of Care Homeless Action Partnership (HAP) in a better position to request funding from various sources and help plan better for future needs.

The mission of the Homeless Management Information System of the HAP is to be an integrated network of homeless and other service providers that use a central database to collect, track and report uniform information on client needs and services. This system will not only meet Federal requirements but also enhance service planning and delivery.

The fundamental goal of the Santa Cruz County HMIS Project is to document the

demographics of homelessness in Santa Cruz County according to the U.S. Department of Housing and Urban Development (HUD) HMIS Standards. It is then the goal of the project to identify patterns in the utilization of assistance, and document the effectiveness of the services for the client. This will be accomplished through analysis of data that is gathered from the actual experiences of homeless persons, and the service providers who assist them in shelters and homeless assistance programs throughout the county. Data that is gathered via intake interviews and program participation will be used to complete HUD Annual Progress Reports. This data may also be analyzed to provide unduplicated counts and anonymous aggregate data to policy makers, service providers, advocates, and consumer representatives.

The project utilizes a web-enabled application residing on a central server to facilitate data collection by homeless service organizations across the county. Access to the central server is limited to agencies formally participating in the project and then only to authorized staff members that meet the necessary training and security requirements.

The Santa Cruz County HMIS project lead, as assigned by the HAP, is Community Technology Alliance (CTA). CTA's Director is the authorizing agent for all agreements made between Partner Agencies and CTA. The CTA System Administrator is responsible for the administration of the central server and user access. The CTA Project Manager will provide oversight for the countywide implementation of HMIS.

The HMIS Technology Committee of Santa Cruz County HAP is responsible for oversight and guidance of the Santa Cruz County HMIS Project. This group is committed to balancing the interests and needs of all stakeholders involved: homeless men, women, and children; service providers; and policy makers.

Potential benefits for homeless men, women, and children and case managers: Access to critically needed services and housing will be easier through streamlined referrals, less duplication with intakes and assessments, and coordinated case management and improved access to benefits.

Potential benefits for agencies and program managers: Better tracking of client outcomes, coordinated services (both internally among agency programs and externally with other providers), improved client information for program design decision, and easier preparation of financial programmatic reports for funders, boards and other stakeholders.

Potential benefits for community-wide Continuums of Care (CoC) and policy makers: County-wide involvement in the project provides the capacity to generate HUD Annual Progress Reports for the CoC, and allows access to aggregate information both at the local and regional level that will assist in identification of gaps in services and determination of an unduplicated count, as well as the completion of other service reports used to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels.

3. GOVERNING PRINCIPLES

Described below are the overall governing principles upon which all decisions pertaining to the Santa Cruz County HMIS Project are based. Participants are expected to read, understand, and adhere to the spirit of these principles, even when the Policies and Procedures do not provide specific direction.

Confidentiality

The rights and privileges of clients are crucial to the success of HMIS. These policies will ensure clients' privacy without impacting the delivery of services, which are the primary focus of agency programs participating in this project.

Policies regarding client data will be founded on the premise that a client owns his/her own personal information and will provide the necessary safeguards to protect client, agency, and policy level interests. Collection, access and disclosure of client data through HMIS will only be permitted by the procedures set forth in this document.

Data Integrity

Client data is the most valuable and sensitive asset of the Santa Cruz County HMIS Project. These policies will ensure integrity and protect this asset from accidental or intentional unauthorized modification, destruction or disclosure.

System Availability

The availability of a centralized data repository is necessary to achieve the ultimate countywide aggregation of unduplicated homeless statistics. The System Administrator is responsible for ensuring the broadest deployment and availability for homeless service agencies in Santa Cruz County.

4. ROLES AND RESPONSIBILITIES

Santa Cruz County Continuum of Care Homelessness Action Partnership

HMIS Technology Committee

- Recommendation of the Lead HMIS Agency to the HAP
- Develop a Technology Plan
- Selection of system software
- Approval of project forms and documentation
- Project direction, guidance, participation and feedback
- Advise and support funding strategies
- Review of compliance issues

Community Technology Alliance

CTA Director

- CTA signatory for Memoranda of Understanding

CTA Project Management

- Project Staffing
- Liaison with HUD
- Overall responsibility for success of the Santa Cruz County HMIS project
- Creation of project forms and documentation
- Project Policies & Procedures and compliance
- General responsibility for project rollout
- Hosting of System Software
- Selection and procurement of server hardware
- Procurement of server software and licenses
- End user licenses
- Data Monitoring
- Data Validity
- Keeper of signed Memorandums of Understanding
- Adherence to HUD Data Standards

CTA System Administration

- Domain registration
- Project Website
- Central Server Administration
    - Server Security, Configuration, and Availability
    - Setup and maintenance of hardware
    - Installation and maintenance of software
    - Configuration of network and security layers
    - Anti-virus protection for server configuration
    - System Backup and Disaster Recovery
    - User Administration
    - Add & Remove Partner Agency Super Users
    - Manage User Licenses
    - System Uptime & Performance Monitoring
    - Ongoing Protection of Confidential Data
- Application Customization
- Aggregate data reporting and extraction
- Quality Assurance Reporting
- Assist Partner Agencies Super User with agency-specific data collection and reporting needs
- Helpdesk- IT designated Staff

CTA Training Coordination

- Curriculum Development
- Training documentation
- Confidentiality Training
- Application Training for Partner Agency Super User and End Users
- Training Timetable

Partner Agency

Partner Agency Executive Director

- Authorizing agent for partner agreement (MOU)
- Designation of Super User
- Agency compliance with Policies & Procedures
- End user licenses works with CTA Project Manager
- Agency level HUD reporting

Partner Agency Super User

- Sole communicator with CTA Information Services Help Desk
- Authorizing agent for Partner Agency User Agreements
- Keeper of Partner Agency User Agreements
- Keeper of executed Client Informed Consent 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
- Ensure use of Standardized HMIS Intake & Exit Forms
- Authorized imports of client data

Agency Staff/End User

- Safeguard Client Privacy through compliance with confidentiality policies
- Data Collection as specified by training and other documentation.
- Data Entry

Conflict Resolution Committee

The Conflict Resolution Committee (CRC) will serve as the Ombudsperson for Santa Cruz County HMIS participants. While every participant in the system, including clients, should have access to the Ombudsperson, reasonable efforts should be made (and documented if possible) to obtain satisfaction by other means, including escalation within an agency and through CTA.

The current CRC members will be comprised of representatives from the County of Santa Cruz, the City of Watsonville, and the City of Santa Cruz. The CRC may be contacted through Community Technology Alliance or Continuum of Care Homeless Action Partnership Coordinator/HMIS Project Manager.

5. OPERATING PROCEDURES

5.1. Project Participation

Policies

- Agencies participating in the Santa Cruz County HMIS Project shall commit to abide by the governing principles of the Santa Cruz County HMIS Project and adhere to the terms and conditions of this partnership as detailed in the Memorandum of Understanding.

Procedures

Confirm Participation

1. The Partner Agency (PA) shall confirm their participation in the Santa Cruz County HMIS Project by submitting a signed Memorandum of Understanding to the CTA Project Manager.
2. The CTA Project Manager will obtain the co-signature of the CTA Director.
3. The CTA Project Manager will maintain a file of all signed Memorandums of Understanding.
4. The CTA System Administrator will update the list of all Partner Agencies and make it available to the project community and post this list on the Santa Cruz County HMIS portal. All participating Agencies will be listed on the HMIS portal.

Voluntary Termination of Participation

1. The Partner Agency shall inform the CTA Project Manager in writing 45 days prior of their intention to terminate their agreement to participate in Santa Cruz County HMIS Project.
2. The CTA Project Manager will inform the CTA Director and update the participating Partner Agency list.
3. The CTA System Administrator will revoke access of the Partner Agency staff to the Santa Cruz County HMIS. Note: All Partner Agency specific information contained in the HMIS system will remain in the Santa Cruz County HMIS system.
4. The CTA Project Manager will keep all Partner Agency termination records on file with the associated Memorandums of Understanding.

Assign Super User

1. The Partner Agency shall designate a primary contact, the Super User, for communications regarding Santa Cruz County HMIS, and

shall notify the CTA Project Manager of the Partner Agency Super User's name and contact information.

2. The CTA Project Manager will maintain a file of designated Partner Agency Super User information.
3. The CTA System Administrator will maintain a list of all assigned Partner Agency Super Users and make it available to the project staff.
4. Partner Agency Super User questions concerning software are to be directed to the CTA System Administrator only. At no time will the Partner Agency contact the software vendor directly.

Re-Assign Super User
The Partner Agency may designate a new or replacement primary contact in the same manner as above.

Site Security Assessment
1. Prior to allowing access to the HMIS, the Partner Agency Super User and the CTA System Administrator will meet to review and assess the security measures in place to protect client data. This review shall in no way reduce the responsibility for agency information security, which is the full and complete responsibility of the agency, its Executive Director, and Partner Agency Super User.
2. Agencies shall have virus protection software on all computers that access HMIS.

5.2. User Authorization & Passwords

Policies

- Agency Staff participating in the Santa Cruz County HMIS Project shall commit to abide by the governing principles of the Santa Cruz County HMIS Project and adhere to the terms and conditions of the Partner Agency User Agreement.
- The Partner Agency Super User must only request user access to HMIS for those staff members that require access to perform their job duties. Only designated Partner Agency Super User may request and receive HMIS passwords and User IDs from CTA.
- All HMIS users must have their own unique user ID and should never use or allow use of a user ID that is not assigned to them. [See Partner Agency User Agreement.]
- Temporary, first time only, passwords will be communicated via email to the owner of the User ID.
- User specified passwords should never be shared and should never be communicated in any format.
- New User IDs must require password change on first use.
- Passwords must be at least eight (8) characters long, use at least two (2) numbers (required by software), and one (1) letter. Do not use or include the User name, the HMIS name, or the HMIS vendor's name,

and the password may not consist entirely of any word found in the common dictionary or any of the above spelled backwards.

- CTA System Administrator will determine and notify participants if passwords need to be changed. Partner Agency Super User, passwords may only be reset by the CTA System Administrator.
- Partner Agency Users (not including Partner Agency Super User), passwords should be reset by the Partner Agency Super User, but in some cases may be reset by the CTA System Administrator.

- Three (3) consecutive unsuccessful attempts to login will disable the User ID until the account is reactivated by the Partner Agency Super User.

Procedures

Workstation Security Assessment

1. Prior to requesting user access for any staff member, the Partner Agency Super User will assess the operational security of the user's workspace.
2. Partner Agency Super User will confirm that workstation has virus protection properly installed and that a full-system scan has been performed within the last week.

Request New User ID

1. When the Partner Agency Super User identifies a staff member that requires access to Santa Cruz County HMIS, a Partner Agency User Agreement (PAUA) will be provided to the Prospective User.
2. The Prospective User must read, understand and sign the PAUA and return it to the Partner Agency Super User.
3. The Partner Agency Super User will co-sign the PAUA and keep it on file.
4. The Partner Agency Super User will create the new user ID as specified, and notify the user ID owner of the temporary password via email.
5. User IDs and passwords will be issued after the Partner Agency Super User has confirmed that the Partner Agency HMIS End User has signed the PAUA form, and has attended Confidentiality Training.

Change User Access

When the Partner Agency Super User determines that it is necessary to change a user's access level they will update the user ID as needed.

Voluntary Rescission of User Access

Use the procedure referenced under Section 5.1 Project Participation, Voluntary Termination of Participation, when any HMIS user leaves the agency or otherwise becomes inactive.

Reset Password

1. When a user forgets their password or has reason to believe that someone else has gained access to their password, they must immediately notify their Partner Agency Super User.
2. The Partner Agency Super User will reset the user's password and notify the user of their new temporary password.

5.3. Collection and Entry/Exit of Client Data

Policies

- Client Data will be gathered according to the policies, procedures and confidentiality rules of each individual program and in compliance with HUD requirements.
- Partner Agency will develop program specific interview guidelines that include the HMIS data collection process, the standardized Client Informed Consent & Release of Information Authorization form, posting of privacy policy, and any additional elements the agency wishes to collect.
- Client Data may only be entered into the HMIS with client's authorization to do so.
- Client Data will only be shared with Partner Agencies if the Client consents, has signed the Client Consent form, and the signed Client Consent form must be available on request.
- Client Data will be entered for purposes of Entry or Exit into the HMIS in a timely manner within three (3) business days* of accessing the data.
- Client identification (Part I of the Intake Form) should be completed within three (3) business days of the initial intake.
- Record of service should be entered on the day services began or ended, or as soon as possible within the next three (3) business days.
- Required assessments should be entered as soon as possible following the assessment process and within three (3) business days.
- All Client Data entered into the HMIS will be kept as accurate and as current as possible.
- Hardcopy or electronic files will continue to be maintained according to individual program requirements.
- Hardcopies of Potential Personal Information (PPI) will be kept in a secure location (i.e. locked file cabinet), or destroyed.
- Partner Agencies are responsible for the accuracy, integrity, and security of all data input by said Agency. Any information updates, errors, or inaccuracies that come to the attention of the Partner Agency

*A business day is equal to a weekday, Monday through Friday, excluding holidays.

will be corrected by the Partner Agency. If necessary, CTA Systems Administrator must be notified within five (5) business days of any corrections that cannot be made by the Partner Agency Super User.
- No data may be imported without the client's authorization.
- Any authorized data imports will be the responsibility of the participating agency.

Procedures

Refer to User Manual and/or Training Materials for specific data entry/exit guidelines.

5.3.a. Quality Assurance

Policies

- Client specific data shall be entered correctly to ensure quality of data, and to provide reports to agency executive management, public policy decision makers, and all relevant homeless service providers.
- Quality Assurance shall be the responsibility of the Partner Agency Super User or the designated position within the agency as defined by the Executive Director. CTA will be informed if this person is different than the designated Partner Agency Super User.

Procedures

1. CTA will provide each agency with an Exceptions reporting format, and provide the training necessary in order for the agency to be able to download and report to the appropriate parties within the agency, and to the HMIS Project Manager.
2. Partner Agency Super User will download Exception Reports weekly on Mondays.
3. Super User will be responsible for reviewing the Exception Reports, and making corrections where they have been identified within three (3) business days.
4. Super User will share the raw data from Exception Reports with authorized personnel only (those that have HMIS authorization).
5. Super User will inform the CTA designated staff if there is a problem in correcting the data within the three (3) business days.
6. CTA designated staff will verify the first (1st) Monday of each month (Tuesday's when Monday is a holiday, or a day off) that the Super User has complied with the correction of Exception Reports.

7. If the CTA designated staff finds that the monthly review shows a lack of corrections, they will E-mail the Super User and the HMIS Project Manager advising that the corrections have not been made in a timely manner, and should be corrected within five (5) business days.
8. If the CTA designated staff finds that the corrections have not been made within five (5) business days, then the CTA designated staff will inform the HMIS Project Manager, and copy the Super User.
9. The HMIS Project Manager will communicate with the Super User and provide five (5) additional business days for the corrections to be made. If at the end of the five (5) business days, the corrections are not complete, then the Project Manager will inform the Partner Agency Executive Director.
10. CTA Project Manager will work with the Executive Director to determine an appropriate time for the corrections to be made.
11. If the CTA Project Manager is unable to resolve the Exception Reporting corrections, then the Project Manager will work with the Conflict Resolution Committee.

5.3.b. Service Transaction Reporting

Policies

- To avoid duplicated data about services provided to clients, only Partner Agencies that directly provide a service should be credited for the service transaction.

Procedures

1. Partner Agencies should record all services they provide directly to clients using the Service Transaction function of ServicePoint.
2. If a Partner Agency refers a client to receive services by another agency, the Service Transaction should record the service as "Referred to Other/Mainstream Services".

5.3.c. Separate Records For Children

Policies

- To comply with HUD HMIS standards, Partner Agencies must record all children as a separate client record.

Procedures

1. Partner Agency may use the separate child data collection addendum of the Santa Cruz County Standardized HMIS Data Form when a family includes children.
2. Partner Agencies must create a separate client record in

ServicePoint for each child under the Child Assessment sub-assessment component.

5.3.d. Program Bed Coverage

Policies

- Partner Agency must seek to attain HMIS coverage for 100% of their emergency, transitional, and permanent beds for homeless people. "Bed coverage" means that HMIS data is entered for any client who occupies a bed for any period of time.

Procedures

1. Partner Agency must enter client data on every client who occupies each of their emergency, transitional, and permanent beds for homeless people.
2. Each year, Partner Agency, as part of the annual CoC Housing Inventory, will review and certify the HMIS coverage of each of their emergency, transitional, and permanent beds for homeless people.
3. The CTA Project Manager may periodically monitor Partner Agencies, review their HMIS records, and consult with Partner Agencies to ensure they are complying with their program bed coverage requirements.

5.3.e. Anonymous Client Data Entry

Policies

Partner Agency should seek to obtain a signed Client Informed Consent & Release of Information Authorization (ROI) and all required information from every homeless client, including Personal Protected Information (PPI—e.g., name or social security number). However, if the client will not provide a signed ROI, as a last resort Partner Agency may enter the client as an "anonymous client." "Anonymous client" refers to data entered without PPI. Totally anonymous client data cannot be unduplicated and therefore harms the HAP's ability to generate an accurate count of and statistics on clients entered into HMIS.

Procedures

1. If a client initially refuses to sign the Release of Information (ROI), explain the benefits and value of HMIS participation to the client.
2. If after discussion the client still declines to sign the ROI, anonymous data must then be entered.

3. The “anonymous client” feature of ServicePoint must be used, rather than simply leaving the PPI fields within a regular client record blank.
4. The anonymous client’s year of birth (enter as 01/01/Year of Birth, but not month and day of birth) must be entered in order to facilitate record de-duplication.
5. Do not include the following PPI fields as follows:
   a. First, Middle, or Last Name
   b. SSN
   c. Date of Birth (month and day)
   d. Addresses
   e. Phone Numbers

   All other fields should be entered.

5.4. Release and Disclosure of Client Data

Policies

- Client-specific data from the HMIS system may be shared with Partner Agencies only when the sharing agency has secured a valid Release of Information from that client authorizing such sharing, and only during such time that Release of Information is valid (before its expiration). Other non-HMIS inter-agency agreements do not cover the sharing of HMIS data.
- Sharing of client data may be limited by program specific confidentiality rules.
- No client-specific data will be released or shared outside of the Partner Agencies unless the client gives specific written permission or unless withholding that information would be illegal. Please see Release of Information. Note that services may ***not*** be denied if client refuses to sign Release of Information or declines to state any information.
- Release of Information must constitute ***informed consent***. The burden rests with the intake counselor to inform the client before asking for consent.
- As part of ***informed consent***, the relevant portions of these Policies & Procedures should be posted near the intake location, along with the Agency’s relevant Policies & Procedures, and a list of agencies participating in Santa Cruz County HMIS.
- Per HUD standards, a sign must be posted at each intake sight (or comparable location) generally explaining the reasons for collecting this information. **All Intake Sites must visibly post the following language that was approved by HUD and is the minimum “safe harbor” in most circumstances. Please note that HIPPA-covered agencies may have different requirements for such wall postings:**

  “*We collect personal information directly from you for reasons that are discussed in our privacy statement. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we*

collect is important to run our programs, to improve services for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate."

- To comply with HUD HMIS Standards, each Partner Agency must adopt and maintain its own privacy notice/policy, which at a minimum includes the protections set forth in the attached Baseline Privacy Notice (with content that was a approved by HUD). *Please note that HIPAA-covered agencies may have different requirements for privacy notices/policies.*

- To comply with HUD HMIS standards, each Partner Agency that maintains a public web page must post the current version of its privacy notice/policy on that web page.
- Client shall be given print out of all data relating to them upon written request and within 10 working days.
- A report of data sharing events, including dates, agencies, persons, and other details, must be made available to the client upon request and within 10 working days.
- The ServicePoint log of all external releases or disclosures must be maintained for seven (7) years and made available to the client upon written request and within 10 working days.
- Personally protected information that is not in current use seven (7) years after being created or last changed must be disposed of or have the identifiers removed.
- Aggregate data that does not contain any client specific identifying data may be shared with internal and external agents without specific permission. This policy should be made clear to clients as part of the Informed Consent procedure.
- Each Partner Agency Executive Director is responsible for their Agency's internal compliance with the HUD Data Standard.

Procedures

Procedures for disclosure of client-specific data are readily obtained from the above policies, combined with the configuration of the Santa Cruz County HMIS system, which facilitates appropriate data sharing.

5.5. Server Security

Policies

- The CTA System Administrator will strive to secure and keep secure the servers, both physically and electronically.

Procedures

- All procedures for maximizing Server Security are the responsibility of the CTA System Administrator.

5.6. Server Availability

Policies

- The CTA System Administrator will strive to maintain continuous availability by design and by practice.
- Necessary and planned downtime will be scheduled when it will have least impact, for the shortest possible amount of time, and will only come after timely communication to all Partner Agency participants.The CTA System Administrator is responsible for design and implementation of a backup and recovery plan (including disaster recovery).

Procedures

1. A user should immediately report unplanned downtime to their Partner Agency Super User.
2. All other procedures for maximizing Server Availability, recovering from unplanned downtime, communicating, and avoiding future downtime are the responsibility of the CTA System Administrator.
3. CTA System Administrator will backup system, software, and database data on a weekly basis, as well as incremental backups nightly.
4. CTA System Administrator will notify Partner Agency Super User of system failures, errors, or problems as soon as possible but no later than three (3) business days.

5.7. Workstation Security

Policies

- Partner Agency Super User is responsible for preventing degradation of the whole system resulting from viruses, intrusion, or other factors under the Agency's control.
- Partner Agency Super User is responsible for preventing inadvertent release of confidential client-specific information. Such release may come from physical or electronic or even visual access to the workstation, thus steps should be taken to prevent these modes of inappropriate access. Don't let someone read over your shoulder and lock your screen.
- Partner Agency must maintain a fixed Internet Protocol (IP) address.
- Recommended Internet Connection: DSL or Cable Modem, at least

128 kbits.

- Recommended Browser: Latest release of Internet Explorer version 5.5.
- Definition and communication of all procedures to all Partner Agency users for achieving proper Agency workstation configuration and for protecting their access by all Agency users to the wider system are the responsibility of the Partner Agency Super User.
- To help ensure the security of client data, Partner Agencies may not access or store HMIS data on a portable computer (e.g. lap top, etc.) or device (e.g. personal digital assistant, hand held computer, storage mediums, etc.). Accessing or transmitting HMIS data through a wireless network is prohibited.

Procedures

At a minimum, any workstation accessing the CTA Server shall have anti-virus software with current virus definitions (24 hours) and weekly full-system scans.

5.8. Training

Policies

- Partner Agency Executive Director shall obtain the commitment of Partner Agency Super User and designated staff persons to attend training(s) as specified in the Memorandum of Understanding (MOU) between Partner Agency and CTA.

Procedures

1. **Start-up Training**
   CTA will provide training in the following areas prior to Partner Agency using Santa Cruz County HMIS:
   a. Agency Super User Training
   b. End User Training
   c. Confidentiality Training 2. Agency Super User Training

2. **Agency Super User Training**
   Training will be done in a group setting, where possible, to achieve the most efficient use of time and sharing of information between agencies. Training will include:
   d. New user set-up
   e. Assigning Partner Agency within Santa Cruz County HMIS hierarchy.
   f. End user training
   g. Running package reports
   h. Creating customized reports

3. On-going Training

CTA will provide regular training for the Partner Agency, as needed and as available. The areas covered will be:

i. Agency Super User Training
j. End User Training
k. Confidentiality Training

Additional training classes will be scheduled as needed. Refer to the HMIS portal for the latest schedule of classes.

5.9. Compliance

Policies

- Compliance with these Policies and Procedures is mandatory for participation in the Santa Cruz County HMIS system.
- Using the ServicePoint software, all changes to client data are recorded and will be periodically and randomly audited for compliance by CTA and the Partner Agency.

Procedures

Violation of the Policies and Procedures

Violation of the policies and procedures contained within this document may have serious consequences.

1. Any deliberate action resulting in a breach of confidentiality or loss of data integrity will result in the withdrawal of system access for the offending individual.
2. Any unintentional action resulting in a breach of confidentiality or loss of data integrity may result in the withdrawal of system access for the offending individual.
   a. The Partner Agency Super User may deactivate staff User IDs if a staff member breaches confidentiality or security.
   b. The CTA System Administrator will deactivate all other User IDs if a non-staff member breaches confidentiality or security.
3. All such actions, either intentional or unintentional, will be referred to the Technology Committee for review and resolution.

Lack of Compliance with Project Participation (Refer to Section 5.1)

1. When the CTA System Administrator determines that a Partner Agency is in violation of the terms of the partnership, Executive Director of Partner Agency and CTA will work to resolve the conflict(s).
2. If Executive Director and CTA are unable to resolve conflict(s), the

Conflict Resolution Committee (CRC) will be called upon to resolve the conflict, which may involve a range of actions, including termination. Refer to Section 4, Roles and Responsibilities for the CRC procedure.

5.10 Technical Support

General

Requests for Technical Support may include the reporting of problems with the HMIS Software, requests for enhancements, or other general Technical Support. Technical Support for the HMIS Application will be based upon a three-tier support model.

- Tier 1 Support will be provided by the Partner Agency Super User.
- Tier 2 Support will be provided by the CTA Information Services Help Desk.
- Tier 3 Support will be provided by the CTA Systems Administrator.

Policies

Technical Support issues must be resolved utilizing the three-tier support model. Only the CTA System Administrator may directly contact the Software Vendor. Technical Support will always be provided as quickly and professionally as possible. Technical Support is recognized as an important component required for the success of an HMIS system.

Procedures

Tier 1 –Partner Agency Super User
When a need arises within a Partner Agency, all requests for Technical Support shall be directed to the Partner Agency Super User. Each individual Super User will decide how they will handle these requests.

Each Super User, relying on specially provided training, will attempt to resolve local problems. Only the Super User may escalate un-resolved issues to Tier 2 Support.

Tier 2 – CTA Information Services Help Desk
Un-resolved issues should be escalated to the CTA Information Services Help Desk. Only Partner Agency Super Users may call the Help Desk. The CTA Information Services Help Desk will provide Technical Support to the Partner Agency Super Users in the same manner they provide assistance to CTA. Only the CTA Information Services Help Desk may escalate un-resolved issues to Tier 3 Support. The CTA Services Help Desk is available Monday through Friday, 8am to 5pm, except County holidays.

The Partner Agency Super User will notify the CTA System Administrator

prior to any absence, which will cause a Super User designee to be substituted, for a limited period of time. Such notification will consist of the designee's name and contact information.

Tier 3 – CTA System Administrator
Technical Support issues that were not resolved by the Partner Agency Super User or the CTA Information Services Help Desk will be escalated to the CTA System Administrator. The CTA System Administrator will work directly with the Software Vendor and the Super User to resolve all Tier 3 Technical Support issues.

5.11. Changes to this and other Documents

Policies

- The HMIS Technology Committee of the HAP in conjunction with CTA, will guide the compilation and amendment of these Policies and Procedures.

Procedures

Changes to Policies & Procedures

1. Proposed changes may originate from any participant in the Santa Cruz County HMIS.
2. When proposed changes originate within a Partner Agency, they must be reviewed by the Partner Agency Executive Director, and then submitted by the Partner Agency Executive Director to the CTA Project Manager for review and discussion.
3. HMIS Project Manager will maintain a list of proposed changes.
4. The Technology Committee will discuss the list of proposed changes. This discussion may occur either at a meeting of the Technology Committee, or via email or conference call, according to the discretion and direction of the CTA Project Manager.
5. Results of said discussion will be communicated, along with the amended Policies and Procedures. The revised Policies and Procedures will be identified within the document by the date approved by the Technology Committee.
6. Partner Agencies Executive Directors shall acknowledge receipt and acceptance of the revised Policies and Procedures within 10 working days of delivery of the amended Policies and Procedures by notification in writing or email to CTA Project Manager. Partner Agency Executive Director shall also ensure circulation of the revised document within their agency and compliance with the revised Policies and Procedures.

6. OTHER OBLIGATIONS AND AGREEMENTS

The current HUD grant for Santa Cruz County HMIS provides support for one (1) year starting October 1, 2004. Therefore, CTA is committed to provide services to HUD funded programs in Santa Cruz County through September 30, 2005.

The current HUD grant for Santa Cruz County HMIS provides for a limited number of user licenses. While it may not be possible to meet every Agency's full requirements for licenses within the HUD grant to CTA, the CTA Project Manager will endeavor to ensure that every Agency participating will have their minimum requirements met from the HUD grant for the first year of the project. The HMIS Technology Committee will decide funding responsibilities for additional licenses at a future date.

7. FORMS CONTROL

All forms required by these procedures will be posted on the project Santa Cruz County HMIS portal.

Filing of Completed Forms

Description	Location	Responsibility
Memorandum of Understanding	CTA Project Office	CTA Project Manager
Partner Agency Super User Agreement	CTA Project Office	CTA Project Manager
Partner Agency User Agreement	Partner Agency	Partner Agency Super User
Client Informed Consent & Release of Information Authorization	Partner Agency	Partner Agency Staff
Standardized HMIS Data (Intake) Form	Partner Agency	Partner Agency Staff
Standardized HMIS Exit Form	Partner Agency	Partner Agency Staff

Addendum 8.1

Santa Cruz County Homeless Action Partnership

Baseline Privacy Notice for Homeless Organizations

[Insert: Name of Organization]

Brief Summary

Effective Date: January 17, 2007
Version Number: 1

This notice describes the privacy policy of the [*Insert: Name of Homeless Agency*]. We may amend this policy at any time. We collect personal information only when appropriate. We may use or disclose your information to provide you with services. We may also use or disclose it to comply with legal and other obligations. We assume that you agree to allow us to collect information and to use or disclose it as described in this notice. You can inspect personal information about you that we maintain. You can also ask us to correct inaccurate or incomplete information. You can ask us about our privacy policy or practices. We respond to questions and complaints. Read the full notice for more details. Anyone can have a copy of the full notice upon request.

Santa Cruz County Homeless Action Partnership
Baseline Privacy Notice for Homeless Organizations

Full Notice

Effective Date: 1/17/07
Version Number: 1

A. What This Notice Covers

1. This notice describes privacy policy and practices of [*Insert: Agency Name*].
2. The policy and practices in this notice cover the processing of protected personal information for our clients. All personal information that we maintain is covered by the policy and practices described in this privacy notice.
3. Protected Personal information (PPI) is any information we maintain about a client that:
   a. allows identification of an individual directly or indirectly
   b. can be manipulated by a reasonably foreseeable method to identify a specific individual, **or**
   c. can be linked with other available information to identify a specific client. When this notice refers to personal information, it means PPI.
4. We adopted this policy because of standards for Homeless Management Information Systems issued by the Department of Housing and Urban Development. We intend our policy and practices to be consistent with those standards. See 69 Federal Register 45888 (July 30, 2004).
5. This notice tells our clients, our staff, and others how we process personal information. We follow the policy and practices described in this notice.
6. We may amend this notice and change our policy or practices at any time. Amendments may affect personal information that we obtained before the effective date of the amendment.
7. We give a written copy of this privacy notice to any individual who asks.
8. We maintain a copy of this policy on our website at www._____.org

B. How and Why We Collect Personal Information

1. We collect personal information only when appropriate to provide services or for another specific purpose of our organization or when required by law. We may collect information for these purposes:
   a. to provide or coordinate services to clients
   b. to locate other programs that may be able to assist clients
   c. for functions related to payment or reimbursement from others for services that we provide

d. to operate our organization, including administrative functions such as legal, audits, personnel, oversight, and management functions
e. to comply with government reporting obligations
f. when required by law
g. for local and regional data analysis and reporting on homelessness.

2. We only use lawful and fair means to collect personal information.
3. We normally collect personal information only with the knowledge and written consent of our clients. If you seek our assistance, sign a release of information authorization, and provide us with personal information, we assume that you consent to the collection of information as described in this notice.
4. We may also get information about you from: (a) individuals who are with you, or (2) other public and private organizations that provide services and/or participate in HMIS.
5. We post a sign at our intake desk or other location explaining the reasons we ask for personal information. The sign says:

> We collect personal information directly from you for reasons that are discussed in our privacy statement. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate.

C. <u>How We Use and Disclose Personal Information</u>

1. We use or disclose personal information for activities described in this part of the notice. We may or may not make any of these uses or disclosures with your information. If you seek our assistance, sign a release of information authorization, and provide us with personal information, we assume that you consent to the use or disclosure of your personal information for the purposes described here and for other uses and disclosures that we determine to be compatible with these uses or disclosures:
   a. to **provide or coordinate services** to individuals. We share client records with other organizations that may have separate privacy policies and that may allow different uses and disclosures of the information.
   b. for functions related to **payment or reimbursement for services**
   c. to **carry out administrative functions** such as legal, audits, personnel, oversight, and management functions
   d. to **create de-identified (anonymous) information** that can be used for research and statistical purposes without identifying clients, and for local and regional data analysis and reporting
   e. when required by law to the extent that use or disclosure complies with and is limited to the requirements of the law
   f. to avert a serious threat to health or safety if

(1) we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public, **and**

(2) the use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat

g. to report about an individual we reasonably believe to be a victim of abuse, neglect or domestic violence to a governmental authority (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence

(1) under any of these circumstances:

(a) where the disclosure **is required** by law and the disclosure complies with and is limited to the requirements of the law

(b) if the individual agrees to the disclosure, **or**

(c) to the extent that the disclosure is **expressly authorized** by statute or regulation, **and**

(I) we believe the disclosure is necessary to prevent serious harm to the individual or other potential victims, **or**

(II) if the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the PPI for which disclosure is sought **is not intended to be used against the individual** and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure.

and

(2) when we make a permitted disclosure about a victim of abuse, neglect or domestic violence, we will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:

(a) we, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm, **or**

(b) we would be informing a personal representative (such as a family member or friend), and we reasonably believe the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the best interests of the individual as we determine in the exercise of professional judgment.

h. for academic research purposes

(1) conducted by an individual or institution that has a formal relationship with the CHO if the research is conducted either:

(a) by an individual employed by or affiliated with the organization for use in a research project conducted under a written research agreement approved in writing by a designated CHO program administrator (other than the individual conducting the research), or

(b) by an institution for use in a research project conducted under a written research agreement approved in writing by a designated CHO program administrator.

and

(2) any written research agreement:

(a) must establish rules and limitations for the processing and security of PPI in the course of the research

(b) must provide for the return or proper disposal of all PPI at the conclusion of the research

(c) must restrict additional use or disclosure of PPI, except where required by law

(d) must require that the recipient of data formally agree to comply with all terms and conditions of the agreement, **and**

(e) is not a substitute for approval (if appropriate) of a research project by an Institutional Review Board, Privacy Board or other applicable human subjects protection institution.

i. to a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:

(1) in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena

(2) if the law enforcement official makes a **written request** for PPI that:

(a) is signed by a supervisory official of the law enforcement agency seeking the PPI

(b) states that the information is relevant and material to a legitimate law enforcement investigation

(c) identifies the PPI sought

(d) is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought, **and**

(e) states that de-identified information could not be used to accomplish the purpose of the disclosure.

(3) if we believe in good faith that the PPI constitutes **evidence of criminal conduct** that occurred on our premises

(4) in response to an oral request for the purpose of **identifying or locating a suspect, fugitive, material witness or missing person** and the PPI disclosed consists only of name, address, date of birth, place of birth, Social Security Number, and distinguishing physical characteristics, **or**

(5) if

(a) the official is an authorized federal official seeking PPI for the provision of protective services to the President or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others), and

(b) the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.

and

j. to comply with government reporting obligations for homeless management information systems and for oversight of compliance with homeless management information system requirements.

2. Before we make any use or disclosure of your personal information that is not described here, we seek your consent first.

D. <u>How to Inspect and Correct Personal Information</u>

1. You may inspect and have a copy of your personal information that we maintain. We will offer to explain any information that you may not understand.
2. We will consider a request from you for correction of inaccurate or incomplete personal information that we maintain about you. If we agree that the information is inaccurate or incomplete, we may delete it or we may choose to mark it as inaccurate or incomplete and to supplement it with additional information.

To inspect, get a copy of, or ask for correction of your information, please make a written request to program staff who will then work with the Super User to pull that information.

3. We may deny your request for inspection or copying of personal information if:
   a. the information was compiled in reasonable anticipation of litigation or comparable proceedings
   b. the information is about another individual (other than a health care provider or homeless provider)
   c. the information was obtained under a promise or confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information, or
   d. disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.
4. If we deny a request for access or correction, we will explain the reason for the denial. We will also include, as part of the personal information that we maintain, documentation of the request and the reason for the denial
5. We may reject repeated or harassing requests for access or correction.
6. When a request is accepted, you shall be given a print out of data relating to you within 10 working days.

E. <u>Data Quality</u>

1. We collect only personal information that is relevant to the purposes for which we plan to use it. To the extent necessary for those purposes, we seek to maintain only personal information that is accurate, complete, and timely.

2. We are developing and implementing a plan to dispose of personal information not in current use seven years after the information was created or last changed. As an alternative to disposal, we may choose to remove identifiers from the information.
3. We may keep information for a longer period if required to do so by statute, regulation, contract, or other requirement.

F. Complaints and Accountability

1. We accept and consider questions or complaints about our privacy and security policies and practices. Complaints specific to HMIS will be forwarded to the Super User and Executive Director. If no resolution can be found, the complaint will then go to HMIS Project and Systems Administration staff at the County of Santa Cruz Human Resources Agency. If no resolution can still be found, final arbitration of the conflict will be handled by a Conflict Resolution Committee composed of representatives from the County of Santa Cruz, City of Santa Cruz, and City of Watsonville.
2. All members of our staff (including employees, volunteers, affiliates, contractors and associates) are required to comply with this privacy notice. Each staff member must receive and acknowledge receipt of a copy of this privacy notice.

G. Privacy Notice Change History

1. Version 1. January 17, 2007. Initial Policy
2. Version 2. September 16, 2009 Change of Lead Agency Name

2018 HDX Competition Report

PIT Count Data for CA-508 - Watsonville/Santa Cruz City & County CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count	**1959**	**2249**	**2320**
Emergency Shelter Total	387	271	320
Safe Haven Total	0	0	0
Transitional Housing Total	218	179	201
Total Sheltered Count	**605**	**450**	**521**
Total Unsheltered Count	**1354**	**1799**	**1799**

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	**573**	**600**	**634**
Sheltered Count of Chronically Homeless Persons	156	77	111
Unsheltered Count of Chronically Homeless Persons	417	523	523

2018 HDX Competition Report

PIT Count Data for CA-508 - Watsonville/Santa Cruz City & County CoC

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	**147**	**129**	**134**
Sheltered Count of Homeless Households with Children	96	75	80
Unsheltered Count of Homeless Households with Children	51	54	54

Homeless Veteran PIT Counts

	2011	2016	2017	2018
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	**276**	**146**	**236**	**245**
Sheltered Count of Homeless Veterans	31	33	19	28
Unsheltered Count of Homeless Veterans	245	113	217	217

2018 HDX Competition Report

HIC Data for CA-508 - Watsonville/Santa Cruz City & County CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2018 HIC	Total Beds in 2018 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	**287**	**18**	**222**	**82.53%**
Safe Haven (SH) Beds	**0**	**0**	**0**	**NA**
Transitional Housing (TH) Beds	**223**	**0**	**189**	**84.75%**
Rapid Re-Housing (RRH) Beds	**191**	**0**	**129**	**67.54%**
Permanent Supportive Housing (PSH) Beds	**560**	**0**	**238**	**42.50%**
Other Permanent Housing (OPH) Beds	**0**	**0**	**0**	**NA**
Total Beds	1,261	18	778	62.59%

2018 HDX Competition Report

HIC Data for CA-508 - Watsonville/Santa Cruz City & County CoC

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC	2018 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	**444**	**622**	**547**

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2016 HIC	2017 HIC	2018 HIC
RRH units available to serve families on the HIC	**61**	**63**	**69**

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC	2018 HIC
RRH beds available to serve all populations on the HIC	**167**	**185**	**191**

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

Summary Report for CA-508 - Watsonville/Santa Cruz 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.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2016	FY 2017	Submitted FY 2016	FY 2017	Difference	Submitted FY 2016	FY 2017	Difference
1.1 Persons in ES and SH	1072	749	105	113	8	54	67	13
1.2 Persons in ES, SH, and TH	1306	955	188	205	17	89	115	26

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added to the client's entry date, effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

The construction of this measure changed, per HUD's specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2016	FY 2017	Submitted FY 2016	FY 2017	Difference	Submitted FY 2016	FY 2017	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	1060	764	246	452	206	73	196	123
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	1294	989	318	513	195	142	275	133

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range.Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
		FY 2017	% of Returns	FY 2017	% of Returns	FY 2017	% of Returns	FY 2017	% of Returns
Exit was from SO	0	0		0		0		0	
Exit was from ES	200	9	5%	20	10%	10	5%	39	20%
Exit was from TH	64	1	2%	0	0%	2	3%	3	5%
Exit was from SH	0	0		0		0		0	
Exit was from PH	75	0	0%	2	3%	4	5%	6	8%
TOTAL Returns to Homelessness	339	10	3%	22	6%	16	5%	48	14%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	January 2016 PIT Count	January 2017 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1959	2249	290
Emergency Shelter Total	387	271	-116
Safe Haven Total	0	0	0
Transitional Housing Total	218	179	-39
Total Sheltered Count	605	450	-155
Unsheltered Count	1354	1799	445

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2016	FY 2017	Difference
Universe: Unduplicated Total sheltered homeless persons	1329	958	-371
Emergency Shelter Total	1072	754	-318
Safe Haven Total	0	0	0
Transitional Housing Total	308	249	-59

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	93	103	10
Number of adults with increased earned income	0	5	5
Percentage of adults who increased earned income	0%	5%	5%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	93	103	10
Number of adults with increased non-employment cash income	8	46	38
Percentage of adults who increased non-employment cash income	9%	45%	36%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	93	103	10
Number of adults with increased total income	8	48	40
Percentage of adults who increased total income	9%	47%	38%

2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	91	61	-30
Number of adults who exited with increased earned income	23	10	-13
Percentage of adults who increased earned income	25%	16%	-9%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	91	61	-30
Number of adults who exited with increased non-employment cash income	37	8	-29
Percentage of adults who increased non-employment cash income	41%	13%	-28%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	91	61	-30
Number of adults who exited with increased total income	50	18	-32
Percentage of adults who increased total income	55%	30%	-25%

FY2017 - Performance Measurement Module (Sys PM)

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2016	FY 2017	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	1012	712	-300
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.	335	275	-60
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)	677	437	-240

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2016	FY 2017	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	1390	999	-391
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.	421	339	-82
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.)	969	660	-309

FY2017 - Performance Measurement Module (Sys PM)

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in FY2017 (Oct 1, 2016 - Sept 30, 2017) reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2016	FY 2017	Difference
Universe: Persons who exit Street Outreach	104	0	-104
Of persons above, those who exited to temporary & some institutional destinations	18	0	-18
Of the persons above, those who exited to permanent housing destinations	7	0	-7
% Successful exits	24%		

Metric 7b.1 – Change in exits to permanent housing destinations

2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)

	Submitted FY 2016	FY 2017	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	1237	774	-463
Of the persons above, those who exited to permanent housing destinations	489	337	-152
% Successful exits	40%	44%	4%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2016	FY 2017	Difference
Universe: Persons in all PH projects except PH-RRH	140	10	-130
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	129	10	-119
% Successful exits/retention	92%	100%	8%

2018 HDX Competition Report

FY2017 - SysPM Data Quality

CA-508 - Watsonville/Santa Cruz City & County CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports into order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

2018 HDX Competition Report
FY2017 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017
1. Number of non-DV Beds on HIC	335	335	329	263	289	247	228	201	341	409	457	638	65	131	167	185				
2. Number of HMIS Beds	302	302	296	232	206	224	207	167	126	143	184	223	47	85	111	138				
3. HMIS Participation Rate from HIC (%)	90.15	90.15	89.97	88.21	71.28	90.69	90.79	83.08	36.95	34.96	40.26	34.95	72.31	64.89	66.47	74.59				
4. Unduplicated Persons Served (HMIS)	1074	1145	1070	847	293	282	308	260	132	129	148	286	63	386	636	759	0	0	0	0
5. Total Leavers (HMIS)	862	959	911	679	119	88	155	114	27	23	17	41	52	155	353	294	0	0	0	0
6. Destination of Don't Know, Refused, or Missing (HMIS)	464	373	270	238	5	4	8	7	0	3	0	4	15	8	16	17	0	0	0	0
7. Destination Error Rate (%)	53.83	38.89	29.64	35.05	4.20	4.55	5.16	6.14	0.00	13.04	0.00	9.76	28.85	5.16	4.53	5.78				

2018 HDX Competition Report

Submission and Count Dates for CA-508 - Watsonville/Santa Cruz City & County CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2018 PIT Count	1/24/2018	

Report Submission Date in HDX

	Submitted On	Met Deadline
2018 PIT Count Submittal Date	4/27/2018	Yes
2018 HIC Count Submittal Date	4/27/2018	Yes
2017 System PM Submittal Date	5/25/2018	Yes

SANTA CRUZ COUNTY HOMELESS ACTION PARTNERSHIP

Adoption of HUD Order of Priority

The following section, including footnote, is excerpted from the Homeless Action Partnership (HAP) Policies and Procedures Manual: 2017 Local Continuum of Care Project Evaluation and Application Process, p. 21, which was made publically available on July 26, 2017 at the HAP Applicant Technical Assistance Session, and posted on the public HAP webpage on July 27, 2017. The HAP originally adopted the order of priorities at its at July 20, 2016 meeting.

Types of Projects Encouraged

All eligible projects are encouraged to apply for CoC funds in the local competition. Based upon HUD priorities and Santa Cruz CoC priorities the following proposal types are being encouraged:

Renewal Proposals:

- Renewal of existing CoC projects (those expiring in 2018) that are high performing and are an effective use of funds for reducing homelessness

Reallocation Proposals:

- Voluntary reallocation of TH projects to new PSH exclusively targeted to CH with **emphasis on the longest histories of homelessness and most severe needs**,[1] new DedicatedPLUS projects, new Joint TH and RRH projects, or new RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA
- Other proposals requesting reallocation of funds for new PSH exclusively targeted to CH with **emphasis on the longest histories of homelessness and most severe needs**, new DedicatedPLUS projects, new Joint TH and RRH projects, or new RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA
- Proposals requesting reallocation of funds for expansion of coordinated entry and HMIS projects to the extent justified by unmet operational costs for those programs.

Permanent Housing Bonus Proposals

- New PSH serving exclusively CH individuals and families with **emphasis on the longest histories of homelessness and most severe needs**
- New PSH DedicatedPLUS projects
- New Joint TH and RRH projects
- New RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA.

[1] See CPD Notice 14-012 on prioritizing persons with experiencing chronic homelessness for more details at: https://www.hudexchange.info/resources/documents/Notice-CPD-14-012-Prioritizing-Persons-Experiencing-Chronic-Homelessness-in-PSH-and-Recordkeeping-Requirements.pdf. The CoC has adopted this policy.