Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

1. Reviewing the FY 2017 CoC Program Competition NOFA in its entirety for specific application and program requirements.

2. Ensuring all questions are answered completely.

3. Reviewing the FY 2017 CoC Consolidated Application Detailed Instructions, which gives additional information for each question.

4. Ensuring all imported responses in the application are fully reviewed and updated as needed.

5. The Collaborative Applicant must review and utilize responses provided by project applicants in their Project Applications.

6. Some questions require the Collaborative Applicant to attach documentation to receive credit for the question. This will be identified in the question.

- Note: For some questions, HUD has provided documents to assist Collaborative Applicants in filling out responses. These are noted in the application.  
- All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

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

Instructions:
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: TX-500 - San Antonio/Bexar County CoC

1A-2. Collaborative Applicant Name: South Alamo Regional Alliance for the Homeless

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Haven for Hope
1B. Continuum of Care (CoC) Engagement

Instructions:
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1B-1. From the list below, select those organization(s) and/or person(s) that participate in CoC meetings. Using the drop-down boxes, indicate if the organization(s) and/or person(s): (1) participate in CoC meetings; and (2) vote, including selection of CoC Board members. Responses should be for the period from 5/1/16 to 4/30/17.

<table>
<thead>
<tr>
<th>Organization/Person Categories</th>
<th>Participates in CoC Meetings</th>
<th>Votes, including electing CoC Board Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Staff/Officials</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CDBG/HOME/ESG Entitlement Jurisdiction</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Local Jail(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Hospital(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>EMT/Crisis Response Team(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Mental Health Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance Abuse Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Affordable Housing Developer(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Disability Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Disability Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Public Housing Authorities</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Youth Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>School Administrators/Homeless Liaisons</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Victim Service Providers</td>
<td>Not Applicable</td>
<td>No</td>
</tr>
<tr>
<td>Domestic Violence Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Street Outreach Team(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>LGBT Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Agencies that serve survivors of human trafficking</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other homeless subpopulation advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Homeless or Formerly Homeless Persons</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other:(limit 50 characters)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Applicant must select Yes, No or Not Applicable for all of the listed organization/person categories in 1B-1.

1B-1a. Describe the specific strategy(s) the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness. (limit 1000 characters)

SARAH’s Membership Council solicits opinions from agencies with an interest in preventing and ending homelessness. The Council consists of over 40 agencies, meeting bi-monthly, to discuss issues and vote on best practices for the homeless community. Membership Council Workgroups engage people with lived experience to plan for particularly challenging issues, such as Domestic Violence, Youth and Chronic Homelessness. The Workgroups identify gaps in services and develop plans and policies to overcome these gaps. The workgroups use community input to develop outreach services, CES and processes of the CoC. The Council application was revised this year to better define agency type (ex. hospitals, human trafficking, etc.) to ensure full coverage of our CoC for decision-making. SARAH actively recruits agencies and skill sets to fill gaps in representation. SARAH also coordinates community trainings; most recently a landlord strategy session with the San Antonio Apartment Association.

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

SARAH uses multiple channels to recruit new members to the CoC from our full geographic area, with special consideration for target population issues, such as domestic violence safety planning. The CoC’s website advertises subscription to the CoC’s Monthly newsletter and the Membership Council Application for potential members. The application includes broad categories of stakeholders to promote diversity on the council and inclusion of key partners. The CoC has co-hosted several community events and invited previously homeless individuals to attend. SARAH utilized Texas Public Radio, press conferences, and USAA’s volunteer services to solicit new members. The CoC conducted special outreach with direct service providers to invite homeless youth to join the Youth Advisory Council; a group that provides advice on youth homelessness for the CoC. SARAH actively solicited service providers and attended community events to select a Consumer of Homeless Services CoC Board member.

1B-3. Describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding in the FY 2017 CoC Program Competition, even if the CoC is not applying for new projects in FY 2017. The response must
include the date(s) the CoC made publicly knowing they were open to proposals. (limit 1000 characters)

SARAH notified the public of the funding opportunity through e-mail newsletters, social media posts, and by advertising the RFP with detailed submission instructions on the CoC website starting 07/19/2017. Prior to the posting, the CoC hosted a NOFA Overview session to the public on 05/05/2017 to learn about the process. SARAH sponsored a New Project Bidder’s Conference on 08/28/2017 and seven agencies new to the CoC funding process attended. SARAH also advertised a technical assistance session in a computer lab to ensure new applicants could complete competitive project submissions on 08/11/2017. SARAH received nine new project applications, with five new projects included in the 2017 Priority Listing. An Independent Review Team with backgrounds in government, grant writing, corporate giving, and homelessness reviewed new and renewal applications using a publicized scoring tool, and created a ranking policy for CoC Board approval.
1C. Continuum of Care (CoC) Coordination

Instructions:
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. Using the chart below, identify the Federal, State, Local, Private and Other organizations that serve homeless individuals, families, unaccompanied youth, persons who are fleeing domestic violence, or those at risk of homelessness that are included in the CoCs coordination; planning and operation of projects.
Only select "Not Applicable" if the funding source(s) do not exist in the CoC’s geographic area.

<table>
<thead>
<tr>
<th>Entities or Organizations the CoC coordinates planning and operation of projects</th>
<th>Coordinates with Planning and Operation of Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Opportunities for Persons with AIDS (HOPWA)</td>
<td>Yes</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF)</td>
<td>Yes</td>
</tr>
<tr>
<td>Runaway and Homeless Youth (RHY)</td>
<td>Yes</td>
</tr>
<tr>
<td>Head Start Program</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through Department of Justice (DOJ) resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through Health and Human Services (HHS) resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through other Federal resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through state government resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through local government resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through private entities, including foundations</td>
<td>Yes</td>
</tr>
<tr>
<td>Other:(limit 50 characters)</td>
<td></td>
</tr>
</tbody>
</table>

1C-2. Describe how the CoC actively consults with Emergency Solutions Grant (ESG) recipient’s in the planning and allocation of ESG funds. Include in the response: (1) the interactions that occur between the CoC and the ESG Recipients in the planning and allocation of funds; (2) the CoCs participation in the local Consolidated Plan jurisdiction(s) process by providing Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions; and (3) how the CoC ensures local homelessness information is clearly communicated and addressed in Consolidated Plan updates. (limit 1000 characters)

The local Consolidated Plan Jurisdictions and ESG recipients are the City of San Antonio (COSA) and Bexar County. Both have leaders on the CoC Board and regularly meet with SARAH to align local priorities with funding. This year,
the CoC, Bexar County and CSH, hosted a three-day strategic planning session with hundreds of stakeholders. A local strategic plan and housing gaps analysis was presented to the CoC Board, Bexar County, and COSA to outline the housing needs to end homelessness, and inform the Consolidated Plan. Bexar County and COSA also invited SARAH to have input and review the Consolidated Plan before completion. In addition to providing PIT/HIC Data for the Con plan, a custom dashboard on homelessness is also available to better understand local needs using data. SARAH, COSA, Bexar County, and HUD TA are currently working closely to write updated ESG Written Standards, host a two-day ESG training, and to create a Performance Monitoring Plan used by all ESG recipients.

1C-3. CoCs must demonstrate the local efforts to address the unique needs of persons, and their families, fleeing domestic violence that includes access to housing and services that prioritizes safety and confidentiality of program participants. (limit 1000 characters)

Survivors of Domestic Violence (DV) receive a lethality risk assessment as part of the Coordinated Entry (CE) process to ensure that their unique circumstances and safety concerns are considered. The crucial aspects of serving this group are incorporated into every step of the CE process through input from local DV Providers (VOCA-funded agencies). Transitional Housing resources have been prioritized for DV to ensure there is always safe placement. All housing providers using CE are trained in safety and many have DV clinical staff. DV survivor clients can choose between a DV-specific service provider, other housing, or mainstream services during the CE process. The CoC also hosts regular community case conferencing sessions for housing providers to coordinate with DV provider staff to ensure that any clients that do not consent to have their information shared in HMIS are still able to access all housing resources. Our largest DV provider votes on the Membership Council.

1C-3a. CoCs must describe the following: (1) how regular training is provided to CoC providers and operators of coordinated entry processes that addresses best practices in serving survivors of domestic violence; (2) how the CoC uses statistics and other available data about domestic violence, including aggregate data from comparable databases, as appropriate, to assess the scope of community needs related to domestic violence and homelessness; and (3) the CoC safety and planning protocols and how they are included in the coordinated assessment. (limit 1,000 characters)

The CoC requires annual training for all Coordinated Entry (CE) assessors on Domestic Violence (DV), trauma-informed care, and principles of a recovery-oriented system of care. The CoC uses data from CE assessments and the DV comparable database to make policy changes and improve CE protocols. For example, of the 9,597 CE assessments conducted since June of 2016, approximately one third reported a history of DV. Seeing a need to prioritize the severity of circumstances, SARAH worked with a DV provider to incorporate a lethality assessment into CE so it would be a factor in prioritizing the waitlist. CE also incorporates an option for diversion to a DV provider if the client identifies an immediate safety risk. If the client elects to receive DV services, a transfer is
conducted and no further information is collected from the client, ensuring confidentiality. Mainstream residential services are offered to DV clients even if they decline diversion to a DV-specific provider for housing.

1C-4. Using the chart provided, for each of the Public Housing Agency’s (PHA) in the CoC's geographic area: (1) identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA’s that were homeless at the time of admission; and (2) indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV program.

Attachment Required: If the CoC selected, "Yes-Public Housing", "Yes-HCV" or "Yes-Both", attach an excerpt from the PHA(s) written policies or a letter from the PHA(s) that addresses homelessness preference.

<table>
<thead>
<tr>
<th>Public Housing Agency Name</th>
<th>% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry</th>
<th>PHA has General or Limited Homeless Preference</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Antonio Housing Authority</td>
<td>34.00%</td>
<td>Yes-HCV</td>
</tr>
<tr>
<td>Housing Authority of Bexar County</td>
<td>64.00%</td>
<td>No</td>
</tr>
</tbody>
</table>

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

1C-4a. For each PHA where there is not a homeless admission preference in their written policies, identify the steps the CoC has taken to encourage the PHA to adopt such a policy. (limit 1000 characters)

The San Antonio Housing Authority (SAHA) has a homeless preference for HCV and is an active member of our Continuum of Care (CoC). In fact, SAHA is one of the largest grant recipients in the CoC funding process. In addition to the preference for HCV, SAHA agreed to establish a preference in public housing in the future. The CoC is working with SAHA on how that preference will work for Coordinated Entry and identifying target populations, such as chronically homeless and youth. The Housing Authority of Bexar County (HABC) has experienced significant staff turnover in the past 24 months, but a meeting is scheduled with their new staff in October 2017 to discuss adding a homeless preference to their administrative plan. HABC has shown interest in further engaging with Coordinated Entry and the CoC.

1C-5. Describe the actions the CoC has taken to: (1) address the needs of Lesbian, Gay, Bisexual, Transgender (LGBT) individuals and their families experiencing homelessness, (2) conduct regular CoC-wide training with providers on how to effectively implement the Equal Access to Housing...
in HUD Programs Regardless of Sexual Orientation or Gender Identity, including Gender Identify Equal Access to Housing, Fina Rule; and (3) implementation of an anti-discrimination policy.

SARAH partnered with CSH to provide a community-wide training on Equal Access Policies, and included the policies as a scoring factor in the 2017 NOFA competition. The CoC funds THRIVE and the San Antonio AIDS Foundation; agencies that specialize in LGBT services. These organizations, along with other partners, create policy through the Youth Workgroup. The CoC Youth Advisory Board, a group of homeless LGBT youth ages 18-24, inform policy on housing, employment, and safety for this vulnerable population. SARAH developed a youth prioritization tool for CE with input from homeless youth, and is developing a youth CE hub where youth report feeling safe. SARAH has a monthly call for service providers to discuss new regulations from HUD, including the nondiscrimination/equal access clause. The CoC has a published anti-discrimination policy and hired consultants to assist with updating CoC Written Standards to make the Equal Access Final Rule language more explicit for providers.

1C-6. Criminalization: Select the specific strategies implemented by the CoC to prevent the criminalization of homelessness in the CoC’s geographic area. Select all that apply.

| Engaged/educated local policymakers: | X |
| Engaged/educated law enforcement: | X |
| Engaged/educated local business leaders | X |
| Implemented communitywide plans: | X |
| No strategies have been implemented | |
| Other:(limit 50 characters) | |
| ID Recovery for Homeless with Same-Day Access | X |
| Specialized Mental Health Unit in Police Force | X |

When "No Strategies have been implemented" is selected no other checkbox may be selected.
1D. Continuum of Care (CoC) Discharge Planning

Instructions:
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Discharge Planning-State and Local: Select from the list provided, the systems of care the CoC coordinates with and assists in state and local discharge planning efforts to ensure those who are discharged from that system of care are not released directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply.

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

1D-1a. If the applicant did not check all the boxes in 1D-1, provide: (1) an explanation of the reason(s) the CoC does not have a discharge policy in place for the system of care; and (2) provide the actions the CoC is taking or plans to take to coordinate with or assist the State and local discharge planning efforts to ensure persons are not discharged to the street, emergency shelters, or other homeless assistance programs. (limit 1000 characters)

N/A

1D-2. Discharge Planning: Select the system(s) of care within the CoC’s geographic area the CoC actively coordinates with to ensure persons who have resided in any of the institutions listed below longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply.

<table>
<thead>
<tr>
<th>System of Care</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care</td>
<td>X</td>
</tr>
<tr>
<td>Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Service Type</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Mental Health Care</td>
<td></td>
</tr>
<tr>
<td>Correctional Facilities</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>
1E. Continuum of Care (CoC) Project Review, Ranking, and Selection

Instructions
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1E-1. Using the drop-down menu, select the appropriate response(s) that demonstrate the process the CoC used to rank and select project applications in the FY 2017 CoC Program Competition which included (1) the use of objective criteria; (2) at least one factor related to achieving positive housing outcomes; and (3) included a specific method for evaluating projects submitted by victim service providers.

Attachment Required: Public posting of documentation that supports the process the CoC used to rank and select project application.

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

1E-2. Severity of Needs and Vulnerabilities
CoCs must provide the extent the CoC considered the severity of needs and vulnerabilities experienced by program participants in their project ranking and selection process. Describe: (1) the specific vulnerabilities the CoC considered; and (2) how the CoC takes these vulnerabilities into account during the ranking and selection process. (See the CoC Application Detailed Instructions for examples of severity of needs and vulnerabilities.)

(limit 1000 characters)

The CoC considers the severity of needs and vulnerabilities of participants as part of the scoring and ranking of CoC-funded project applications. The 2017 community PIT count showed an increase in chronic homelessness that became a funding priority for the 2017 CoC NOFA. The scoring for bonus and reallocation projects gave additional points to projects with 100% Dedicated or DedicatedPlus units to meet that need. A new project scored higher than two renewals and was placed in tier one because it met this community need. The CoC needs more housing first units to meet the needs of those with housing barriers, including chronic homelessness, criminal histories, current or past substance use, and low or no income. New and renewal applications received incentive points for providing housing first units. All applicants must participate in coordinated entry and accept, on a priority basis, persons scoring the highest on the VI-SPDAT indicating severity of service need and vulnerability.
1E-3. Using the following checklist, select: (1) how the CoC made publicly available to potential project applicants an objective ranking and selection process that was used for all project (new and renewal) at least 2 days before the application submission deadline; and (2) all parts of the CoC Consolidated Application, the CoC Application attachments, Priority Listing that includes the reallocation forms and Project Listings that show all project applications submitted to the CoC were either accepted and ranked, or rejected and were made publicly available to project applicants, community members and key stakeholders.

Attachment Required: Documentation demonstrating the objective ranking and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available. Attachments must clearly show the date the documents were publicly posted.

<table>
<thead>
<tr>
<th>Public Posting</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC or other Website</td>
<td>X</td>
</tr>
<tr>
<td>Email</td>
<td>X</td>
</tr>
<tr>
<td>Mail</td>
<td></td>
</tr>
<tr>
<td>Advertising in Local Newspaper(s)</td>
<td></td>
</tr>
<tr>
<td>Advertising on Radio or Television</td>
<td></td>
</tr>
<tr>
<td>Social Media (Twitter, Facebook, etc.)</td>
<td>X</td>
</tr>
</tbody>
</table>

1E-4. Reallocation: Applicants must demonstrate the ability to reallocate lower performing projects to create new, higher performing projects. CoC’s may choose from one of the following two options below to answer this question. You do not need to provide an answer for both.

Option 1: The CoC actively encourages new and existing providers to apply for new projects through reallocation.
Attachment Required - Option 1: Documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

Option 2: The CoC has cumulatively reallocated at least 20 percent of the CoC’s ARD between FY 2013 and FY 2017 CoC Program Competitions.
No Attachment Required - HUD will calculate the cumulative amount based on the CoCs reallocation forms submitted with each fiscal years Priority Listing.

**Reallocation:** Option 2
No Attachment Required - HUD will calculate the cumulative amount based on the CoCs reallocation forms submitted with each fiscal years Priority Listing.

1E-5. If the CoC rejected or reduced project application(s), enter the date the CoC and Collaborative Applicant notified project applicants their project application(s) were being rejected or reduced in writing outside of e-snaps.

Attachment Required: Copies of the written notification to project applicant(s) that their project application(s) were rejected. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.

09/01/2017

1E-5a. Provide the date the CoC notified applicant(s) their application(s) were accepted and ranked on the Priority Listing, in writing, outside of e-snaps.

Attachment Required: Copies of the written notification to project applicant(s) their project application(s) were accepted and ranked on the Priority listing.

09/01/2017
2A. Homeless Management Information System (HMIS) Implementation

Instructions:
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

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

Attachment Required: If “Yes” is selected, a copy of the sections of the Governance Charter, or MOU/MOA addressing the roles and responsibilities of the CoC and HMIS Lead.

2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA.
HMIS Procedures: Pg. 6-7, MOU: Pg. 1-2

Yes

2A-3. What is the name of the HMIS software vendor?
CaseWorthy, Inc.

2A-4. Using the drop-down boxes, select the HMIS implementation Coverage area.
Single CoC

2A-5. Per the 2017 HIC use the following chart to indicate the number of beds in the 2017 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter “0” for all cells.
in that project type.

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Total Beds in 2017 HIC</th>
<th>Total Beds in HIC Dedicated for DV</th>
<th>Total Beds in HMIS</th>
<th>HMIS Bed Coverage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ESG) beds</td>
<td>1,487</td>
<td>139</td>
<td>1,348</td>
<td>100.00%</td>
</tr>
<tr>
<td>Safe Haven (SH) beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transitional Housing (TH) beds</td>
<td>765</td>
<td>75</td>
<td>672</td>
<td>97.39%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) beds</td>
<td>569</td>
<td>26</td>
<td>543</td>
<td>100.00%</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) beds</td>
<td>2,168</td>
<td>0</td>
<td>2,166</td>
<td>99.91%</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) beds</td>
<td>1,451</td>
<td>0</td>
<td>1,451</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

2A-5a. To receive partial credit, if the bed coverage rate is below 85 percent for any of the project types, the CoC must provide clear steps on how it intends to increase this percentage for each project type over the next 12 months. (limit 1000 characters)

N/A - all bed coverage rates exceed 85% benchmark

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

12

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

05/02/2017
2B. Continuum of Care (CoC) Point-in-Time Count

Instructions:
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. Indicate the date of the CoC’s 2017 PIT count (mm/dd/yyyy). If the PIT count was conducted outside the last 10 days of January 2017, HUD will verify the CoC received a HUD-approved exception.

01/26/2017

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

05/02/2017
2C. Continuum of Care (CoC) Point-in-Time (PIT) Count: Methodologies

Instructions:
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Describe any change in the CoC’s sheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017. Specifically, how those changes impacted the CoCs sheltered PIT count results.
(limit 1000 characters)
N/A

2C-2. Did your CoC change its provider coverage in the 2017 sheltered count? Yes

2C-2a. If “Yes” was selected in 2C-2, enter the change in provider coverage in the 2017 sheltered PIT count, including the number of beds added or removed due to the change.

<table>
<thead>
<tr>
<th>Beds Added:</th>
<th>54</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beds Removed:</td>
<td>30</td>
</tr>
<tr>
<td>Total:</td>
<td>24</td>
</tr>
</tbody>
</table>

2C-3. Did your CoC add or remove emergency shelter, transitional housing, or Safe-Haven inventory because of funding specific to a Presidentially declared disaster resulting in a change to the CoC’s 2017 sheltered PIT count? No

2C-3a. If "Yes" was selected in 2C-3, enter the number of beds that were added or removed in 2017 because of a Presidentially declared disaster.

<table>
<thead>
<tr>
<th>Beds Added:</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beds Removed:</td>
<td>0</td>
</tr>
<tr>
<td>Total:</td>
<td>0</td>
</tr>
</tbody>
</table>

2C-4. Did the CoC change its unsheltered PIT count implementation, including methodology and data quality changes from Yes
2016 to 2017?
CoCs that did not conduct an unsheltered count in 2016 or did not report unsheltered PIT count data to HUD in 2016 should compare their efforts in 2017 to their efforts in 2015.

2C-4a. Describe any change in the CoC’s unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017. Specify how those changes impacted the CoC’s unsheltered PIT count results. See Detailed Instructions for more information. (limit 1000 characters)

There were no changes in methodology for the 2017 Point-in-Time Count. However, there were data quality changes to improve the implementation of the count, including an enhanced online training process and a significant number of volunteers. A direct census count was used in 2016 and 2017, but 2017 was the first year incorporating smart phone technology. The “Counting Us” application from SimTech Solutions allowed our CoC to capture data digitally and create a geospatial map of encampments and hotspots. The input masks on these digital forms increased data collection accuracy, since there was not a risk of illegible writing or incomplete answers. The new mobile application brought additional media attention to the count, and resulted in a record number of volunteers participating. Even with the additional technology, volunteer, and staff support, there was a decline in street homelessness from 2016 to 2017.

2C-5. Did the CoC implement specific measures to identify youth in their PIT count? Yes

2C-5a. If "Yes" was selected in 2C-5, describe the specific measures the CoC; (1) took to identify homeless youth in the PIT count; (2) during the planning process, how stakeholders that serve homeless youth were engaged; (3) how homeless youth were engaged/involved; and (4) how the CoC worked with stakeholders to select locations where homeless youth are most likely to be identified. (limit 1000 characters)

SARAH held a mapping meeting to identify youth hotspots prior to the 2017 PIT Count. SARAH brought together several youth agencies, youth outreach teams, San Antonio Police, and homeless youth to ensure input was received from those with direct experience with youth on the street. This data was used to create a color coded digital map to identify hotspots on volunteer maps for the PIT Count. The Youth Advisory Board recommended best practices for locating, identifying, and interacting with homeless youth for volunteers and staff. The Youth PIT Count teams consisted of CoC and non-CoC homeless service providers as well as homeless youth. Teams were deployed to preidentified hotspots to conduct surveys, including the San Antonio Public Library and bridges known for attracting youth. Youth agencies that conducted services in the field were also part of the PIT Count, and that established rapport was used to conduct more accurate surveys.
2C-6. Describe any actions the CoC implemented in its 2017 PIT count to better count individuals and families experiencing chronic homelessness, families with children, and Veterans experiencing homelessness. (limit 1000 characters)

The CoC convenes a monthly Point-in-Time Count meeting of service providers and stakeholders to ensure a thorough count focused on target populations including chronically homeless, families with children, and veterans experiencing homelessness. The knowledge of local stakeholders, such as law enforcement and outreach workers are used to plan the street count. This year, Wal-Mart parking lots were identified as a hotspot for families by outreach workers due to overnight lighting, security, and bathroom access. This type of intelligence helps our CoC volunteers target people within their assigned grids. Encampments are marked, and a team of experienced outreach workers, including HUD-VASH, Healthcare for Homeless Veterans, and crisis response teams conduct surveys to ensure data on chronically homeless and veterans are captured. In general, street data quality is strong due to tracking in HMIS through an outdoor sleeping area accessed by the unsheltered homeless population.
3A. Continuum of Care (CoC) System Performance

Instructions
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. Performance Measure: Reduction in the Number of First-Time Homeless. Describe: (1) the numerical change the CoC experienced; (2) the process the CoC used to identify risk factors of becoming homeless for the first time; (3) the strategies in place to address individuals and families at risk of becoming homeless; and (4) the organization or position that is responsible for overseeing the CoC's strategy to reduce or end the number of individuals and families experiencing homelessness for the first time.
(limit 1000 characters)

The number of people becoming homeless for the first time in ES, TH, and PH decreased by 281 people. SARAH is working to reduce this further by practicing diversion techniques, such as family mediation and connection to mainstream resources. Our CoC paid for diversion training from the Cleveland Mediation Center last year, and is working on flexible funding for additional diversion options and mediation services. SARAH developed a local Community Dashboard on Homelessness which is reviewed monthly by the CoC Board and Membership Council to keep an eye on developing trends. Our staff studies consolidated plans to look at how many households in Bexar County might have risk factors for homelessness (ex. poverty and disability). Over 50,335 households in San Antonio have 2 or more factors present, establishing a rate of just over 10% who suffer a co-occurrence of risk factors to becoming homeless. A goal in SARAH’s strategic plan is to use data to build political will for this issue.

3A-2. Performance Measure: Length-of-Time Homeless. CoC’s must demonstrate how they reduce the length-of-time for individuals and families remaining homeless. Describe (1) the numerical change the CoC experienced; (2) the actions the CoC has implemented to reduce the length-of-time individuals and families remain homeless; (3) how the CoC identifies and houses individuals and families with the longest length-of-time homeless; and (4) identify the organization or position that is responsible for overseeing the CoC’s strategy to reduce the length-of-time individuals and families remain homeless.
(limit 1000 characters)

The average length of time (LOT) an individual or family experiences homelessness has decreased by 56 days since the prior fiscal year (29 days based on median LOT). The CoC implemented Coordinated Entry in 2016, and LOT homeless was used to prioritize people for housing on our centralized
waitlist and quickly assigns individuals to a housing agency’s open bed; decreasing LOT homeless. The CoC identifies people with the longest LOT homeless by tracking homeless history in HMIS, training intake staff regularly on the CE assessment, and coordinating outreach and building rapport with clients on the street and in high-volume locations (ex. downtown library). Our outreach workers are trained on coordinated assessment and connect people living on the street or in emergency shelters directly to permanent housing resources. SARAH has created a community dashboard on homelessness used by stakeholders in the community that includes LOT homeless as a core system performance measure.

3A-3. Performance Measures: Successful Permanent Housing Placement and Retention
Describe: (1) the numerical change the CoC experienced; (2) the CoCs strategy to increase the rate of which individuals and families move to permanent housing destination or retain permanent housing; and (3) the organization or position responsible for overseeing the CoC’s strategy for retention of, or placement in permanent housing.
(limit 1000 characters)

The CoC experienced a slight decrease (-2%) in the rate at which individuals and families moved to permanent housing destinations compared to reports in FY15. This decrease may be due to an increase in the accuracy of reporting (the HMIS vendor had coding issues present in the FY15 report). The CoC implemented CES in 2016, and prioritized people who have experienced homelessness the longest. By strategically targeting the hardest to serve over the past twelve months, the CoC partners were still adjusting to serving a more difficult population. The CoC’s plan to improve the placement rate into PH will continue to expand the number of PH units available in the community, and finalize written standards for providing assistance to ensure projects are attaching appropriate service levels and case management for client’s needs. SARAH also recently held a Landlord Panel & Strategy Session with service providers and property owners to identify systemic solutions to common issues in housing.

Describe: (1) the numerical change the CoC experienced, (2) what strategies the CoC implemented to identify individuals and families who return to homelessness, (3) the strategies the CoC will use to reduce additional returns to homelessness, and (4) the organization or position responsible for overseeing the CoC’s efforts to reduce the rate of individuals and families’ returns to homelessness.
(limit 1000 characters)

Last FY the recidivism rate was 22% after 2 years (including non-HUD programs), but this is trending downward because of our CES and Program Monitoring. The CoC is working to minimize returns to homelessness. Before discharging a client in CES, agencies must discuss options at a case conferencing session. CES case conferencing sessions and specific population focused working groups identify trends in homelessness patterns for chronic, veterans, and families. The CoC works on developing strategies such as increasing community investment and affordable housing units, and finding new
community collaboration opportunities to tackle this issue. The CoC is also working on a Landlord Recruitment and Engagement/Maintenance strategy to avoid future evictions. CES is built in HMIS, so the CoC can monitor all program exits by reviewing housing disposition data. Points are deducted from agencies in the CoC Competition if their clients exit to homelessness after being permanently housed.

3A-5. Performance Measures: Job and Income Growth
Describe: (1) the strategies that have been implemented to increase access to employment and mainstream benefits; (2) how the CoC program-funded projects have been assisted to implement the strategies; (3) how the CoC is working with mainstream employment organizations to help individuals and families increase their cash income; and (4) the organization or position that is responsible for overseeing the CoC’s strategy to increase job and income growth from employment, non-employment including mainstream benefits. (limit 1000 characters)

The CoC has ensured client access to one-stop centers such as the Texas Workforce Commission (TWC) and helped non-profit agencies implement referral procedures. Veteran specific non-profit agencies have incorporated employment into their case management services and have included employment specific services and referrals to Compensated Work Therapy (CWT), Disability and Rehabilitative Services (DARS), and the Alamo Area Council of Governments (AACOG). The CoC advocates the use of SOAR training for all agencies to streamline the benefits application process. As part of the strategic approach, the CoC pledges assistance for those unable to secure employment based on disability ensuring referrals to the Veterans Administration, the Social Security Administration, and the SOAR Program. The CoC is responsible for monitoring income growth at the agency and system level and developing strategies for the community.

3A-6. Did the CoC completely exclude a geographic area from the most recent PIT count (i.e. no one counted there, and for communities using samples in the area that was excluded from both the sample and extrapolation) where the CoC determined there were no unsheltered homeless people, including areas that are uninhabitable (deserts, forests).

No

3A.6a. If the response to 3A-6 was “Yes”, what was the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoCs unsheltered PIT count? (limit 1000 characters)

N/A

3A-7. Enter the date the CoC submitted the application: 06/01/2017
System Performance Measures data in HDX, which included the data quality section for FY 2016.
(mmm/dd/yyyy)
3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Instructions
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3B-1. Compare the total number of PSH beds, CoC program and non CoC-program funded, that were identified as dedicated for yes by chronically homeless persons in the 2017 HIC, as compared to those identified in the 2016 HIC.

<table>
<thead>
<tr>
<th>Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.</th>
<th>2016</th>
<th>2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>260</td>
<td>638</td>
<td>378</td>
</tr>
</tbody>
</table>

3B-1.1. In the box below: (1) "total number of Dedicated PLUS Beds" provide the total number of beds in the Project Allocation(s) that are designated ad Dedicated PLUS beds; and (2) in the box below "total number of beds dedicated to the chronically homeless:; provide the total number of beds in the Project Application(s) that are designated for the chronically homeless. This does not include those that were identified in (1) above as Dedicated PLUS Beds.

| Total number of beds dedicated as Dedicated Plus | 248 |
| Total number of beds dedicated to individuals and families experiencing chronic homelessness | 207 |
| Total | **455** |

3B-1.2. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing. Yes

3B-2.1. Using the following chart, check each box to indicate the factor(s) the CoC currently uses to prioritize households with children based on need during the FY 2017 Fiscal Year.

| History of or Vulnerability to Victimization | X |
| Number of previous homeless episodes | X |
3B-2.2. Describe: (1) the CoCs current strategy and timeframe for rapidly rehousing every household of families with children within 30 days of becoming homeless; and (2) the organization or position responsible for overseeing the CoC’s strategy to rapidly rehouse families with children within 30 days of becoming homeless. (limit 1000 characters)

A top priority of the CoC is to rapidly rehouse families with children. SARAH assigns points in the CoC competition based on how quickly rapid rehousing projects are able to permanently house clients. Additionally, all projects participating in Coordinated Entry must locate and enroll referrals from the prioritized waitlist within 30 days. The CoC uses the Family VI-SPDAT version 2.0 to assess the severity of needs and to determine a range of housing interventions for each family. Families eligible for RRH are prioritized according to the VI-SPDAT score and length of time homeless. The CoC incentivized reallocating from Transitional Housing to Permanent Housing in the 2016 and 2017 CoC NOFA. SARAH recently hosted a Landlord Strategy Session, and has identified objectives to systemically align appropriate units for families experiencing homelessness to expedite the housing process. SARAH oversees the implementation of the 30-day rapid rehousing goal.

3B-2.3. Compare the number of RRH units available to serve families from the 2016 and 2017 HIC.

<table>
<thead>
<tr>
<th>Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homeless persons identified on the HIC.</th>
<th>2016</th>
<th>2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>61</td>
<td>143</td>
<td>82</td>
</tr>
</tbody>
</table>

3B-2.4. Describe the actions the CoC is taking to ensure emergency shelters, transitional housing, and permanent supportive housing (PSH and RRH) providers within the CoC adhere to anti-discrimination policies by not denying admission to, or separating any family members from other members of their family or caregivers based on age, sex, gender, LGBT status, marital status or disability when entering a shelter or Housing. (limit 1000 characters)

SARAH actively works to ensure that people experiencing homelessness in the geographic area have fair and equal access to an inclusive coordinated entry (CE) process, regardless of where or how they present for services. Policies and procedures are in place to protect privacy, health, and safety/security. They are established/amended and administered in a nondiscriminatory manner to
ensure that equal access to all CoC-funded programs is provided while respecting gender identity, family composition type, and Domestic Violence (DV) clients. CE questions have been updated to ensure that individuals are not subjected to intrusive questioning beyond what is necessary for prioritization and appropriate referrals. Protocols are in place for clients to alert the CoC when there is an instance of discrimination or involuntary family separation. Trainings for service providers have been held on how to better serve DV clients, LGBT subpopulations, and on strategies to keep families together.

3B-2.5. From the list below, select each of the following the CoC has strategies to address the unique needs of unaccompanied homeless youth.

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

3B-2.6. From the list below, select each of the following the CoC has a strategy for prioritization of unaccompanied youth based on need.

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

3B-2.7. Describe: (1) the strategies used by the CoC, including securing additional funding to increase the availability of housing and services for youth experiencing homelessness, especially those experiencing unsheltered homelessness; (2) provide evidence the strategies that have been implemented are effective at ending youth homelessness; (3) the measure(s) the CoC is using to calculate the effectiveness of the strategies; and (4) why the CoC believes the measure(s) used is an appropriate way to determine the effectiveness of the CoC’s efforts. (limit 1500 characters)

SARAH hired a Business Analyst to coordinate efforts for ending youth homelessness. The CoC Program funds two youth service providers as of 2016-2017. The Salvation Army’s Transitional Housing program is now focused on youth, and THRIVE RRH was created with bonus money to house homeless youth in the 2016 competition. The CoC is requesting an expansion grant for THRIVE in our 2017 priority listing. SARAH runs a Youth Homelessness
Workgroup which brings together 25 diverse youth agencies to coordinate services and share community resources for youth. To track performance and determine effectiveness of our community coordination strategy, the CoC created a Local Community Dashboard on homelessness that tracks newly homeless youth and their program outcomes to identify problems in the response system. The community struggles with engaging youth due to safety concerns, so SARAH is working closely with Roy Maas Youth Alternatives, a key local partner, to establish a Coordinated Entry hub focused on youth, since homeless youth cited feeling safe at their facility. Areas of focus for the Workgroup and future hub include human trafficking, career readiness, mental health services, housing services, LGBT services, services for youth aging out of foster care, pregnant and parenting youth, and others. The group recently created a Youth-specific CE referral tool that will include our system response for all homeless youth.

3B-2.8. Describe: (1) How the CoC collaborates with youth education providers, including McKinney-Vento local educational authorities and school districts; (2) the formal partnerships the CoC has with these entities; and (3) the policies and procedures, if any, that have been adopted to inform individuals and families who become homeless of their eligibility for educational services. (limit 1000 characters)

The CoC collaborates with McKinney-Vento Representatives and San Antonio School Districts. The CoC Youth Homelessness Working Group Chair is the Director of Family Support Services at Northside ISD. This group’s members include four school districts and the TEA Regional Manager. All are involved in youth homelessness planning efforts for our community and are voting members of the CoC Membership Council. The San Antonio ISD (SAISD) Homeless liaison is a CoC Board of Directors member and is involved in all CoC strategic activities. The CoC has an MOU with our community’s largest school district, SAISD, signed by the Superintendent. It is CoC policy that all children, youth and families eligible for educational services who are entering CoC and/or ESG funded programs must contact and collaborate with McKinney-Vento liaison. All ESG/ CoC providers are required to provide written materials to families with children regarding their rights to educational services.

3B-2.9. Does the CoC have any written formal agreements, MOU/MOAs or partnerships with one or more providers of early childhood services and supports? Select “Yes” or “No”.

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

Applicant: San Antonio/Bexar County CoC
Project: TX-500 CoC Registration FY2017

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09/26/2017
3B-3.1. Provide the actions the CoC has taken to identify, assess, and refer homeless Veterans who are eligible for Veterans Affairs services and housing to appropriate resources such as HUD-VASH and Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD).

The CoC passed the USICH review and effectively ended veteran homelessness in May of 2016. This was achieved by creating a system to identify, assess, and refer homeless veterans to HUD-VASH, GPD, SSVF, as well as privately funded veteran housing, and by coordinating outreach. The CoC, in partnership with the City of San Antonio, runs a bi-weekly veteran workgroup where veterans are identified by-name and a custom case management and housing plan is developed. The workgroup includes all major homeless service providers as well as Veteran’s Affairs, HMIS staff, and housing authorities. By utilizing information from coordinated entry using a standard assessment tool, veterans are matched to the correct housing intervention. Once a match is made, providers draw down veterans based on prioritization, such as length of homelessness, and the efficacy of the referrals is tracked and discussed during the workgroup.

<table>
<thead>
<tr>
<th>Other: (limit 50 characters)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Protective Services</td>
</tr>
</tbody>
</table>

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

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

3B-3.4. Does the CoC have sufficient resources to ensure each Veteran is assisted to quickly move into permanent housing using a Housing First approach? Yes
4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

**Instructions:**
For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**4A-1.** Select from the drop-down (1) each type of healthcare organization the CoC assists program participants with enrolling in health insurance, and (2) if the CoC provides assistance with the effective utilization of Medicaid and other benefits.

<table>
<thead>
<tr>
<th>Type of Health Care</th>
<th>Yes/No</th>
<th>Assist with Utilization of Benefits?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Health Care Benefits (State or Federal benefits, e.g. Medicaid, Indian Health Services)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Private Insurers:</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-Profit, Philanthropic:</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other: (limit 50 characters)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CareLink: financial assistance for healthcare</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**4A-1a. Mainstream Benefits**

CoC program funded projects must be able to demonstrate they supplement CoC Program funds from other public and private resources, including: (1) how the CoC works with mainstream programs that assist homeless program participants in applying for and receiving mainstream benefits; (2) how the CoC systematically keeps program staff up-to-date regarding mainstream resources available for homeless program participants (e.g. Food Stamps, SSI, TANF, substance abuse programs); and (3) identify the organization or position that is responsible for overseeing the CoCs strategy for mainstream benefits. (limit 1000 characters)

SARAH's Coordinated Outreach Specialist maintains a Community Resource Guide that is shared on the CoC website and at all intake locations for CE in the community. Resources on the guide include housing, food, healthcare, transportation, substance use treatment, veteran services, and job training. The guide includes United Way's 2-1-1 hotline to connect individuals to TANF/ Medicaid and highlights resources for people with special needs, including those with disabilities or people with HIV/AIDS. Haven for Hope, the site of the largest CE hub, has co-located partners offering mainstream services such as medical, legal, and food stamps that are available to anyone. Clients presenting as homeless at intake hubs are often diverted from the shelter and housing system using other resources. SARAH and the CoC keep program staff up-to-date on mainstream resources by having staff participate in...
webinars, community events, trainings, and by sharing resource information at CoC Meetings.

4A-2. Low Barrier: Based on the CoCs FY 2017 new and renewal project applications, what percentage of Permanent Housing (PSH) and Rapid Rehousing (RRH), Transitional Housing (TH), Safe-Haven, and SSO (Supportive Services Only-non-coordinated entry) projects in the CoC are low-barrier?

| Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO project applications in the FY 2017 competition (new and renewal) | 22.00 |
| Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications that selected “low barrier” in the FY 2017 competition. | 22.00 |
| Percentage of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications in the FY 2017 competition that will be designated as “low barrier” | 100.00% |

4A-3. Housing First: What percentage of CoC Program Funded PSH, RRH, SSO (non-coordinated entry), safe-haven and Transitional Housing; FY 2017 projects have adopted the Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

| Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH project applications in the FY 2017 competition (new and renewal). | 22.00 |
| Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications that selected Housing First in the FY 2017 competition. | 22.00 |
| Percentage of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications in the FY 2017 competition that will be designated as Housing First. | 100.00% |

4A-4. Street Outreach: Describe (1) the CoC's outreach and if it covers 100 percent of the CoC's geographic area; (2) how often street outreach is conducted; and (3) how the CoC has tailored its street outreach to those that are least likely to request assistance. (Limit 1000 characters)

SARAH hired a Coordinated Outreach Specialist in 2016. Targeted street and encampment outreach is coordinated with partner agencies, in a monthly committee, to optimize utilization of outreach assets. 100% coverage of the CoC is achieved by daily outreach, conducted by individual agencies, and group encampment outreach events, conducted monthly. Outreach teams offer clothing, food, water, same-day ID recovery, and housing assessment services. Outreach teams use active engagement and motivational interviewing techniques to reach those least likely to request assistance. Every outreach team in the CoC contains at least one bilingual outreach worker. Teams communicate with hearing impaired individuals using a mobile speech-to-text application. Outreach teams are available to secure transportation to appointments for outreach contacts, by van or with bus passes, if necessary.

4A-5. Affirmative Outreach
Specific strategies the CoC has implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin,
religion, sex, gender identity, sexual orientation, age, familial status, or disability; who are least likely to apply in the absence of special outreach. Describe: (1) the specific strategies that have been implemented that affirmatively further fair housing as detailed in 24 CFR 578.93(c); and (2) what measures have been taken to provide effective communication to persons with disabilities and those with limited English proficiency. (limit 1000 characters)

Local CoC policies and procedures prohibit recipients or subrecipients of federal funding to refuse services based on race, color, national origin, religion, sex, age, familial status, or disability. Coordinated street outreach ensures that people with disabilities, and those that would not otherwise seek assistance, are targeted for regular engagement. Street outreach teams conduct coordinated entry assessments for unsheltered individuals who wish to be housed without entering traditional shelter-based services. ID recovery and municipal warrant resolution services are available to unsheltered individuals seeking housing. The CoC coordinates with local fair housing advocates in cases where clients have grievances with service providers or private/public landlords. CE hubs employ Spanish speaking assessors to accommodate Spanish speaking clients. Braille, TTY, Deaflink ASL interpretive services, and Spanish language materials are available during the intake and assessment process.

4A-6. Compare the number of RRH beds available to serve populations from the 2016 and 2017 HIC.

<table>
<thead>
<tr>
<th>RRH beds available to serve all populations in the HIC</th>
<th>2016</th>
<th>2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>349</td>
<td>569</td>
<td>220</td>
</tr>
</tbody>
</table>

4A-7. Are new proposed project applications requesting $200,000 or more in funding for housing rehabilitation or new construction? No

4A-8. Is the CoC requesting to designate one or more SSO or TH projects to serve homeless households with children and youth defined as homeless under other Federal statues who are unstably housed (paragraph 3 of the definition of homeless found at 24 CFR 578.3). No
### 4B. Attachments

**Instructions:**

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

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Required?</th>
<th>Document Description</th>
<th>Date Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants</td>
<td>Yes</td>
<td>Rejection-Reducti...</td>
<td>09/26/2017</td>
</tr>
<tr>
<td>02. 2016 CoC Consolidated Application: Public Posting Evidence</td>
<td>Yes</td>
<td>Public Posting Pr...</td>
<td>09/26/2017</td>
</tr>
<tr>
<td>03. CoC Rating and Review Procedure (e.g. RFP)</td>
<td>Yes</td>
<td>CoC Rating and Ra...</td>
<td>09/26/2017</td>
</tr>
<tr>
<td>04. CoC's Rating and Review Procedure: Public Posting Evidence</td>
<td>Yes</td>
<td>Rating and Rankin...</td>
<td>09/26/2017</td>
</tr>
<tr>
<td>05. CoCs Process for Reallocating</td>
<td>Yes</td>
<td>CoC Process for R...</td>
<td>09/22/2017</td>
</tr>
<tr>
<td>06. CoC's Governance Charter</td>
<td>Yes</td>
<td>CoC's Governance ...</td>
<td>09/22/2017</td>
</tr>
<tr>
<td>07. HMIS Policy and Procedures Manual</td>
<td>Yes</td>
<td>HMIS Policy and P...</td>
<td>09/22/2017</td>
</tr>
<tr>
<td>08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>09. PHA Administration Plan (Applicable Section(s) Only)</td>
<td>Yes</td>
<td>PHA Administrative...</td>
<td>09/26/2017</td>
</tr>
<tr>
<td>10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)</td>
<td>No</td>
<td>CoC-HMIS MOU</td>
<td>09/22/2017</td>
</tr>
<tr>
<td>11. CoC Written Standards for Order of Priority</td>
<td>No</td>
<td>CoC Written Stand...</td>
<td>09/26/2017</td>
</tr>
<tr>
<td>12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. HDX-system Performance Measures</td>
<td>Yes</td>
<td>HDX-system Perfor...</td>
<td>09/22/2017</td>
</tr>
<tr>
<td>14. Other</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Other</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Attachment Details

Document Description: Rejection-Reduction-Accepted

Attachment Details

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

Attachment Details

Document Description: CoC Rating and Ranking Procedure

Attachment Details

Document Description: Rating and Ranking Procedure - Public Posting Evidence

Attachment Details

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

**Attachment Details**

**Document Description:** HMIS Policy and Procedures Manual

**Attachment Details**

**Document Description:** PHA Administrative Plan

**Attachment Details**

**Document Description:** CoC-HMIS MOU

**Attachment Details**

**Document Description:** CoC Written Standards for Order of Priority

**Attachment Details**
Document Description:

Attachment Details

Document Description: HDX-system Performance Measures

Attachment Details

Document Description:

Attachment Details

Document Description:
Submission Summary

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

<table>
<thead>
<tr>
<th>Page</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A. Identification</td>
<td>08/28/2017</td>
</tr>
<tr>
<td>1B. Engagement</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>1C. Coordination</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>1D. Discharge Planning</td>
<td>09/21/2017</td>
</tr>
<tr>
<td>1E. Project Review</td>
<td>09/21/2017</td>
</tr>
<tr>
<td>2A. HMIS Implementation</td>
<td>09/26/2017</td>
</tr>
<tr>
<td>2B. PIT Count</td>
<td>09/21/2017</td>
</tr>
<tr>
<td>2C. Sheltered Data - Methods</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>3A. System Performance</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>3B. Performance and Strategic Planning</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>4A. Mainstream Benefits and Additional Policies</td>
<td>09/26/2017</td>
</tr>
<tr>
<td>4B. Attachments</td>
<td>09/26/2017</td>
</tr>
</tbody>
</table>
Submission Summary

No Input Required
Attachment 1

Evidence of the CoC’s communication to rejected applications (Also included reduced applicants and accepted application per guidance from AAQ)

1. Page 2 – Rejected Applications
2. Page 6 – Reduced Applications
3. Page 14 – Accepted Applications

Note: Emails were sent to agencies, who may have submitted more than one project application for renewals and/or new projects. Information about all of their applications, whether they were accepted, reduced, or rejected was including in one email. Therefore, you will see repetition in the outlined above of emails to notify them about the results of all of their applications.
Hello St. Peter-St. Joseph Children’s Home,

Thank you so much for your application to the New SARAH 2017 CoC funding. We had 9 applications totaling $1.89 million in funding, with only $726k available in new and reallocation funds. Unfortunately, there was not enough funding to place all of the applications in the ranking. All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubric posted on the SARAH website here. The scoring rubric prioritized projects based on their experience, project descriptions, housing first orientation, and the priority of the population served. Based and the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Unfortunately, your application did not score high enough to be placed in the ranking. We hope that you will continue to monitor future funding opportunities for SARAH CoC funding and will consider applying again.

You have the opportunity to appeal this decision. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Pay It Forward – Clean & Sober Living, Inc,

Thank you so much for your application to the New SARAH 2017 CoC funding. We had 9 applications totaling $1.89 million in funding, with only $726k available in new and reallocation funds. Unfortunately, there was not enough funding to place all of the applications in the ranking. All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubric posted on the SARAH website here. The scoring rubric prioritized projects based on their experience, project descriptions, housing first orientation, and the priority of the population served. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Unfortunately, your applications did not score high enough to be placed in the ranking. We hope that you will continue to monitor future funding opportunities for SARAH CoC funding and will consider applying again.

You have the opportunity to appeal this decision. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Center for Health Care Services,

Thank you so much for your applications for SARAH 2017 CoC funding.

**Renewals**
All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website [here](#). The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based and the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal application was accepted placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA [here](#).

**New Permanent Housing Bonus**
Thank you so much for your application to the New SARAH 2017 CoC funding. We had 9 applications totaling $1.89 million in funding, with only $726k available in new and reallocation funds. Unfortunately, there was not enough funding to place all of the applications in the ranking or fund all of the application in full. All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubric posted on the SARAH website [here](#). The scoring rubric prioritized projects based on their experience, project descriptions, housing first orientation, and the priority of the population served. Based and the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Unfortunately, your permanent housing bonus application did not score high enough to be placed in the ranking. We hope that you will continue to monitor future funding opportunities for SARAH CoC funding and will consider applying again.

You have the opportunity to appeal your ranking position and funding decision regarding the bonus project. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website [here](#).

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, [here](#) and attached.

Thanks again for your submission,
Hello SAMM,

Thank you so much for your applications for SARAH 2017 CoC funding.

**Renewals**
All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website [here](#). The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal applications were placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA [here](#).

**New Permanent Supportive Housing Bonus**
Thank you so much for your application to the New SARAH 2017 CoC funding. We had 9 applications totaling $1.89 million in funding, with only $726k available in new and reallocation funds. Unfortunately, there was not enough funding to place all of the applications in the ranking or fund all of the application in full. All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubric posted on the SARAH website [here](#). The scoring rubric prioritized projects based on their experience, project descriptions, housing first orientation, and the priority of the population served. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Your application did score high enough to be placed in the ranking, but your funding request was reduced from $519,288 to $420,799. The reason for reduction was due to the limited availability of funding for all of the new bonus projects. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA [here](#).

*I will release your application in esnaps today and request that you revise your application and resubmit in esnaps a revised application reflecting this new budget amount and related changes by 5:00pm on September 7th.* Let me know if you have any questions about that.

You have the opportunity to appeal your ranking position and funding amount. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website [here](#).
The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Family Endeavors,

Thank you so much for your applications for SARAH 2017 CoC funding.

Renewals
All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based and the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal application was accepted and placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

New Permanent Housing Bonus
Thank you so much for your application to the New SARAH 2017 CoC funding. We had 9 applications totaling $1.89 million in funding, with only $726k available in new and reallocation funds. Unfortunately, there was not enough funding to place all of the applications in the ranking or fund all of the application in full. All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubric posted on the SARAH website here. The scoring rubric prioritized projects based on their experience, project descriptions, housing first orientation, and the priority of the population served. Based and the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Your application did score high enough to be placed in the ranking, but your funding request was reduced from $166,549 to $134,905. The reason for reduction was due to the limited availability of funding for all of the new bonus projects. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

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The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Haven for Hope,

Thank you so much for your applications to SARAH 2017 CoC funding.

Renewal – HMIS
All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here.

The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based and the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal application for HMIS was placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

New Expansion Application – HMIS
Thank you so much for your application for HMIS Expansion to the New SARAH 2017 CoC funding. We had 9 applications totaling $1.89 million in funding, with only $726k available in new and reallocation funds.

Unfortunately, there was not enough funding to place all of the applications in the ranking or fund all of the application in full. All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubric posted on the SARAH website here. The scoring rubric prioritized projects based on their experience, project descriptions, housing first orientation, and the priority of the population served. Based and the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Your application did score high enough to be placed in the ranking! Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

New Permanent Housing Bonus Application – RRH for Veterans
Your Rapid Rehousing for Veterans application did score high enough to be placed in the ranking, but your funding request was reduced from $78,804 to 60,811. The reason for reduction was due to the limited availability of funding for all of the new bonus projects. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.
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The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here. Also, find it attached.

You have the opportunity to appeal your ranking position and funding amount. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Thrive,

Thank you so much for your applications for SARAH 2017 CoC funding.

Renewals
All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based and the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal application was accepted and placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

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Your application did score high enough to be placed in the ranking, but your funding request was reduced from $175,000 to $40,192. The reason for reduction was due to the limited availability of funding for all of the new bonus projects. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

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Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Haven for Hope,

Thank you so much for your applications to SARAH 2017 CoC funding.

Renewal – HMIS
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I will release your application in esnaps today and request that you revise your application and resubmit in esnaps a revised application reflecting this new budget amount and related changes by 5:00pm on September 7th. Let me know if you have any questions about that.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here. Also, find it attached.

You have the opportunity to appeal your ranking position and funding amount. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello SARAH (Coordinated Entry),

Thank you so much for your renewal application to SARAH 2017 CoC funding.

All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal application for Coordination Entry was placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

You have the opportunity to appeal your ranking position. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here. You will also find it attached here.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Salvation Army,

Thank you so much for your renewal applications to SARAH 2017 CoC funding.

All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based and the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal applications were placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

You have the opportunity to appeal your ranking position. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here. It is also attached.

Thanks,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello SAMM,

Thank you so much for your applications for SARAH 2017 CoC funding.

**Renewals**

All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry System. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal applications were placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

**New Permanent Supportive Housing Bonus**

Thank you so much for your application to the New SARAH 2017 CoC funding. We had 9 applications totaling $1.89 million in funding, with only $726k available in new and reallocation funds. Unfortunately, there was not enough funding to place all of the applications in the ranking or fund all of the application in full. All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubric posted on the SARAH website here. The scoring rubric prioritized projects based on their experience, project descriptions, housing first orientation, and the priority of the population served. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Your application did score high enough to be placed in the ranking, but your funding request was reduced from $519,288 to $420,799. The reason for reduction was due to the limited availability of funding for all of the new bonus projects. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

I will release your application in esnaps today and request that you revise your application and resubmit in esnaps a revised application reflecting this new budget amount and related changes by 5:00pm on September 7th. Let me know if you have any questions about that.

You have the opportunity to appeal your ranking position and funding amount. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.
The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, [here](#) and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
[www.kate-moore.net](http://www.kate-moore.net)
Hello American GI Forum,

Thank you so much for your renewal applications to SARAH 2017 CoC funding.

All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal application were accepted and placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

You have the opportunity to appeal your ranking position. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Family Endeavors,

Thank you so much for your applications for SARAH 2017 CoC funding.

Renewals
All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal application was accepted and placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

New Permanent Housing Bonus
Thank you so much for your application to the New SARAH 2017 CoC funding. We had 9 applications totaling $1.89 million in funding, with only $726k available in new and reallocation funds. Unfortunately, there was not enough funding to place all of the applications in the ranking or fund all of the application in full. All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubric posted on the SARAH website here. The scoring rubric prioritized projects based on their experience, project descriptions, housing first orientation, and the priority of the population served. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Your application did score high enough to be placed in the ranking, but your funding request was reduced from $166,549 to $134,905. The reason for reduction was due to the limited availability of funding for all of the new bonus projects. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

I will release your application in esnaps today and request that you revise your application and resubmit in esnaps a revised application reflecting this new budget amount and related changes by 5:00pm on September 7th. Let me know if you have any questions about that.
You have the opportunity to appeal your ranking position and funding amount. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Center for Health Care Services,

Thank you so much for your applications for SARAH 2017 CoC funding.

**Renewals**

All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website [here](#). The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal application was accepted and placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA [here](#).

**New Permanent Housing Bonus**

Thank you so much for your application to the New SARAH 2017 CoC funding. We had 9 applications totaling $1.89 million in funding, with only $726k available in new and reallocation funds. Unfortunately, there was not enough funding to place all of the applications in the ranking or fund all of the application in full. All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubric posted on the SARAH website [here](#). The scoring rubric prioritized projects based on their experience, project descriptions, housing first orientation, and the priority of the population served. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Unfortunately, your permanent housing bonus application did not score high enough to be placed in the ranking. We hope that you will continue to monitor future funding opportunities for SARAH CoC funding and will consider applying again.

You have the opportunity to appeal your ranking position and funding decision regarding the bonus project. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website [here](#).

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, [here](#) and attached.

Thanks again for your submission,
Hello San Antonio AIDS Foundation,

Thank you so much for your renewal applications to SARAH 2017 CoC funding.

All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal applications were accepted and placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

You have the opportunity to appeal your ranking position. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Family Violence Prevention Services,

Thank you so much for your renewal applications to SARAH 2017 CoC funding.

All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based and the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal applications were accepted and placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

You have the opportunity to appeal your ranking position. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello Thrive,

Thank you so much for your applications for SARAH 2017 CoC funding.

Renewals
All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal application was accepted and placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

New Permanent Housing Bonus
Thank you so much for your application to the New SARAH 2017 CoC funding. We had 9 applications totaling $1.89 million in funding, with only $726k available in new and reallocation funds. Unfortunately, there was not enough funding to place all of the applications in the ranking or fund all of the application in full. All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubric posted on the SARAH website here. The scoring rubric prioritized projects based on their experience, project descriptions, housing first orientation, and the priority of the population served. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Your application did score high enough to be placed in the ranking, but your funding request was reduced from $175,000 to $40,192. The reason for reduction was due to the limited availability of funding for all of the new bonus projects. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

I will release your application in esnaps today and request that you revise your application and resubmit in esnaps a revised application reflecting this new budget amount and related changes by 5:00pm on September 7th. Let me know if you have any questions about that.
You have the opportunity to appeal your ranking position and funding amount. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Hello San Antonio Housing Authority,

Thank you so much for your applications for SARAH 2017 CoC funding. You decided to reallocate one of your projects that was released by SARAH with a RFP for new projects. You had one renewal project submitted for competition.

All of the new and reallocation applications were scored by the SARAH Independent Review Team according to the scoring rubrics posted on the SARAH website here. The scoring rubric for renewals was primarily focused on project performance based on the HUD System Performance Measures. Additional points were given for grant compliance, strong data quality, the incorporation of housing first practices, explicit equal access policies, and participation in the San Antonio/Bexar County Coordinated Entry system. Based on the score and the Ranking Policy, the Independent Review Team made a ranking recommendation to the SARAH Board. Yesterday, the SARAH Board adopted the final ranking and ranking policy.

Congratulations, your renewal application was accepted and placed in the ranking. Please note that HUD will decide which of the projects in the ranking will be funded based on their competition guidelines. Everyone will have to meet a threshold review and those in Tier 2 will compete nationally with other projects. To learn more about the HUD review process, please read the 2017 HUD CoC NOFA here.

You have the opportunity to appeal your ranking position. If you choose to do so, please contact me, Kate Moore, by 5pm on September 6th. In addition, HUD provides an appeal process directly to them if the appeal meets certain criteria. To learn about that process, view the NOFA on the HUD website here.

The final ranking, which includes all of the renewal, bonus, and reallocation project applications, and their placement on the ranking will be available on the SARAH website today, here and attached.

Thanks again for your submission,

Kate Moore

Kate Moore Consulting
512-924-3479
www.kate-moore.net
Public Posting Project Selections, Ranking and CoC Application

See: 2017 SARAH Collaborative Application Submission

See: 2017 SARAH Priority Listing
From: Katie Vela <katievela@sarahomeless.org>
Sent: Monday, September 25, 2017 10:41 AM
To: sdickerson@agif-nvop.org; jgonzaba@agif-nvop.org; mlopez@agif-nvop.org; ysuarez@agif-nvop.org; pbernal@agif-nvop.org; Brandee_perez@saha.org; pat_ortega@saha.org; linda_walker@saha.org; cking@chcsbc.org; robert.galan@uss.salvationarmy.org; mario.cuevas@uss.salvationarmy.org; celia.garcia@uss.salvationarmy.org; nena.murphy@uss.salvationarmy.org; d morris@samm.org; jelizondo@samm.org; gschwenk@samm.org; twalker@familyendeavors.org; kgamboa@familyendeavors.org; mmoore@familyendeavors.org; jmartinez@familyendeavors.org; adriesslein@chcsbc.org; tcarter@chcsbc.org; ccantu@chcsbc.org; maria.weseloh@havenforhope.org; mike.chapl ine@havenforhope.org; molly.biglari@havenforhope.org; kami. king@havenforhope.org; gary.chance@havenforhope.org; myra.dumapias@fvps.org; paige.theriot@fvps.org; leslie.schultz@fvps.org; sandra@thriv youthcenter.org; kate@thriv youthcenter.org; berkowitzchelsea@gmail.com; ljaramillo@sanantonioaids.org; mlozano@sanantonioaids.org; cnelson@sanantonioaids.org; Mindy Jimenez; info@payitforwardsa.org; jesus@aarcsa.com; maryf@aarcsa.com; Cmartinez@agif-nvop.org; sdickerson@agif-nvop.org; tshaw@agif-nvop.org; mlopez@agif-nvop.org; jholt@beataids.org; mdurham@beataids.org; fjackson@beataids.org; lgoodwin@beataids.org; bwells@blockbyblock.com; mpacheco@blockbyblock.com; afernandez@ccaosa.org; ggonzalez@ccaosa.org; tladgenski@ccaosa.org; chris.plauche@gmail.com; jacquelyn. darbydabney@centromedsa.com; anna.serrano@centromedsa.com; delma. ochoa@centromedsa.com; ana. sanaseros@centromedsa.com; matosmom5@gmail.com; davidlodge69@gmail.com; veronica.solis@crosspointinc.us; tw@familyendeavors.org; twalker@familyendeavors.org; ywolfe@familyendeavors.org; lmata delgado@family-service.org; karisepe@family-services.org; ankur.chopra@fvps.org; mATERIAL O M FOR F A M I L Y S E R V I C E S @ F A M I L Y S E R V I C E S . O R G ; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov;patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mccmack@setonhomesa.org; jim.gipson@strongfoundation.org; carolee.gipson@strongfoundation.org; cheryl.estes@strongfoundation.org; cathe.graves@strongfoundation.org; ggonzalez@stphhome.org; racosta@stphhome.org; jguajardo@stp h o m e . o r g ; hwood@stphome.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mccmack@setonhomesa.org; jim.gipson@strongfoundation.org; carolee.gipson@strongfoundation.org; cheryl.estes@strongfoundation.org; cathe.graves@strongfoundation.org; ggonzalez@stphhome.org; racosta@stphhome.org; jguajardo@stphhome.org; achirico@trla.org; rosierodriguez@trla.org; rtrevino@trla.org; hwood@stphome.org; lwilliams@samm.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.farris2@sanantonio.gov; robert.blanton@sanantonio.gov; patrick.thomas@sanantonio.gov; acervantes@setonhomesa.org; mmorris@safoodbank.org; nwilliams@samm.org; monty.mccann@sanantonio.gov; joe.faris
Continuum of Care Members,

Per HUD Requirements, SARAH, as the Collaborative Applicant, must post all parts of the FY 2017 CoC Collaborative Application, including a final project application ranking, and communicate these decisions to the CoC full membership, which we are doing with this e-mail.

You will find the 2017 Collaborative Application and CoC Priority Listing on our webpage here: http://www.sarahomeless.org/reports-dashboards/

Thank you for all of your hard work this year on your applications!

Katie Vela, MPA
CoC Programs Manager
South Alamo Regional Alliance for the Homeless
4100 E. Piedras Suite 105 | San Antonio, TX 78228 | 210.876.0720
katievela@sarahomeless.org
www.sarahomeless.org
Attachment 3

CoC Project Review, Ranking and Selection

1. Page 2 – Renewal Application Scoring Tool
2. Page 15 – New Application Request for Proposal
3. Page 20 – New Application Scoring Tool
4. Page 24 – Email from DV Agency demonstrating data used to evaluate their DV project applications
SARAH 2017 Continuum of Care Renewal Application
IRT Scoring Sheet

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<table>
<thead>
<tr>
<th>IRT Reviewer Name:</th>
<th>Date:</th>
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<table>
<thead>
<tr>
<th>Project Type:</th>
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</table>

- ☐ Permanent Housing
- ☐ PSH or
- ☐ Rapid Rehousing
- ☐ Transitional Housing
- ☐ Supportive Services Only
## 1 Recipient Performance Evaluation Standards

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit Type</th>
<th>Timeframe</th>
<th>Proposed Benchmark/ Standard</th>
<th>Maximum Points</th>
<th>Points Earned (Filled in by SARAH)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1A</strong> All Projects: Percentage of all Adult Leavers in Permanent Housing Returning to Homelessness Within 1 Year</td>
<td>HoH Only - Leavers</td>
<td>Fiscal Year 2015-2016 (SPM)</td>
<td>PSH: ≤ 8% is 10 points; OR &gt;8 and ≤ 11% is 5 points</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>RRH: ≤ 8% is 10 points; OR &gt;8 and ≤ 11% is 5 points</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>TH: ≤ 5% is 10 points; OR &gt;5 and ≤ 8% is 5 points</td>
<td></td>
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</tr>
<tr>
<td><strong>1B</strong> All Projects: Percentage of All Clients who Remain in Permanent Housing (Stayers/Leavers) or Exit to a Permanent Destination (Leavers Only)</td>
<td>HoH Only</td>
<td>Fiscal Year 2015-2016 (SPM)</td>
<td>≥85%</td>
<td>10</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>≥90%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>≥93%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1C</strong> All Projects: Percentage of all Adult Leavers Who Increased OVERALL Income at Entry to Latest Assessment</td>
<td>HoH Only</td>
<td>Fiscal Year 2015-2016 (SPM)</td>
<td>≥ 20% is 5 points; OR ≥ 15% and &lt; 20% is 2 points</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>≥ 30% is 5 points; OR ≥ 20% and &lt; 30% is 2 points</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>≥ 40% is 5 points; OR ≥ 30% and &lt; 40% is 2 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1D</strong> All Projects: Coordinated Entry Acceptance Rate (% of people newly enrolled in your project who have a prior SAHomeLink Assessment)</td>
<td>HoH Only</td>
<td>August 2016 - Present</td>
<td>≥ 90% is 5 points; OR ≥ 80% and &lt; 90% is 3 points</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>
| **1E** | **All Projects:** Coordinated Entry Efficiency Rate (clients claimed that are enrolled within 30 days) | HoH Only | August 2016 - Present | ≤ 30 days is 5 points; 
OR > 30 days and ≤ 45 days is 3 points | 5 |
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>1F</strong></td>
<td><strong>RRH and TH Projects:</strong> Percentage of All Adult Leavers Who Gained or Increased EARNED Income from Entry to Exit</td>
<td>HoH Only - Leavers</td>
<td>Fiscal Year 2015-2016 (SPM)</td>
<td>n/a</td>
<td>≥20%</td>
</tr>
<tr>
<td><strong>1G</strong></td>
<td><strong>PSH Projects:</strong> Percentage of All Adult Leavers Who Maintained or Increased the Number of Non-Cash Benefits from Entry to Latest Assessment</td>
<td>HoH Only</td>
<td>Fiscal Year 2015-2016 (SPM)</td>
<td>≥ 50% = 5 points</td>
<td>n/a</td>
</tr>
</tbody>
</table>
| **1H** | **PSH & TH Projects:** Occupancy/Utilization - Average of 4 Reported PIT Counts | Average Point-In-Time Count | Fiscal Year 2015-2016 (SPM) | ≥ 95% and ≤ 105% is 5 points; 
OR ≥ 90% and < 95% is 3 points | n/a | ≥ 95% and ≤ 105% is 5 points; 
OR ≥ 90% and < 95% is 3 points | 5 |
| **1I** | **RRH Projects:** Average Time from Enrollment to Permanent Housing Placement | HoH Only - Leavers | Fiscal Year 2015-2016 (SPM) | n/a | ≤ 30 Days is 5 points; 
OR > 30 Days and ≤ 45 Days is 3 points; 
OR > 45 Days and ≤ 60 Days is 1 point | n/a | 5 |
Guidance for IRT Reviewer – Questions that are bullet points will be points assigned by SARAH based on objective performance measures. Questions with an associated question number are associated with that question number in the renewal application and will require scoring by the IRT reviewer.

<table>
<thead>
<tr>
<th>Compliance Questions</th>
<th>Score Guide</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Has the applicant successfully submitted the APR on time for the most recently expired grant term?</td>
<td>No Score – Just for Reviewer information</td>
<td>No Score – Just for Reviewer information</td>
</tr>
<tr>
<td>• (PF 2A) Spending of last year’s grant</td>
<td>Points Filled in by SARAH</td>
<td>Points Filled in by SARAH</td>
</tr>
<tr>
<td>2. (PF 2B) Has the applicant maintained consistent Quarterly Drawdowns for the most recent grant term related to this renewal project? Attachment: must have a copy of the last four quarterly drawdowns.</td>
<td>• &lt; 90 days is 5 points</td>
<td>• &lt; 90 days is 5 points</td>
</tr>
<tr>
<td>3. (PF 2C) Does the CoC funded project follow a “Housing First” approach? Attachment: Must have a policy and procedure attached with Housing First incorporated. Note: Please review to ensure consistency with questions #14 and #15.</td>
<td>• 5 points is yes</td>
<td>• 5 points is yes</td>
</tr>
<tr>
<td>4. (PF 2D) Did the applicant complete the CoC Wellness Check for their CoC funded project?</td>
<td>• 5 points is yes</td>
<td>• 5 points is yes</td>
</tr>
<tr>
<td>Data Quality Questions (not in renewal application)</td>
<td>Score Guide</td>
<td>Score</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>-------------</td>
<td>-------</td>
</tr>
</tbody>
</table>
| All Projects: **Data Timeliness for all HUD Universal Data Elements** | Points filled in by SARAH  
- ≤ 48 hours is 5 points  
- > 48 hours and ≤ 5 days is 2 points |       |
| All Projects: **HMIS Universal Data Elements null/unknown** | Points filled in by SARAH  
- 5 points is ≤ 3% |       |
| All Projects: **HMIS Program Specific Data Elements null/unknown** | Points filled in by SARAH  
- 5 points for ≤ 3% for PSH and TH  
- 5 points for ≤ 5% for RRH |       |

**TOTAL POINTS (15 Maximum Points)**  
**TOTAL: (add here)**
### CoC Participation

<table>
<thead>
<tr>
<th>Score Guide</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Points filled in by SARAH</td>
<td></td>
</tr>
<tr>
<td>• 5 points for 100% attendance</td>
<td></td>
</tr>
<tr>
<td>• 3 points for ≥ 90% and &lt; 100% attendance</td>
<td></td>
</tr>
</tbody>
</table>

5. **(PF 4B) Has the applicant participated in a SARAH special initiative?**  
(Such as: Veteran Challenge, Youth NOFA Application, or Advisory Board)  
Attached: Short narrative describing participation  

<table>
<thead>
<tr>
<th>Score Guide</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 5 points if applicant did participate in a special initiative</td>
<td></td>
</tr>
<tr>
<td>• 0 points if they did not participate</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL POINTS (10 Maximum Points)**  
TOTAL: (add here)

### Bonus Questions

<table>
<thead>
<tr>
<th>Score Guide</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Points filled in by SARAH</td>
<td></td>
</tr>
<tr>
<td>• 5 points if Yes</td>
<td></td>
</tr>
<tr>
<td>• 0 points if No</td>
<td></td>
</tr>
</tbody>
</table>

6. **(PF 5B) Has the applicant incorporated the latest HUD guidance regarding Equal Access into their programs and policies?**  
Attached: brief narrative describing efforts.  

<table>
<thead>
<tr>
<th>Score Guide</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 5 points if Yes</td>
<td></td>
</tr>
<tr>
<td>• 0 points if No</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL POINTS (10 Maximum Points)**  
TOTAL: (add here)
<table>
<thead>
<tr>
<th>Performance Evaluation Additional Application Questions</th>
<th>Score Guide</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Does the applicant have any unresolved HUD monitoring and/or OIG audit findings concerning any previous grant term related to this renewal request?  (If yes, attached: copy of the finding and an explanation of the items that are unresolved)</td>
<td>• 4 points for no  • 0 points for yes</td>
<td></td>
</tr>
<tr>
<td>8. Have any funds been recaptured by HUD for the most recently expired grant term related to this renewal request?  ☐ Yes  Amount: ____________  % of Overall Budget: ____________  (If yes, attach an explanation the circumstances that led HUD to recapture funds from the most recently expired grant term related to this renewal project request.)  ☐ No</td>
<td>No Score – Just for Reviewer information</td>
<td></td>
</tr>
<tr>
<td>9. Is the applicant delinquent on any federal debt?  ☐ Yes  (If yes, attach an explanation)  ☐ No</td>
<td>Threshold Question – This is yes or no. If yes – application is ineligible for CoC Funding.</td>
<td></td>
</tr>
<tr>
<td>10. Does the project anticipate having a subrecipient complete project activities?  ☐ Yes  (If yes, attach an explanation, including organization name, type, and sub-award amount)  ☐ No</td>
<td>No Score – Just for Reviewer information</td>
<td></td>
</tr>
</tbody>
</table>
11. Does the project participate in the HMIS System?

[ ] Yes
[ ] No

(If no, attach an explanation)

- 4 points for Yes
- 0 points for No

Total Score (Out of 8 points)

3. PROJECT DESCRIPTION

Is the project a first time renewals? (Did they provide an updated on the progress of implementation?)

Threshold for First Time Renewals ONLY: Did they provide an update on progress of implementation? (Yes or No)

12. Review the attachment that includes a narrative project description that addresses the entire scope of the proposed project. The narrative is expected to describe the project at full operational capacity. The description should be consistent with and make reference to other parts of this application. The score should be based on:

   a. Did they include all of the required elements?
   b. Did they concisely and clearly describe their program?

<table>
<thead>
<tr>
<th>Does the description include:</th>
<th>Indicate Yes or No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Project Type (PSH, TH, RRH, TH)</td>
<td></td>
</tr>
</tbody>
</table>
b) Target population, including how they meet the definition of homeless in § 576.2.

c) Plan for addressing the identified needs/issues of the CoC target population include:

d) housing and supportive services offered,

e) transportation access,

f) how health needs are met, and

g) if housing first is used

h) How participants are assisted to remain or obtain permanent housing

i) How participants will increase their financial position

j) Project service area

k) Project outreach plan

l) How the project will reduce barrier to access

m) Projected outcomes

n) Coordination with other sources/partners

o) Optional: pictures of project building/location if applicable, maps of service area

<table>
<thead>
<tr>
<th>Total Points (out of 30 Points)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Additional Application Questions</th>
<th>Score Guide</th>
<th>Score</th>
</tr>
</thead>
</table>
| 13. Does the project quickly move participants into permanent housing? (Checked yes if program will quickly move program participants into permanent housing without additional steps, such as a required to stay in transitional housing first. If DV program checked yes if will quickly move program participants into permanent housing after immediate safety needs are addressed.) | • 4 points if yes  
• 0 points if no |       |

*Note that questions 14 and 15 were used to inform the housing first score in question 3 of the compliance question. No additional score is needed here for those questions.
### 4. SUPPORTIVE SERVICES FOR PARTICIPANTS

<table>
<thead>
<tr>
<th>Additional Application Questions</th>
<th>Score Guide</th>
<th>Score</th>
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</thead>
</table>
| 1. For ALL the supportive services that are available to participants, indicate who will provide them, how they will be accessed, and how often they will be provided.  
(Review the Charts for Services Provided. Number of Supportive Services available to client)                                                                                           | • 4 points for 5 or more  
• 2 points for 3 or more  
• 0 points if less than 3                                                                                                      |       |
| 2. Please identify whether the project includes the following activities:                                                                                                                                                            |                                                                                                                       |       |
| a. Transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs?                                                                                                                    | • 1 point if yes  
• 0 if no                                                                                                                     |       |
| b. Use of a single application form for four or more mainstream programs?                                                                                            | • 1 point if yes  
• 0 if no                                                                                                                     |       |
| c. At least annual follow ups with participants to ensure mainstream benefits are received and renewed?                                                                                                                        | • 1 point if yes  
• 0 if no                                                                                                                     |       |
| 3. Do project participants have access to SSI/SSDI technical assistance provided by the applicant, a subrecipient, or partner agency?                                                                                               | • 3 points if yes  
• 0 points if no                                                                                                              |       |
| 4. Has the staff person providing the technical assistance completed SOAR training in the past 24 months?                                                                                                                        | • 3 points if yes  
• 0 points if no                                                                                                              |       |
|                                                                                                           | **Total Score (Out of 13)**                                                                                             |       |
5. PROJECT PARTICIPANTS

(This information is just for review – no points)

6. OUTREACH FOR PARTICIPANTS

Threshold item - Project must get 100% from the listed locations.

Did they meet the threshold? Indicate Yes or No:

7. HUD COC BUDGET

Threshold Item – The budget must match the GiW.

Did they meet the threshold? Indicate Yes or No:

Summary for Match

Threshold Item – Match must equal 25% of the total grant request and project must have demonstrated match letters or other commitments.

Does their Match equal 25% of the total grant? Indicate Yes or No:

Did they attach the required back-up? Indicate Yes or No:
Agency Presentation – Answer to IRT Questions

<table>
<thead>
<tr>
<th>Scoring Item</th>
<th>Score Guide</th>
<th>Score</th>
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</thead>
<tbody>
<tr>
<td>1. Did the agency come prepared to answer the question posed by the IRT?</td>
<td>• Out of 9 points</td>
<td></td>
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<tr>
<td>2. Did the agency response adequately respond to the questions from the IRT?</td>
<td>• Out of 9 points</td>
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<tr>
<td>Total</td>
<td>(Of a total of 18 points)</td>
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San Antonio/Bexar County Continuum of Care (CoC) 2017
Request for Applications for New Projects

The South Alamo Regional Alliance for the Homeless (SARAH), as the Collaborative Applicant for Continuum of Care (CoC) Program funds, seeks to engage agencies with a proven track record of successfully housing and stabilizing homeless/chronically homeless individuals and families in Permanent Housing.

Eligibility
Agencies do not have to be currently funded by CoC funds to apply. Eligible project applicants include nonprofit organizations, state and local governments, and instrumentalities of state and local government, including public housing authorities.

Currently funded CoC agencies may complete this New Project application to reallocate or expand current project funds. Agencies with renewal CoC projects are also eligible to apply to create new projects.

Estimated amount of funding available and eligible categories:

<table>
<thead>
<tr>
<th>Type of Funding</th>
<th>Eligible Categories</th>
<th>Amount available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reallocation</td>
<td>NEW Permanent Supportive Housing (PSH) with all beds dedicated to chronically homeless individuals and families, including unaccompanied youth or that meet the NEW definition of DedicatedPLUS</td>
<td>$110,192</td>
</tr>
<tr>
<td></td>
<td>NEW Rapid Rehousing for homeless individuals and families, including unaccompanied youth</td>
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<tr>
<td></td>
<td>NEW Joint Transitional Housing and Rapid-Rehousing to better serve homeless individuals and families, including individuals or families fleeing or attempting to flee domestic violence</td>
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<td></td>
<td>Homeless Management Information System (HMIS) project costs carried out by the HMIS lead</td>
<td></td>
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<tr>
<td></td>
<td>Supportive Services to develop a Coordinated Assessment System</td>
<td></td>
</tr>
<tr>
<td>Bonus Funding</td>
<td>NEW Permanent Supportive Housing (PSH) with all beds dedicated to chronically homeless individuals and families, including unaccompanied youth or that meet the NEW definition of DedicatedPLUS</td>
<td>$616,515</td>
</tr>
</tbody>
</table>
NEW Rapid Rehousing for homeless individuals and families, including unaccompanied youth

NEW Joint Transitional Housing and Rapid-Rehousing to better serve homeless individuals and families, including individuals or families fleeing or attempting to flee domestic violence

| Expansion Project | Expansion of an existing CoC-funded project to increase the number of units in the project or allow the project to serve additional persons. | Only open to currently funded (renewal) CoC projects under either the Reallocation or bonus funds. |

**New Permanent Supportive Housing**

New Permanent Supportive Housing projects must meet the requirements of DedicatedPLUS or have 100 percent of the beds dedicated to chronic homelessness.

- See the HUD website for additional guidance regarding chronically homeless, including the chronically homeless definition. [https://www.hudexchange.info/homelessness-assistance/resources-for-chronic-homelessness/](https://www.hudexchange.info/homelessness-assistance/resources-for-chronic-homelessness/)

- DedicatedPLUS is a new HUD option that is a permanent supportive housing project where 100 percent of the beds are dedicated to serve individuals with disabilities and families in which one adult or child has a disability, including unaccompanied homeless youth, that at intake are:

  1. experiencing chronic homelessness as defined in 24 CFR 578.3;
  2. residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project;
  3. residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined at 24 CFR 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
  4. residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness as defined at 24 CFR 578.3 prior to entering the project;
  5. residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
  6. receiving assistance through a Department of Veterans Affairs (VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA’s homeless assistance system.

Project applicants may use DedicatedPLUS when creating a new project application through reallocation or permanent housing bonus and renewal project applications may choose to change a 100 percent dedicated project to a DedicatedPLUS project in the FY 2017 CoC Program Competition.
**New Rapid Rehousing**

Rapid rehousing projects may serve individuals and families, including unaccompanied youth, who meet the following criteria:

1. residing in a place not meant for human habitation;
2. residing in an emergency shelter;
3. persons meeting the criteria of paragraph (4) of the definition of homeless, including persons fleeing or attempting to flee domestic violence situations;
4. residing in a transitional housing project that was eliminated in the FY 2017 CoC Program Competition;
5. residing in transitional housing funded by a Joint TH and PH-RRH component project; or
6. receiving services from a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA’s homeless assistance system.

**Joint Transitional Housing and Rapid Rehousing Projects**

Projects include two existing program components – transitional housing and permanent housing – rapid rehousing – in a single project to serve individuals and families experiencing homelessness, including individuals or families fleeing or attempting to flee domestic violence. The recipient or sub recipient must be able to provide both components (transitional housing and rapid rehousing and services) to all participants. A program participant may choose to receive only the transitional housing or the rapid rehousing assistance.

Eligible costs include:

- Capital costs, leasing of a structure or units, and operating costs to provide transitional housing
- Short or medium-term tenant-based rental assistance on behalf of program participants to pay for the rapid rehousing portion of the project
- Supportive services, HMIS, and project administrative costs

**Expansion of Existing Projects**

Existing projects may apply for a new expansion project under the reallocation process or permanent housing bonus. A new project application is required. Not applicable to: transitional housing, supportive services only (non-coordinated entry) and Safe Haven projects as these types of 3 projects do not fall under eligible new project application types. Eligible renewal projects can expand units, beds, persons, or services (dedicated HMIS projects can expand HMIS activities).

**All New Permanent Housing Projects must:**

- Participate in and receive referrals from SARAH’s Coordinated Entry process. A Memorandum of Understanding (MOU) between the CoC Lead Agency and CoC Project Grantee must be executed before project start date if the grant is awarded. Coordinated Entry uses a common assessment tool approved by the local Continuum of Care Board to prioritize homeless individuals and families for housing.
- Providers must assess participants’ needs on an ongoing basis, provide services as needed to support housing stability, and follow the San Antonio/Bexar County CoC Written Standards and Policies.
- Participate in SARAH’s bi-monthly Membership Council Meetings and at least one Continuum of Care Committee or Working Group.
Applications must meet HUD’s Match requirements.

**HUD Guidance and Regulations**
All agencies submitting applications are expected to understand and be compliant with HUD guidance and regulations regarding the Continuum of Care funds and the 2017 HUD Notice of Funding Availability. This includes:

- The HUD Continuum of Care Interim Rule: [https://www.hudexchange.info/resources/documents/CoCProgramInterimRule_FormattedVersion.pdf](https://www.hudexchange.info/resources/documents/CoCProgramInterimRule_FormattedVersion.pdf)
- SARAH Continuum of Care Updates and Information: [http://www.sarahomeless.org/reports-dashboards/](http://www.sarahomeless.org/reports-dashboards/)

**Application Procedures**
All applications for new projects will be submitted directly into e-snaps, HUD’s application system for CoC funds. Application will be due in e-snaps by August 16, 2017 by 5:00pm. SARAH will have access to the applications from the e-snaps system for review and ranking by an Independent Review Team. Applicants will be notified outside of the e-snaps if your application has been accepted, rejected, or reduced. Applicants must use the HUD guidance on how to submit an application through e-snaps as a Project Applicant: [https://www.hudexchange.info/programs/e-snaps/guides/coc-program-competition-resources/#general-resources](https://www.hudexchange.info/programs/e-snaps/guides/coc-program-competition-resources/#general-resources)

All information is required. The San Antonio/Bexar County CoC reserves the right to:

- Not review incomplete applications or projects that don’t meet eligibility requirements.
- Accept or reject any or all proposals received, or to cancel and/or reissue this RFP in part or its entirety.
- Select a proposal for any items/services or group of items/services solicited in this application in any quantity the CoC determines is in its best interest.
- Select a proposal based on the overall value of the proposed project and what is deemed to be in the best interest of the CoC.
- Waive any defect in this procurement or to correct any error(s) and/or make changes to this solicitation as it deems necessary.
Applicants have the opportunity for an informal resolution of grievances. Conditions that can be grieved are: improper application, interpretation, disparity of application or violation of rules, regulations, and procedures.

SARAH’s Grievance/Appeal Process:

- The Independent Review Team will review all applications and make project ranking recommendations to the SARAH Board.

- The SARAH Board will make the final rankings and notify all project applicants no later than 15 days before the application deadline regarding whether their project applications would be included as part of the CoC Consolidated Application submission and the approved community ranking.

- If their application was rejected, applicants have 3 calendar days from the ranking announcement to make a formal appeal. If they wish to do so, they must notify the SARAH Executive Director, in writing, of the appeal with specific reasons why the applicant believes the project was unfairly rejected.

- The SARAH Executive Director will notify the SARAH Board of the appeal and a conference call will be held to discuss if the appeal has merit. At least two Board members must participate in the call.

- If it is determined that the appeal does not have merit, the applicant will be notified in writing. If it is determined that the appeal does have merit, a task force of at least two SARAH Board members will hear the appeal within 3 days and make a final determination. The applicant will be notified in writing within 3 days of the appeal decision.

- Project applicants whose project was rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in e-snaps directly to HUD prior to the application deadline.
2017 COC New Project Scoring Guide

<table>
<thead>
<tr>
<th>Agency Name:</th>
<th>IRT Member:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Name:</td>
<td>Project Type:</td>
</tr>
<tr>
<td></td>
<td>☐ Permanent Housing (PSH or RRH)</td>
</tr>
<tr>
<td></td>
<td>☐ Transitional Housing</td>
</tr>
<tr>
<td></td>
<td>☐ Joint RRH/TH</td>
</tr>
<tr>
<td>Project Point of Contact:</td>
<td>Secondary Point of Contact:</td>
</tr>
</tbody>
</table>

2B. EXPERIENCE OF APPLICANT

<table>
<thead>
<tr>
<th>SCORING GUIDE</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Describe the experience of the applicant and potential subrecipients (if any), in effectively utilizing federal funds and performing the activities proposed in the application, given funding and time limitations.</td>
<td>Max 10 points</td>
</tr>
<tr>
<td>Must provide concrete examples of:</td>
<td></td>
</tr>
<tr>
<td>➢ worked with and addressed the target population’s identified housing and supportive service needs;</td>
<td></td>
</tr>
<tr>
<td>➢ Developed and implemented relevant program systems, services, and/or residential property construction and rehabilitation;</td>
<td></td>
</tr>
<tr>
<td>2. Describe the experience of the applicant and potential sub-recipients (if any) in leveraging other Federal, State, local, and private sector funds.</td>
<td>Max 10 points</td>
</tr>
<tr>
<td>3. Describe the basic organization and management structure of the applicant and sub-recipients (if any).</td>
<td>Max 7 points</td>
</tr>
<tr>
<td>Include evidence of internal and external coordination and an adequate financial accounting system</td>
<td></td>
</tr>
</tbody>
</table>
### 3. PROJECT DESCRIPTION

<table>
<thead>
<tr>
<th>1. Narrative: Does the project clearly and concisely provide a description that addresses the entire scope of the project including:</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Community Needs (10 pts)</td>
</tr>
<tr>
<td>b) Target population to be served (10 pts)</td>
</tr>
<tr>
<td>c) Project Plans for addressing Housing and supportive services (10 pts)</td>
</tr>
<tr>
<td>d) Projected outcomes (10 points)</td>
</tr>
<tr>
<td>e) Coordination with other sources or partners (10 points)</td>
</tr>
<tr>
<td>f) Reason CoC support is required (10 pts)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Describe the estimated schedule for the proposed activities, the management plan, and the method for assuring effective and timely completion of all work.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Demonstrate how full capacity will be achieved over the term requested in this application. Must be able to begin assistance within 12 months of conditional award)</td>
</tr>
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</tbody>
</table>

| 3. Will the project participate in coordinated entry? | 5 points if yes |

| 4. Identify the specific sub-population? | 1 points if sub-populations selected |
| a) Does the project quickly move participants into permanent housing? | 4 pts if yes |

| 5. b. Housing First: Will the project ensure that participants are not screened out based on the following items? Select all that apply | 3 pts if yes to all |
| c. Will the project ensure that participants are not terminated from the program for the following reasons? Select all that apply. | 3 pts if yes to all |

| 6. If applicable, describe the proposed development activities and the responsibilities that the applicant and potential subrecipients (if any) will have in developing, operating, and maintaining the property? | Do not score | Note Field |

| 7. Will the PH project provide PSH or RRH? | Do not score | Note Field |
8. Will participants be required to live in a structure, unit, or locality, at some point during the period of participation?  

Do not score

9. Will more than 16 persons live in one structure?  

1 points if No

10. Indicate whether the project is “100% Dedicated,” or “DedicatedPLUS,” according to the information provided.  

5 points if yes

11. 3C. SERVICE DESIGN EXPANSION PROJECT  

Note Field

Ensure all screen is completed. No scoring attached.

4. SUPPORTIVE SERVICES

1a. Are the proposed project policies and practices consistent with the laws related to providing education services to individuals and families?  

Do not score.

Mandatory yes if serving children  

Y / N

1b. Will the proposed project have a designated staff person to ensure that the children are enrolled in school and receive educational services, as appropriate?  

Do not score.  

Mandatory yes if serving children  

Y / N

2. Describe how participants will be assisted to obtain and remain in permanent housing.  

An acceptable response will

- Acknowledge the needs of the target population

- Include plans to address those needs through current and proposed case management activities and the availability and accessibility of supportive services such as—housing search, primary health services, mental health services, educational services, employment services, life skills, child care services, etc. Good strategies should be specifically tailored—as related to this application—for individuals, older adults, youth, families, etc. Example: A project specializing in serving young parents might provide a specific service array including parenting classes, education programing and other child care services.

- If program participants will be housed in units not owned by the project applicant, the narrative must also indicate how appropriate units will be identified and how the project applicant or subrecipient will ensure that rents are reasonable. Established arrangements and coordination with landlords and other homeless services providers should be detailed in the narrative. Landlord engagement is a critical piece of the strategy and will be explained in a good response.

Up to 4 points
3. Describe specifically how participants will be assisted both to increase their employment and/or income and to maximize their ability to live independently. Address the needs of the target population, the required supportive services, the availability and accessibility of those supportive services, and any coordination with other homeless services providers and mainstream systems. Describe how service delivery directly leads to program participant employment; how service delivery FY 2017 CoC Program New Projects Detailed Instructions 23 leads directly to program participants accessing SSI, SSDI, or other mainstream services; and how the requested funds contribute to program participants becoming more independent. Note: Education plays an important role in the personal development of program participants and should be considered a strategy to maximize their ability to live independently. In addition, HUD encourages project applicants to explain how education will address the encampment and unsheltered homelessness and survivors of DV. 

**Up to 4 points**

4. **SUPPORTIVE SERVICES CHART**

   **Up to 2 pts if providing comprehensive services and using community partners**

<p>| | |</p>
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</thead>
<tbody>
<tr>
<td>5a. Will you provide transportation assistance to clients to attend mainstream benefit appointments, employment training or job?</td>
<td>1 pt. if Yes</td>
</tr>
<tr>
<td>5b. Will you use a single application form for four or more mainstream programs?</td>
<td>1 pt. if Yes</td>
</tr>
<tr>
<td>5c. Provide regular follow ups with participants to ensure mainstream benefits are received and reviewed?</td>
<td>1 pt. if Yes</td>
</tr>
</tbody>
</table>

6. Project participants have access to SSI/SSDI technical assistance?

   1 pt. if Yes

6a. The person providing the technical assistance has received SOAR training in the last 24 months?

   1 pt. if Yes

**Subtotal – Before Bonus 133 Points Maximum***

<table>
<thead>
<tr>
<th>Is application for:</th>
<th>Reallocation Bonus Points*:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ New Permanent Housing</td>
<td>50 Points – Permanent Supportive Housing Dedicated or DedicatedPLUS for Chronically Homeless</td>
</tr>
<tr>
<td>☐ Reallocation</td>
<td>45 Points – Rapid Rehousing for Families, Youth, or Veterans</td>
</tr>
<tr>
<td>☐ Project Expansion</td>
<td>40 Points – Transitional Housing/Rapid Rehousing (New Joint Category)</td>
</tr>
</tbody>
</table>

**Bonus Points are ONLY available for projects applying for Reallocation based on a housing gap identified in the 2017 System Map and Housing Projections Report.**

Project participants, outreach and budget will be reviewed for reasonableness but not scored. Budget costs should be in line with other similar projects. Must meet 25% match requirement for all line items except leasing

**TOTAL PROJECT APPLICATION SCORE 183 points Maximum**
Good Afternoon,

Thank you for submitting your renewal applications!

Attached is the renewal performance data tool. This is the exact same version we submitted to the HMIS team to query so it includes the definitions for each metric. We will need one tool completed per CoC project. We apologize that we are not able to pull the data for you since you are using a separate software system.

We would like to have all your data by June 6th. If this time table is not possible- just let either Katie or myself know as soon as you find out.

If you have any questions, please feel free to contact me. I am happy to help. 😊
Jayde,

Can you send the renewal performance tool (just the part you gave to HMIS) to this group of people at FVPS? They are going to have to provide their data to us for those measures since they do not enter into HMIS.

Can you ask them if they are able to provide this data (separately for each CoC program) by June 6th?

Thanks,

Katie Vela, MPA
CoC Programs Manager

Tel: 210.220.2385
http://www.sarahomeless.org/

---

Hi Katie,

Yes, we’ll work with that.

Thank you,

Myra

Myra Dumapias, MSW
Director of Development
210 930-3669 x2215
Myra,

That is a great point. If I send you the data points we are looking at in HMIS, can someone from your team extract the same data from your system?

If the data isn't available, we will note that in the application for our independent review team.

Thank you!

Katie Vela, MPA
CoC Programs Manager

Tel: 210.220.2385
http://www.sarahomeless.org/

---

Myra Dumapias, MSW
Director of Development
210 930-3669 x2215

Thank you, Katie. Can we discuss how our HMIS numbers factor into our total scoring given that our HMIS is separate due to confidentiality for DV victims?

---

From: Katie Vela [mailto:katievela@sarahomeless.org]
Sent: Friday, May 26, 2017 9:38 AM
To: dmorris@samm.org; nwilliams@samm.org; Gay Lynn Schwenk <gschwenk@samm.org>; jelizondo@samm.org; Robert.Galan@uss.salvationarmy.org; celia.garcia@uss.salvationarmy.org; Mario.Cuevas@uss.salvationarmy.org;
Good Morning,

Our CoC Monthly Call will start today at 10:00am. You will have an opportunity to ask for final clarifications on your renewal application. The latest questions and answers are attached.

We will also briefly review the final System Performance Measures report. The report is due to HUD next Wednesday, and is a big factor in our CoC NOFA score.

Please note: SARAH is gearing up for a move to new office space and going live with a new website. We apologize if our communication has been a bit slower than normal. We should be back to normal operations by June 12th (our goal is to have these two major projects completed before the NOFA).

Thanks and talk to you at 10!

Katie Vela, MPA
CoC Programs Manager

Tel: 210.220.2385
http://www.sarahomeless.org/
Attachment 4

CoC's Rating and Review Procedure: Public Posting Evidence

Page 2 – Posting of Scoring Tools for New and Renewal Application on CoC Website

Page 3 – Final Ranking of Projects on CoC Website


Page 6 – Email of Announcement of Bidder’s Conference for New Application RFP
Objective Ranking and Selection Process – 3 days Prior to Application Due date of August 18, 2017
Renewal Selection Process – See: 2017 SARAH Renewal Scoring Tool
SARAH Website – Posting of Final CoC Ranking of all Projects

See: 2017 Final CoC Project Ranking
Kate Moore

From: Katie Vela <katievela@sarahomeless.org>
Sent: Wednesday, July 26, 2017 12:20 PM
To: Kate Moore
Subject: FW: 2017 Renewal Scoring Tool, Code of Conduct, GIW
Attachments: Performance Measure Tool.pdf; Performance Measure Community Input.pdf
Importance: High

Katie Vela, MPA
CoC Programs Manager
South Alamo Regional Alliance for the Homeless
4100 E. Piedras Suite 105 | San Antonio, TX 78228 | 210.876.0720
katievela@sarahomeless.org
www.sarahomeless.org

From: Katie Vela
Sent: Tuesday, April 25, 2017 1:02 PM
To: 'dmorris@samm.org' <dmorris@samm.org>; 'nwilliams@samm.org' <nwilliams@samm.org>; Gay Lynn Schwenk <gschwenk@samm.org>; 'jelizondo@samm.org' <jelizondo@samm.org>; 'Robert.Galan@uss.salvationarmy.org' <Robert.Galan@uss.salvationarmy.org>; 'celia.garcia@uss.salvationarmy.org' <celia.garcia@uss.salvationarmy.org>; 'Mario.Cuevas@uss.salvationarmy.org' <Mario.Cuevas@uss.salvationarmy.org>; 'Nena.Murphy@uss.salvationarmy.org' <Nena.Murphy@uss.salvationarmy.org>; 'abiasiolli@chcsbc.org' <abiasiolli@chcsbc.org>; 'tcarter@chcsbc.org' <tcarter@chcsbc.org>; Ackerson, Scott <Scott.Ackerson@havenforhope.org>; 'Weselah, Maria' <maria.weselah@havenforhope.org>; Bill Hubbard <billhubbard@sarahomeless.org>; Jayde Beebe (Jaydebeebe@sarahomeless.org) <Jaydebeebe@sarahomeless.org>; 'mlopez@agif-nvop.org' <mlopez@agif-nvop.org>; 'JFIGUEROA@NVOP.ORG' <JFIGUEROA@NVOP.ORG>; 'sdickerson@agif-nvop.org' <sdickerson@agif-nvop.org>; 'sandra@thriveyouthcenter.org' <sandra@thriveyouthcenter.org>; 'adelgado@sanantonioaids.org' <adelgado@sanantonioaids.org>; 'Nadia Alvarez' <nalvarez@sanantonioaids.org>; 'CKing@chcsbc.org' <CKing@chcsbc.org>; 'pat_ortega@saha.org' <pat_ortega@saha.org>; 'brandee_perez@saha.org' <brandee_perez@saha.org>; 'marta.pelaye@fvps.org' <marta.pelaye@fvps.org>; 'leslie.schultz@fvps.org' <leslie.schultz@fvps.org>; 'kathy lacy' <kathylacy@sarahomeless.org>; Luke Leppla (LukeLeppla@sarahomeless.org) <LukeLeppla@sarahomeless.org>; David Row <wdavidrow@sarahomeless.org>; Tiffany Smith <tiffanysmith@sarahomeless.org>; Katelyn Underbrink <Katelynunderbrink@sarahomeless.org>; 'jgonzaba@agif-nvop.org' <jgonzaba@agif-nvop.org>; 'charles.johnson@habctx.org' <charles.johnson@habctx.org>; 'twalker@familyendeavors.org' <twalker@familyendeavors.org>; Driesslein, April <adriesslein@chcsbc.org>; 'Maria Sanchez' <Maria.Sanchez@fvps.org>; 'paige.theriot@fvps.org' <paige.theriot@fvps.org>; Lindsay Ramos <lramos@sanantonioaids.org>; Moneion Riddick <MRiddick@sanantonioaids.org>; 'berkowitzchelsea@gmail.com' <berkowitzchelsea@gmail.com>
Cc: Katelyn Underbrink <Katelynunderbrink@sarahomeless.org>; Jayde Beebe (Jaydebeebe@sarahomeless.org) <Jaydebeebe@sarahomeless.org>; Tiffany Smith (tiffanysmith@sarahomeless.org) <tiffanysmith@sarahomeless.org>; Bill Hubbard <billhubbard@sarahomeless.org>; Luke Leppla (LukeLeppla@sarahomeless.org) <LukeLeppla@sarahomeless.org>; Kathy Lacy <kathylacy@sarahomeless.org>; David Row <wdavidrow@sarahomeless.org>
2

<wdavidrow@sarahomeless.org>

Subject: 2017 Renewal Scoring Tool, Code of Conduct, GIW
Importance: High

Good Afternoon,

Attached is the 2017 Renewal Scoring Tool and a document with comments. We really appreciated your feedback and did everything we could to address your concerns while still maintaining an objective and competitive tool!

Also, a few important notes about the upcoming 2017 funding competition:

- PLEASE submit your project Code of Conduct to askGMO@hud.gov ASAP (see e-mail from Elva yesterday at 5:10pm). This is urgent to receiving your HUD funds.
- We are working on the GIW Change Form. Please be looking for a draft copy from our team – we have a quick turnaround time this year.
- Please log into e-snaps and update the POC for your project if there have been any staff changes.
- Plan on attending our CoC Overview Session on May 5th at 9:30am at SAMM TLLC for more information on the 2017 competition.

Thank you!

Katie Vela, MPA
CoC Programs Manager

Tel: 210.220.2385
http://www.sarahomeless.org/
2017 Continuum of Care Funding
New Project Bidders Conference

Location: Beaumont Building, 4342 E. Piedras Dr, Suite 230A

Time: Friday, July 28th from 10:00 am-11:30 am

RSVP to:
ContactSARAH@sarahomeless.org
by Thursday, July 27th @ 12:00 pm

The Bidders Conference will provide an overview of the FY17 local HUD Continuum of Care competition process and requirements. This is a public meeting and all interested applicants are encouraged to attend.
Funding Opportunities Include:

1. Permanent Supportive Housing where 100% of the beds are dedicated to chronic homelessness

2. Permanent Supportive Housing that meets the requirements of DedicatedPlus

3. Rapid Rehousing Projects for Individuals and Families, Including Unaccompanied Youth

4. Joint Transitional and Rapid Rehousing Projects

5. Homeless Management Information System (HMIS) projects costs carried out by the HMIS lead

6. Supportive services to develop a Coordinated Assessment System

For more information about FY17 HUD CoC NOFA please click here

A Request for Proposal and Application Deadlines will be Posted on the SARAH Website by July 26th, 2017.

If you have any questions, email:

ContactSARAH@sarahomeless.org

Follow Us

The South Alamo Regional Alliance for the Homeless | 4100 E. Piedras, Suite 105, San Antonio, TX 78228

Unsubscribe kate@kate-moore.net
SARAH Reallocation Policy Statement

**Voluntary Reallocation Policy**

Existing CoC grantees with Supportive Services Only (SSO), Safe Haven (SH), or Transitional Housing (TH) grants may, in part or in whole, voluntarily reallocate their grants. Grants may be reallocated either to permanent supportive housing for chronically homeless persons or rapid rehousing for literally homeless families or other funded priorities. SARAH staff offer technical support and approval letters for grantees reallocating to meet HUD and community priorities.

**Involuntary Reallocation Policy**

Each year, SARAH staff and the NOFA Independent Review Team will review each renewal applicant’s performance and rate of expenditure, and review the project applicant against the priorities of the CoC and HUD. If significant deficiencies are found with an application during the review process, the project may be placed on a CoC Performance Improvement Plan.

The CoC Performance Improvement Plan will be customized based on the particular issues of the project with deficiencies. The plan will be drafted by SARAH staff with recommendations from the Independent Review Team, and approved by the SARAH Board of Directors. The renewal applicant will have seven calendar days to appeal the participation in the performance improvement plan by writing an appeal letter to the SARAH Board. The SARAH Board will make the final determination.

The SARAH Board of Directors will review the project’s progress 6 months after the close of the Notice of Funding Availability (NOFA). If the project has not shown progress toward the targets outlined in their CoC Performance Improvement Plan at a level satisfactory to the Board of Directors, the project will be involuntarily reallocated in the next funding cycle.

**Significant Deficiencies are defined as:** Unresolved HUD findings, Poor Performance on Renewal Performance Report (Less than 50% of points earned), Not meeting HUD Priorities or Thresholds, Not Following Housing First Requirements, Not Participating in Coordinated Entry, Not Following other HUD Requirements, or Having Significant Deobligated Funds.

**Significant Deobligated Funds:** All projects are expected to expend 100 percent of their project funds. Any project that deobligates more than 10% of its funds or $25,000 in any HUD contract year is considered to have incurred a deobligation deficiency. Grantees with an unexpended balance that meets or exceeds the threshold specified above will be subjected to a reduction in renewal grant amount with the unspent funds being added to the pool of funds available for reallocation.

Projects with a deobligation deficiency will be required to submit a spending plan to the COC collaborative applicant. The SARAH Board of Directors will require a quarterly update on the progress of meeting the spending plan. If at the end of the grant, a project incurs a second deobligation deficiency, the project will be reduced to the amount expended at the end of the 12-month review. An exception to this policy may be made for new projects that could not expend funds due to implementation barriers.

The SARAH Board of Directors reserves the right to place a project on a spending plan at any time if funds are not being drawn down during routine financial monitoring.
ARTICLE 1
NAME AND PURPOSE

Section 1.01 Name. The name of this corporation is the South Alamo Regional Alliance for the Homeless (hereinafter "SARAH").

Section 1.02 Purpose. The vision of SARAH is to prevent and end homelessness in San Antonio/Bexar County. Our goal is for homelessness to be a rare, brief, and nonrecurring event.

In addition, the Corporation exists for performing all things incidental to, or appropriate in, achieving its purposes. However, the Corporation will not, to any substantial degree, engage in any activities or exercise any powers that do not further its specific and primary purposes as set forth in this Article.

This Corporation will hold and may exercise all such powers as the laws of the State of Texas confers upon a nonprofit corporation and as may be necessary or expedient to administer the affairs and attainment of the purposes of the Corporation, provided, however, that in no event will the Corporation engage in activities which are not permitted to be carried on by a corporation exempt under Section 501 (c) (3) of the Internal Revenue Code.

Section 1.03 Priorities. SARAH will prioritize the following areas:

1. HUD Grant Management and Oversight
2. Act as a Community Advocate for Homelessness
3. Assess Community Needs
4. Expand Appropriate Housing Options
5. Increase Collaboration Across Systems
6. Reduce Homeless Population
7. Prevent Homelessness
ARTICLE 2
NONPARTISAN ACTIVITIES

SARAH has been formed under the Texas Non-Profit Corporation Act for the purposes described and set forth in Article 1 herein; and it will be nonprofit and nonpartisan. No substantial part of the expenditures of SARAH will consist of the publication or dissemination of materials with the purpose of attempting to influence legislation, and the Corporation will not participate or intervene in any political campaign on behalf of or in opposition to any candidate for public office.

ARTICLE 3
DEDICATION OF ASSETS

The properties and assets of SARAH are irrevocably dedicated to the purposes described and set forth in Article 1 of these Bylaws. No part of the net earnings, properties, or assets of SARAH, on dissolution or otherwise, will inure to the benefit of any private person or individual, or any director or officer of SARAH. On liquidation or dissolution, all remaining properties and assets of SARAH will be distributed and paid over to an organization, dedicated to the purposes set forth in Article 1 herein, which has established its tax-exempt status under Internal Revenue Code Section 501 (c)(3).

ARTICLE 4
BOARD OF DIRECTORS

Section 4.01 General Powers. Subject to the provisions and limitations of the Texas Non-Profit Corporation Act and any other applicable law, and subject to limitations in the Articles of Incorporation or Bylaws, the business affairs and powers of SARAH will be managed and exercised by the Board of Directors ("Board"). To the extent possible, the Board shall conduct its business through consensus and will resort to vote only when consensus fails or if required by these Bylaws. The Board of Directors may delegate its power to appropriate committees, the Executive Director, and SARAH staff when deemed necessary. If SARAH is to be successful, the members of the Board of Directors must be engaged and play an active part in achieving the mission of SARAH. To contribute to that success, from their unique position, Directors shall have the following roles and responsibilities:

a) Be the voice and advocate for ending and preventing homelessness

b) Provide direction and oversight through the development and periodic review and refinement of strategies, goals and objectives

c) Serve as fiduciary agents of the organization and provide budget approval and audit reviews

d) Support fundraising efforts

e) Provide overall governance to the organization
f) Provide policy guidance

g) Serve on committees or workgroups as requested by the Board President

h) Hire and evaluate the SARAH Executive Director

i) Ensure uniform application of bylaws and adopted guidelines to all members of the Board

j) Hold themselves and other members of the board accountable for the success of the organization

k) Consider and approve actions regarding Continuum of Care strategies, funding allocations, funding awards, grant management, and grant performance

**Section 4.02 Number of members.** The SARAH Board of Directors shall consist of a maximum of fifteen (15) members. Voting Directors may not be affiliated with an entity that receives funding through the HUD Continuum of Care Program to avoid any perception of conflict of interest. City and County related seats will not be considered affiliated with HUD COC Funding based on grants held by other departments in government. Four (4) of the Directors are appointed, two (2) are elected by the Membership Council, and up to nine (9) of the Directors are selected by executive committee and elected by the Board of Directors.

a) Four (4) Directors are appointed by the following positions:

1. City of San Antonio City Manager: Confirmed every 2 years (1 Seat)

2. City of San Antonio San Antonio Police Department Chief of Police: Confirmed every 2 years (1 Seat)

3. Bexar County Manager: Confirmed every 2 years (1 Seat)

4. Bexar County Sherriff: Confirmed every 2 years (1 Seat)

b) Two (2) Directors are elected by the SARAH Membership Council and are non-voting Directors:

1. Membership Council Chair: Term Limit 2 years (1 Seat)

2. Membership Council Elected At-Large: Term limit 2 years (1 Seat)

c) Two (2) Directors have designated requirements and are nominated by the Executive Committee:

1. School District Liaison: Term Limit 2 Years (1 Seat)
2. Consumer Director (currently or formerly experienced homelessness): Term Limit 2 Years (1 Seat)

d) Seven (7) Directors are nominated by the SARAH Executive Committee and elected by the SARAH Board of Directors. These Directors serve a term limit of two years and should represent one of the following categories: Corporate/Private Sector, Education, Military, Housing, Media, Legal, Finance, Hospitals, or other community advocates whose knowledge, position, or experience would benefit the Continuum of Care.

Section 4.03 Tenure.

a) Each Director of the Board that is elected shall hold office for a two (2) year tenure.

b) Elected Directors shall serve no more than three consecutive two (2) year terms. Following such service, a person shall not serve on the Board in any capacity for least one (1) year before he/she returns to service on the Board.

c) There are no term limits for Appointed Directors, however, the seat must be confirmed by the named position in Section 4.02 at least every two (2) years.

Section 4.04 Election of Directors. Elected Directors shall be nominated by the SARAH Executive Committee of the Board.

a) Procedure for Nominations. Any eligible individual who wishes to run for an Elected Director position shall submit his/her name to the SARAH Executive Director. The SARAH Executive Director will share the candidates interest with the SARAH Executive Committee.

b) Procedure for Elections. The Executive committee will determine from the list of eligible candidates provided by the Executive Director who will be nominated and this nominee will be referred to the SARAH Board of Directors. The Board will either accept or reject the nomination through a majority vote. If the nominee is rejected, the Executive Committee must provide another nominee from the eligible list to the Board.

Section 4.05 Removal. An Officer or Director may be removed from the Board for absence or for cause:

a) Removal for Absence. Any Director who misses more than two (2) of the Board meetings during the year shall be automatically removed from the Board of Directors. If the Director is absent, a proxy must be designated before the beginning of the Board meeting or the director will be considered absent. An absence may be excused if related to illness and submitted to the Executive Director or Board Secretary prior to the meeting.

b) Removal for Cause. Any Active Member, including a Director or Officer, may submit a request to the Board of Directors for consideration of the removal of an Officer or
Director for cause. Removal for cause requires a 2/3's vote of the Board. Cause is included, but not limited to: Fraud, Conflict of Interest, Personal Conduct, or Failure to Perform Duties.

Section 4.06 Vacancies. For elected Directors, any vacancies on the Board shall be filled by a majority vote of the Directors. For Appointed Directors, vacancies should be re-appointed according to the subsequent person filling that agencies position. The Membership Council Director seats will be replaced through a majority vote of the Membership Council.

Section 4.07 Place of Meetings. Regular meetings of the Board shall be held at an appropriate location chosen by the President or a majority of the Board. The frequency of regular meetings shall be decided by the Board, however, there shall be no less than four (4) regular meeting each calendar year.

Section 4.08 Special Meetings. Special meetings may be called by the President or SARAH Executive Director with the approval of one other Officer to conduct Board business. If the President or SARAH Executive Director is unavailable, the next senior officer may call a special meeting, with the approval of one other officer, to conduct Board business.

a) **Notice.** Notice of any special meeting of the Board of Directors must be provided at least five (5) days prior to such meeting by written notice delivered personally, or sent by mail, e-mail, facsimile, or other appropriate electronic means to each Director. If mailed, such notice will be deemed to be delivered when deposited in the United States mail in a sealed envelope, with proper postage prepaid. If notice is given by e-mail, facsimile or other electronic means, notice will be deemed to be delivered when there is a successful transmission of the notice.

b) **Waiver of Notice.** Whenever notice is required to be given under Section 4.08, waiver of notice, in writing and signed by the person entitled to such notice will be deemed equivalent to giving notice whether before or after the required time of notice. Appearance at any meeting shall also constitute waiver of notice unless the appearance is made to contest proper notice. All such waivers will be filed with the corporate records or made a part of the minutes of the meeting.

Section 4.09 Quorum, Proxy & Voting. A majority of the Board of Directors shall constitute a quorum for the transaction of business at all meetings of the Board. In case of an approved absence, a director must appoint a proxy. This action must be sent to the Secretary of the Board and SARAH staff, that identifies the proxy by name, prior to the Board Meeting. An email notification is sufficient. The named proxy will serve in full capacity for voting and attendance purposes. This privilege is offered to both elected and appointed directors. If a quorum is not present at any meeting, the Board of Directors may conduct a meeting to share information, receive reports from committees, make decisions concerning any activities of SARAH, but may not act in reference to budget decisions, or removal and replacement of officers or directors.
Section 4.10 Manner of Acting. The consensus of the Directors present at a meeting at which a quorum is present will be the act of the Board of Directors, unless the act of a specific number is required by law or by these Bylaws. At the request of any Director any specified meeting will be conducted in accordance with Roberts Rules of Order.

Section 4.11 Alternative Meetings. The Board of Directors may meet by telephone or conference call respecting the above requirements for a quorum and for voting.

Section 4.12 Action without a Meeting. Any action required or permitted to be taken by the Board of Directors may be taken without a meeting, if all members of the Board of Directors will individually or collectively consent in writing to such action. Such written consents shall be filed with the minutes of the proceedings of the Board of Directors. Such action by written consent will have the same force and effect as the unanimous vote of such directors.

Section 4.13 Merger; Consolidation; Voluntary Dissolution. Adoption or revocation of a plan of merger; consolidation; voluntary dissolution; bankruptcy or reorganization; or for the sale, lease, or exchange of all or substantially all the property and assets of the Corporation otherwise than in the usual and regular course of its business, requires the approval of two-thirds (2/3) of the number of directors of the Corporation.

Section 4.14 Fees and Compensation. Directors and members of committees of the Board of Directors and members of other committees, may not receive any compensation for their services or reimbursement of expenses except where it is determined to be in good faith and in the best interest of the Corporation where such service is in conformity with the purposes of the Corporation and reimbursement is reasonable as may be fixed by resolution of the Board.

ARTICLE 5
OFFICERS

The Board of Directors shall have four Officers (President, Vice President, Secretary and Treasurer) who shall be elected by the Board, which election shall follow the same procedures set forth in Section 4.04 above. In addition to the duties specified below, officers will perform all other duties customarily incident to their offices and as instructed by the Board of Directors.

Section 5.01 President. The President oversees the business and affairs of SARAH. The President shall act in consultation with the other officers, unless the situation requires immediate action. The President is responsible for supervising the execution of resolutions and directives of the Board of Directors except in those instances in which that responsibility is assigned to another person by the Board of Directors. The President, along with the SARAH Executive Director, may execute any contracts, deeds, mortgages, bonds, or other instruments which the Board of Directors has authorized and may accomplish such either individually or with the Executive Director, Secretary or Treasurer.
Section 5.02 Vice President. The Vice President is the secondary officer of the organization. In the absence of the President, or in the event of the President's inability or refusal to act, the Vice President will perform all the duties of the President, and when so acting will have all the powers of, and be subject to all the restrictions of the President.

Section 5.03 Secretary. The Secretary is the third officer in seniority. The Secretary ensures that all notices are given in accordance with the provisions of these Bylaws, and serves as the custodian of the Corporation's records. The Secretary is responsible for reviewing meeting minutes, leading the nominations process and signing the updated bylaws.

Section 5.04 Treasurer. The treasurer is the fourth officer in seniority. The Treasurer is the principal accounting and financial officer of the Corporation. The Treasurer shall be responsible for the maintenance and accurate accounting of the books of the Corporation; and will have responsibility of all funds and securities of the Corporation and for receipt and accounting of disbursements. The Treasurer or the Executive Director will prepare statements of accounts monthly and financial reports as requested by the Board of Directors or officers of the Corporation. The Treasurer may sign with the SARAH Executive Director, the Board President or with the Secretary any contracts, deeds, mortgages, bonds or other instruments. The Treasurer will act as liaison to the SARAH staff for all financial matters. The Executive Director is authorized to sign SARAH contracts and tax documents.

Section 5.05 Tenure. Officers shall serve no more than two consecutive two-year terms in the same role. Following such service, Officers may serve in another capacity on the Board of Directors.

Section 5.06 Elections. Elections for Officers of the Board will follow the same procedures for nomination and election as established in Section 4.04 above.

Section 5.07 Removal. Removal of Officers of the Board will follow the same procedures established in Section 4.05 above.

Section 5.08 Disbursements. Only one (1) signature of an Officer or the SARAH Executive Director will be required on checks or similar disbursements, exclusive of contracts, deeds, mortgages, bonds or other similar instruments which shall require two (2) authorized signatures from the Officers (President, Vice President, Secretary, Treasurer) and/or the SARAH Executive Director.

1. Expenses that are outlined in the Board-approved budget may be paid as they incur without further Board approval. All expenses paid will be reviewed as part of the financial report by the Board during the monthly meeting.

2. A threshold for expenses up to $5,000.00 may be paid but only if they are outlined in the approved budget. Expenses up to $5,000 and outside of normal operating costs and/or not outlined in the budget may be paid without immediate Board approval but will be ratified at the next scheduled Board meeting. The Executive
Director has the authority to exceed line item expense items within the approved budget if the overall approved expenditures do not exceed what the Board of Directors has approved in the annual budget and the expenditure is considered a normal operating cost. Expenses over $5,000 and outside of normal operating costs and/or not outlined in the SARAH budget must be brought before the board for review and approval. All expenses will be reviewed by the Board at the regular monthly Board meeting in the financial report.

ARTICLE 6
MEMBERSHIP COUNCIL

Section 6.01 General Powers. The SARAH Membership Council serves as the primary source of expertise and program implementation for the Board of Directors ("Board"). Responsibilities include providing input, expertise, and council-approved recommendations to SARAH staff and the Board regarding all matters relating to Continuum of Care ("COC") responsibilities, policies, and procedures, including but not limited to:

a) Strategic planning for the COC
b) Coordinated entry
c) Homeless Management Information System (HMIS)
d) Project compliance
e) Data quality
f) Training
g) Community planning
h) Resource planning and allocation
i) Housing Inventory count
j) Point-In-Time count
k) Coordination of COC with other community resources
l) Establishing workgroups as needed to perform COC functions

Section 6.02 Qualifications for Membership. Per the following qualifications, members shall be designated as either an 'Active' or 'Associate' member ("Member"). Any individual, business, organization, agency, or group (hereinafter any of which will be referred to as "Agency") wishing to join shall register with the Executive Director of SARAH by submitting a completed membership application.
a) Active Membership- Any Agency, composed of one or more employees from such, which commits resources or whose activities encompass the spectrum of services directed at the San Antonio/Bexar County homeless population may be considered for Active Membership. Each Agency must submit an application for membership to SARAH’s Executive Director and will be approved for membership by a majority vote by the SARAH Board of Directors. Each approved agency will have one vote on the Membership Council.

b) The agency must identify in the application as being part of one of the following categories as well as serve homeless clientele to be considered for active membership and to vote.

i. CoC/ ESG Agencies: Agencies who receive HUD Continuum of Care or Emergency Solutions Grant funding are required to participate.

ii. Healthcare Services: Agencies that provide the furnishing of medicine, medical or surgical treatment, nursing, hospital service, dental service, optometrical service, complementary health services or any or all of the enumerated services or any other necessary services of like character, whether or not contingent upon sickness or personal injury, as well as the furnishing to any person of any and all other services and goods for the purpose of preventing, alleviating, curing or healing human illness, physical disability or injury.

iii. Mental Health Agencies: Agencies providing assessment, diagnosis, treatment or counseling in a professional relationship to assist an individual or group in alleviating mental or emotional illness, symptoms, conditions or disorders.

iv. Veteran Agencies: Agencies providing patient care, veterans' benefits, and other services to veterans of the U.S. armed forces and their families.

v. Education: Agencies that represent educational facilities such as universities, schools, McKinney Vento liaisons, preschool, day care, charter schools, public schools, primary and secondary education.

vi. Youth Agencies: Agencies who primarily serve people experiencing homelessness under the age of 24 who are without family support and are living in shelters, on the streets, in cars or vacant building or who are couch surfing or living in other unstable conditions.

vii. Domestic Violence Agencies: Agencies that primarily serve persons who have experienced, are currently experiencing or are perpetrators of domestic violence.

viii. Legal Assistance: Agencies who represent clients in legal matters, could include ID recovery, immigration, divorce, disputes, arrests, human rights etc.

ix. Government: Agencies who are under state or local government direction or a permanent or semi-permanent organization that is responsible for the oversight and administration of specific functions relating to homeless services.

x. Child and Family Services: Agencies who represent child or family services for people experiencing homelessness.

xi. Substance Use Recovery: Agencies who primarily serve persons with alcohol use disorder or substance use disorders to aid and facilitate their recovery.
xii. **Faith Based**: Agencies whose values are based on faith and/or beliefs, which has a mission based on social values of the faith, and which most often draws its activists (leaders, staff, volunteers) from a faith group.

xiii. **Elderly**: Agencies who work with those who are elderly or aging who are primarily over the age of 65.

xiv. **Community Partner**: Agencies who serve persons experiencing homelessness or who have previously experienced homelessness in a capacity not mentioned.

Section 6.03 Active Members.

a) **Requirements.** Active Members are required to attend all Membership Council meetings. CoC participation tracking for HUD funding will be based on Membership Council meeting attendance. To be considered participating, a member agency must attend at least 75% of Membership Council Meetings in one year. Each agency must designate up to four members of their agency that can vote on CoC policy and procedure recommendations during Membership Council Meetings. Each Active Member has one vote per agency. Active Members are also encouraged to maintain membership in at least one committee and participate in COC activities (ex: Annual PIT Count).

b) **Registration.** Potential members must fill out and return an application to the Executive Director of SARAH. The Executive Director will bring the list of the applicants to the Board who will approve Active Membership. Active Members are required to keep the SARAH staff informed of the physical and e-mail address at which they will receive notices. More than one individual associated with an Active Agency may attend, and participate at all meetings, however only those listed as representatives can vote.

c) **Voting.** Each Agency who has met the requirements set out for Active Membership shall have one vote through their specified delegates. If an Agency does not meet participation requirements for a one-year period, they will not be reinstated to vote until they have attended at least two consecutive meetings and completed a new Membership Council application. In all elections, unless otherwise provided for in these Bylaws, a majority of the votes cast shall control. It is the intent that each member Agency has one vote, regardless of the number of participants from that Agency.

Section 6.04 Associate Members. Any Agency who wishes to contribute to the dialogue and activities of SARAH but who is unable to meet the membership requirements of Active Membership may register as Associate Members. This applies to agencies who apply for Active Membership and are not approved by the Board to be an Active Member and instead deemed as an Associate Member. Individuals who are experiencing homelessness are eligible for Associate Membership. Any other individuals concerned with developing resources and addressing the needs of the San Antonio homeless population and who are not associated in
any way with an Agency eligible for Active Membership may be considered for Associate Membership.

Associate Members

a) Are non-voting members of the Membership Council;

b) May attend Membership Council meetings and engage in discussion;

c) May participate in other activities unless limited by the Board of Directors; and

d) May participate in a committee with the ability to vote on decisions made within the committee.

Section 6.05 Membership Council Meetings. Membership Council meetings will be held at least quarterly. It is expected that committee meetings and workgroups will occur more frequently.

a) Special Meetings - Special meetings may be called by the Membership Council Chair, Board President, or SARAH Executive Director at any time that he or she deems that a vote of the Membership Council is required, by providing members with five (5) days’ notice prior to such meeting by written notice delivered personally, or sent by mail, email, facsimile, or other appropriate electronic means to the address provided by each.

b) Informal Meetings - The Membership Council Chair, Board of Directors President, or SARAH Executive Director may from time to time call informal, nonvoting, non-required meetings for distributing information, or for specific training opportunities.

Section 6.06 Membership Council Leadership. The Membership Council leadership will consist of a Chair, Vice Chair, and Secretary for a two-year term elected from the Active Membership of the Membership Council. Officer positions for the Membership Council may need to meet periodically with SARAH Staff or directors for planning purposes. Elections for the positions will be held every two years with no officer serving more than three consecutive two-year terms. In addition to the Chair, Vice Chair, and Secretary positions, the Membership Council will select one individual from the Active Membership to serve as a nonvoting member of the Board of Directors. This individual must be employed by an agency receiving COC HUD funding if the Chair represents a non-CoC HUD funded agency. The three officers and additional elected Board of Directors Member At-Large may not represent the same Active Member Agency. The Membership Council Chair and Member At-Large are nonvoting, and may not participate in the discussion of project ranking in the Continuum of Care funding.

a) The Chair serves as the head of the Membership Council and provides leadership and guidance to the council. The chair is responsible for directing the meetings, presenting agenda items, monitoring workgroup performance, establishing and determining goals of the workgroups, and assigning duties for workgroup members.

   Upon election, the Chair will assume a nonvoting position on the Board of Directors.
b) The Vice Chair will preside over Membership Council if the Chair is unable to act. The Vice Chair will serve as the primary Point of Contact for Workgroup Chairs created by the Membership Council, and will address their concerns as it relates to communicating or approving policies at the Membership Council meetings. The Vice Chair will also ensure that each workgroup has an active chair and is operating based on the purpose established by the Membership Council.

c) The Secretary serves in absence of the Chair or Vice Chair, reviews and revises Membership Council Meeting minutes, and oversees election processes at Membership Council meetings.

d) Service Provider Director At-Large represents the Membership Council as a non-voting Director on the SARAH Board.

ARTICLE 7
COMMITTEES AND WORKGROUPS

Section 7.01 SARAH Standing Committees - Committees are chaired by SARAH staff to solicit input from the membership on policy and planning decisions. The Membership Council will vote to recommend adoption and/or approval of these policy and planning decisions to the SARAH Board of Directors. All policies presented to the Membership Council by a SARAH Standing Committee will be brought to the SARAH Board of Directors for consideration with Membership Council votes documented when there is not consensus. SARAH staff maintains the following Standing Committees of the Membership Council:

a) Point-in-Time Count Committee — The Point-in-Time Count Committee supports the Annual Point in Time Count of the homeless population (sheltered and unsheltered) of San Antonio/Bexar County.

b) HMIS Governance Committee — The HMIS Committee will provide input and approve policies and procedures, a privacy plan, security plan, and data quality plan for the HMIS. The committee will also ensure that the HMIS is administered in compliance with requirements by HUD and the SARAH Memorandum of Understanding Agreement.

c) Coordinated Entry Committee - This committee provides input on the CoC's Coordinated Entry Process and Policies.

d) Outreach Committee – This committee coordinates outreach services in San Antonio/ Bexar County.

e) Youth Advisory Committee – This committee is comprised of at least three (3) youth. The majority of this committee must be either currently homeless or previously homeless. This Committee serves as subject matter experts on youth homelessness policies in San Antonio.
Section 7.02 CoC Workgroups – Workgroups are created by a vote of the Membership Council and are chaired by elected Chair and Co-Chair positions. The SARAH Membership Council may, by resolution, create any other standing or temporary workgroups the Council deems necessary to fulfill the purpose of SARAH. Workgroups are created to target a specific issue pertaining to homelessness in San Antonio/Bexar County through community collaboration.

Section 7.03 Chair and Co-Chair. The workgroup may be chaired by an active or associate member of SARAH. The chairperson shall be responsible for encouraging representation within their respective workgroup. These positions are elected by the members of the working group at the first meeting, and reaffirmed every year by the workgroup. A chair/co-chair may resign at any time by submitting a letter to the Membership Council Chair. The Workgroup Chair and Co-Chair are elected as community members and their term is not dependent on the position held at their respective agency. The Workgroup Chair and Co-Chair are responsible for execution of the group to include scheduling meetings, facilitating meetings, writing meeting agendas, writing meeting minutes and any other duties that are necessary to run the workgroup successfully. SARAH will assign lead staff to support any workgroups created by the Membership Council.

Section 7.04 Committee and Workgroup Meetings. Each committee or workgroup may meet as often as necessary to fulfill its designated purpose.

Section 7.05 Terms of Office. There are no term limits with respect to committee and workgroup membership however the Chair and Co-Chair must be annually re-elected and confirm their positions as Chair and Co-Chair.

Section 7.06 Committee and Workgroup Rules. The committees and workgroups may adopt rules not inconsistent with the provisions of these Bylaws. Unless otherwise provided in the resolution of the Membership Council, a majority of the workgroup or committee members will constitute a quorum. Each committee or workgroup will, to the extent possible, act through consensus. Failing consensus, the vote of a majority of the committee or workgroup members present, assuming a quorum, shall constitute the act of the committee or workgroup.

ARTICLE 8
AMENDMENTS AND REVISIONS

Section 8.01 Power to Amend Bylaws. The Bylaws of SARAH may be amended, and/or repealed, or new Bylaws may be adopted by the majority vote of the Board of Directors. Any repeal and/or amendment of a Bylaw shall be maintained by SARAH staff and made available upon request.

Section 8.02 Notice of Amendment in Writing. Proposed amendments to these Bylaws must be in writing and sent to the Board of Directors at least five (5) days in advance of the general or special membership meeting.
ARTICLE 9
DUTIES OF THE BOARD OF DIRECTORS

Section 9.01. General. The duties of the Directors of the Board, and of any committee of the Board on which s/he serves, will include the duty of good faith (acting in a manner such as the Director believes to be in the best interest of SARAH) and, including reasonable inquiry, the duty of care (acting as the ordinarily prudent person would in a like situation under similar circumstances).

In performing the duties of a Director, a Director will be entitled to rely on information, opinions, reports or statements, including financial statements and other financial data, in each case prepared or presented by:

a) One or more officers of SARAH or the SARAH staff whom the Director believes to be reliable and competent in the matters presented;

b) Counsel, independent accountants or other persons retained by SARAH, as to matters which the Director believes to be within such person's professional or expert competence; or

c) A committee of the Board upon which the Director does not serve, as to matters within its designated authority, which committee the Director believes to merit confidence, so long as in any such case, the Director acts in good faith, after reasonable inquiry when the need therefore is indicated by the circumstances and without knowledge that would cause such reliance to be unwarranted.

Except as provided in Section 9.03, a person who performs the duties of a Director in accordance with the above will have no liability based upon any failure or alleged failure to discharge that person's obligations as Director, including, without limiting the generality of the foregoing, any actions or omissions which exceed or defeat a public or charitable purpose to which SARAH, or assets held by it, are dedicated.

Section 9.02. Loans. SARAH will not make any loan of money or property to, or guarantee the obligation of, any Director or Officer; provided, however, that SARAH may advance money to a Director or Officer of SARAH or any subsidiary for expenses reasonably anticipated to be incurred in performance of the duties of such so long as such individual would be entitled to be reimbursed for such expenses absent such advance.

Section 9.03. Self-Dealing Transactions. Except as approved in Section 9.04 below, no Member of SARAH may approve a self-dealing transaction. A self-dealing transaction is one to which SARAH is a party and in which one or more of the Directors has a material financial interest or a transaction between the Corporation and any person (other than a nonprofit corporation, tax exempt under Internal Revenue Code Section 501 (c) (3)) in which one or more of the Directors has a material financial interest. A Director will not be deemed to have a material financial interest in a contract or transaction that implements a charitable program of SARAH solely
because the contract or transaction results in a benefit to a director or his or her family by virtue of their membership in the class of persons intended to be benefited by the charitable program, as long as the contract or transaction is approved or authorized by SARAH, in accordance with Section 9.04 herein, in good faith and without unjustified favoritism.

Section 9.04. Approval. The Board of Directors may approve a self-dealing transaction if it determines that the transaction is in the best interests of, and is fair and reasonable to, SARAH and, after reasonable investigation into the facts and circumstances, determines that SARAH could not have obtained a more advantageous arrangement with reasonable effort under the circumstances. Such determinations must be made by the Board of Directors, in good faith, with knowledge of the material facts concerning the transaction and the Director's interest in the transaction, and by a vote of the majority of the Directors then in office, provided that a quorum is present, and the presence of the interested Director can be counted for purpose of the quorum but such Director's vote will not be counted for the matter at hand.

Section 9.05. Indemnification. To the fullest extent permitted by law, SARAH will indemnify its Directors and Officers, including persons formerly occupying any such position, and the heirs, executors and administrators of such persons, against all expenses (including attorneys' fees and disbursements), judgments, fines, settlements, and other amounts actually and reasonably incurred by them in connection with any action, suit, or proceeding, including an action by or in the right of SARAH, by reason of the fact that the person is or was a director or officer of SARAH. Such right of indemnification will not be deemed exclusive of any other rights to which such person may be entitled apart from this Section 9.05.

SARAH will have power to purchase and maintain insurance to the full extent permitted by law on behalf of its Officers and Directors against any liability asserted against or incurred by them in such capacity or arising out of their status as such.

ARTICLE 10
RECORDS AND REPORTS

Section 10.01. Maintenance and Inspection of Articles and Bylaws. Every Director will have the absolute right at any reasonable time to inspect all books, records, and documents of every kind and the physical properties of SARAH and each of its subsidiary corporations. The inspection may be made in person or by an agent or attorney, and will include the right to copy and make extracts of documents at the expense of the requesting director.

Section 10.02. Maintenance and Inspection of Other Corporate Records. SARAH will keep adequate and correct books and records of accounts; written minutes of the proceedings of its Board of Directors, and committees of the Board of Directors; and a record of each Director and Officer's name and address, and such record keeping shall be the obligation of the Secretary and the Treasurer of SARAH. All such records will be kept at such place or places designated by the Board of Directors, or, in the absence of such designation, at the principal office of the Corporation. The minutes will be kept in written or typed form, and other books and records
will be kept either in written or typed form or in any other form capable of being converted into written, typed, or printed form. Upon leaving office, each officer of SARAH will turn over to his or her successor or the President in good order, such corporate monies, books, records, minutes, lists, documents, contracts or other property of SARAH as have been in the custody of such officer, employee, or agent during his or her term of office and the President shall then turn over such items to the successors of the SARAH.

Section 10.03. Annual Reports. The Board of Directors will cause an annual report to be sent to all Directors of the SARAH, within 120 days after the end of the SARAH's fiscal year, containing the following information:

a) The assets and liabilities, including the trust funds, of the SARAH at the end of the fiscal year;

b) The principal changes in assets and liabilities, including trust funds, during the fiscal year;

c) The revenues or receipts of the SARAH, both unrestricted and restricted for particular purposes, for the fiscal year; and

d) The expenses or disbursements of the SARAH, for both general and restricted purposes, during the fiscal year.

The report will be accompanied by any pertinent report(s) of independent auditors, or, if there is no such report, the certificate of an authorized officer of SARAH that such statement was prepared without audit from the books and records of SARAH.

ARTICLE 11
FISCAL YEAR

The fiscal year of SARAH will run from January 1st to December 31st.

ARTICLE 12
CONSTRUCTION AND DEFINITIONS

Unless the context otherwise requires, the general provisions, rules of construction, and definitions contained in the Texas Non-Profit Corporation Act as amended from time to time will govern the construction of these Bylaws. Without limiting the generality of the foregoing, the masculine gender includes the feminine and neuter, the singular number includes the plural and the plural number includes the singular, and the term "person" includes a corporation as well as a natural person. If any competent court of law will deem any portion of these Bylaws invalid or inoperative, then so far as is reasonable and possible (i) the remainder of these Bylaws will be considered valid and operative, and (ii) effect will be given to the intent manifested by the portion deemed invalid or inoperative.
CERTIFICATE OF THE SECRETARY

I, the undersigned, certify that I am the presently elected and acting Secretary of the SARAH, and the above Bylaws, are the Bylaws of the Corporation as adopted by the Board of Directors on December 6, 2005, and approved by the membership on December 15, 2005, and amended on April 6, 2006, July 23, 2009, July 12, 2012, August 27, 2015, March 3, 2016, and June 29, 2017, and that they have not been amended or modified since that date.

Signature of Secretary of SARAH

Date

7/10/17
Homeless Management Information System (HMIS)
Policies and Procedures

San Antonio/Bexar County Continuum of Care
HMIS Policies and Procedures

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1. Overview

1.1. Purpose of HMIS

The McKinney-Vento Homeless Assistance Act, as amended by the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH), requires that the U.S. Department of Housing and Urban Development (HUD) ensure operation of community-wide Homeless Management Information System (HMIS) with consistent participation by recipients and sub-recipients of applicable federal grants. The HMIS has many uses, including:

- Collecting unduplicated counts of individuals and families experiencing homelessness;
- Analyzing patterns of use of assistance provided in a community; and,
- Providing information to project sponsors and applicants for needs analyses and funding allocations.

Additionally, HMIS is essential to coordinate services, evaluate performance, ensure accountability in the use of public funds, and inform public policy. Ultimately, the HMIS serves as the foundation for all planning to prevent, reduce, and eliminate homelessness.

The HMIS Lead Agency for the San Antonio/Bexar County Continuum of Care (CoC) is Haven for Hope (H4H). In addition to administering the local HMIS, the HMIS Lead must develop written policies and procedures for all HMIS participating agencies in the CoC, execute participation agreements with each of these agencies and their system users, and monitor and enforce compliance by all participating agencies with the requirements set forth in the participation agreement. The HMIS Lead is responsible for maintaining the HMIS Policies and Procedures manual and all related documents, training system users, and providing technical assistance.

The HMIS software vendor for San Antonio/Bexar County CoC is CaseWorthy, Inc. Accordingly, the HMIS system may be referred to as “CaseWorthy” in operational manuals.

1.2. Key Terms

1. Continuum of Care: a community-based collaborative that oversees homeless system planning and coordination, including the HMIS implementation.

2. HMIS Lead Agency: the organization that administers and operates the HMIS.

3. Participating Agency: any agency that contributes data or uses the HMIS.

4. Exempt Agency: any agency that is explicitly exempt from entering data into the HMIS by federal regulations. This includes victim services providers.

5. Client: a person who receives services at an HMIS participating agency.

6. Personally Identifiable Information (PII). Defined in OMB M-07-16 as “...information which can be used to distinguish or trace an individual’s identity, such as their
name, social security number, biometric records, etc., alone, or when combined
with other personal or identifying information which is linked or linkable to a specific
individual, such as date and place of birth, mother's maiden name, etc.”

1.3. Data Ownership

Policy: The participating agency retains ownership over all information it enters into HMIS.

Procedures:

1. In the event that the HMIS system ceases to exist, participating agencies will be
notified and provided reasonable time to access and save data on persons served by
the participating agency. Thereafter, the information collected in HMIS will be purged
or appropriately stored.

2. In the event that H4H ceases to exist or is no longer the administrator of the HMIS, the
CoC Board will select a new HMIS Lead and transfer the custodianship of the data
within HMIS to another organization for continuing administration. In such event,
participating agencies will be informed in a timely manner.

1.4. Voluntary Participation

The CoC Board strongly encourages agencies that serve persons who are homeless or at
risk of homelessness and are not required to participate in the HMIS to do so voluntarily.

Having more homeless service providers in the HMIS creates the potential for:

- More effectively coordinating client services through case management and referral
  information sharing;
- More accurate tracking of client returns to the homelessness prevention and
  assistance system;
- More accurate counts of homeless persons and system resources, which could be
  used to understand the gaps in the service system;
- Better information about community-wide needs, which can help guide advocacy
efforts, policymaking, and funding allocations; and
- Better information about system outcomes, which can be used to guide service
targeting and performance improvement efforts.

For these reasons, the HMIS Committee and HMIS Lead will actively work to recruit
homeless service providers to participate in the HMIS.

1.5. HMIS Documentation Amendment Process

Policies:
- The HMIS Lead and HMIS Committee will guide the amendment of HMIS Policies and
  Procedures and other related documentation.
- The CoC Board will approve the HMIS Policies and Procedures and Data Quality Plan.
Procedures:

1. Proposed changes may originate from any participant in HMIS, including clients.
2. When proposed changes originate within a participating agency, they must be reviewed by the Executive Director/Program Director (or equivalent) and then submitted to the HMIS Manager.
3. The HMIS Manager will maintain a list of proposed changes.
4. The list of proposed changes will be discussed by the HMIS Committee at the next regularly scheduled meeting. At this meeting, the committee will determine if these changes require additional research and if so, they will create a plan for completing the necessary research.
5. If changes do not require additional research or once this research is complete, then the committee will vote on whether or not to propose these changes to the CoC Board.
6. At a minimum an annual basis, the HMIS Committee will present proposed changes to HMIS documentation to the CoC Board.
7. Changes approved by the CoC Board will be made by the HMIS Manager and sent to all HMIS participating agencies.
8. The Executive Director/Program Director (or equivalent) from each of the agencies shall acknowledge receipt and acceptance of the revised HMIS Policies and Procedures (or other documents) within 10 working days of delivery of the amended document by notification in writing or email to the HMIS Manager. The agency’s Executive Director/Program Director (or equivalent) shall also ensure the circulation and compliance of the revised policies and procedures within their agency.
9. Trainings on changes to HMIS documentation will be scheduled as needed.

2. Stakeholder Responsibilities

2.1. CoC Board

1. Select and designate an HMIS Software for the CoC.
2. Select and designate an HMIS Lead for the CoC, among eligible applicants.
4. Review and approve the Data Quality Plan.
5. Work with the HMIS Lead to ensure consistent agency participation across the CoC.

2.2. HMIS Committee

1. Gather and incorporate user feedback into the HMIS Policies and Procedures.
2. Provider feedback on HMIS documentation.
3. Participate in efforts to promote HMIS operations, research, and analysis.

2.3. HMIS Lead Agency

1. H4H is responsible for the administration of the HMIS project under the auspices of the CoC Board, which authorizes H4H to hold the HUD HMIS grant.
2. H4H shall maintain an HMIS Department with, at minimum, 5 full-time employees, or their equivalent, dedicated solely to those HMIS responsibilities set forth in this section. These responsibilities are grouped by function, though actual H4H job titles and descriptions may differ.

3. H4H shall establish an HMIS Help Desk, enabling participating agencies and system users to receive professional technical assistance. Additional resources and contact information for the help desk can be found here: http://www.havenforhope.org/new/hmis.aspx.

2.3.1. HMIS Manager

1. Oversee the collection, analysis and presentation of HMIS data for reporting to federal, state, and local governments, and private entities.
2. Oversee HUD HMIS grant application and reporting process.
3. Oversee the overall administration of the HMIS software.
4. Oversee HMIS Department activities and staff as described in this section.
5. Oversee HMIS help desk and designate staff responsibility to manage, coordinate and support its operation.
6. Lead performance and staff evaluation activities.
7. Ensure compliance with HUD HMIS Data and Technical Standards and H4H’s HMIS Policies and Procedures.
8. Work with H4H’s Director of Information Technology to develop and implement strategic plan for HMIS, evaluate priorities, and promote a continuous improvement environment to advance training and technical assistance.
9. Assist Director of IT to identify and obtain new funding streams for the project.
10. Serve as the HMIS Security Officer.
11. Perform other duties as assigned.

2.3.2. HMIS Coordinator

1. Serve as point of contact HMIS Committee and participating agencies on HMIS needs.
2. Serve as point of contact on HMIS Data Standards compliance, staying abreast of any changes.
3. Engage with new and current participating agencies to identify business needs; identifying opportunities for customization within the HMIS application.
4. Collaborate with HMIS Department to facilitate report development.
5. Work with HMIS Committee to devise and monitor quality benchmarks.
6. Complete site visits at participating agencies to monitor compliance with HMIS Policies and Procedures.
7. Provide technical guidance on HMIS implementation to participating agencies.
8. Perform other duties as assigned.

2.3.3. HMIS System Administrator
1. Oversee HMIS system performance; create database backups, triggers, and indexes.
2. Work closely with HUD and HMIS software vendor to ensure compliance.
3. Maintain contact with HMIS software vendor to ensure optimal performance.
4. Ensure the HMIS database is secure and not over capacity.
5. Identify problematic areas and conduct research to determine the best course of action to correct the data.
6. Analyze and solve issues with current and planned systems as they relate to the information and management of client data.
7. Analyze reports of data duplicates or other errors to provide ongoing appropriate interdepartmental communication and monthly or daily data reports.
8. Perform other duties as assigned.

2.3.4. HMIS Data Analyst

1. Work with participating agencies to maintain accurate Housing Inventory Count within HMIS.
2. Maintain the HMIS Policies and Procedures document, making updates and revisions as needed.
3. Assist in defining specifications for updates to data elements in the HMIS.
4. Assist participation agencies with performance evaluation activities.
5. Complete data analysis projects, as assigned by the HMIS Manager.
6. Fulfill external data requests as approved the HMIS Manager.
7. Provide support to system users in their use of HMIS data.
8. Perform other duties as assigned.

2.3.5. HMIS Trainer and Application Support Specialist

1. Provide technical assistance and training to system users.
2. Complete HMIS software customizations.
3. Activate and disable user accounts.
4. Develop custom reports in the HMIS.
5. Assist with data monitoring within the HMIS.
6. Oversee customizations made by program-level system administrators.
7. Maintain a log of client requests to review their data.
8. Perform other duties as assigned.

2.3.6. HMIS Security Officer

1. Conduct annual security reviews of participating agencies.
2. Conduct annual security trainings for system users.
3. Assist in developing the HMIS Security Plan.
4. Document reports of suspected violations client privacy or data security policies, participating agency responses, and HMIS Lead responses.
5. Coordinate with HMIS Manager regarding HMIS Lead responses to suspected violations of client privacy and data security policies.
6. Coordinate with participating agencies regarding agencies policy of disposal of electronic devices where clients’ Personally Identifiable Information (PII) was stored.

2.4. Participating Agency

2.4.1. Agency Executive Director/Program Director

1. Sign the Agency Participation Agreement and submit it to the HMIS Manager.
2. Ensure agency compliance with the terms and conditions of the Agency Participation Agreement and HMIS Policies and Procedures.
3. Ensure personnel with access to the HMIS comply with the terms and conditions of the System Confidentiality and Use Agreement.
4. Designate one employee as the agency’s HMIS Representative to serve as the primary point-of-contact on HMIS operations at the agency.
5. Designate one employee as the agency’s HMIS Security Officer and notify the HMIS Security Officer of this assignment.
6. Support the HMIS Leads effort to resolve HMIS data quality and compliance issues.

2.4.2. Agency HMIS Representative

1. Ensure compliance with HMIS data collection, data entry and reporting requirements as outlined the HMIS Policies and Procedures.
2. Serve as primary point-of-contact for communication between the agency and HMIS Lead on HMIS operations.
3. Provide support on resolution of any data quality and reporting issues.
4. Identify agency personnel to access the system and receive HMIS training.
5. Sign System Confidentiality and User Agreements to authorize access.
6. Notify the HMIS help desk within 24 hours of relevant personnel changes to ensure system user accounts are deactivated.

2.4.3. Agency HMIS Security Officer

1. Ensure compliance with the privacy and security standards as outlined in the HMIS Policies and Procedures.
2. Send a copy of the agency-specific data security policies and procedures to HMIS Security Officer.
3. Send updated agency-specific data security policies and procedures to HMIS Security Officer within 30 days of any changes.
4. Ensure compliance with the agency-specific data security policies and procedures.
5. Document and investigate suspected violations of client privacy or data security policies.
6. Notify HMIS Security Officer within 24 hours of receiving reports of suspected violations of client privacy and data security policies.
7. Notify HMIS Security Officer of the agency’s response to suspected violations of client privacy and data security policies.

2.4.4. System User

1. Sign the System Confidentiality and User Agreement.
2. Submit a copy to the HMIS Security Officer.
3. Deliver the original to the agency HMIS Representative for record keeping.
4. Complete HMIS training and meet training objectives.
5. Comply with all HMIS agreements, policies and procedures.
6. Report suspected violations of client privacy and data security policies to the agency HMIS Security Officer.
7. Provide feedback to the HMIS Lead.

2.5. Exempt Agency

1. Utilize a comparable database to the HMIS.
2. Develop database policies and procedures that comply with federal HMIS regulations.
3. Submit policies and procedures to HMIS Security Officer.
4. Ensure compliance with agency-level policies and procedures.

3. Operational Policies and Procedures

3.1. Hardware, Software, and Network Requirements

Policy: The participating agency is responsible for meeting the minimum hardware, software, and network requirements to access the HMIS, and for providing the necessary maintenance for continued participation.

CaseWorthy is a web-based application that can be accessed from any desktop computer (PC or Mac). CaseWorthy does not work on mobile devices like smartphones, however does work on tablets and IPADs. In order to access the HMIS, a computer must have one of the following browsers installed:

- Google Chrome 50.0 or above (Recommended)
- Firefox 40.0 or above
- Internet Explorer 11.0 or above

The device must also have a functioning internet connection.

3.2. System Access

Policies:
- The participating agency is responsible for identifying personnel for system training and access.
• System users shall be assigned “roles” based on programmatic needs and considerations.
• The participating agency will notify H4H of any need to change “roles”.
• The participating agency will notify H4H of the need to deactivate system users within 24 hours of termination of their service with the agency. Advance notification is preferred, especially in the case of agency-initiated terminations.

Procedures (To Designate a New System User):
1. The Executive Director, or the agency HMIS Representative, will submit a new user request to the HMIS help desk, specifying the new user’s name, email address, role and a description of HMIS-related job functions.
2. The new system user will complete the System Confidentiality and Use Agreement.
3. The HMIS help desk will coordinate new user training and system access.

Procedures (To Change User Role)
1. The Executive Director, or HMIS Representative, will submit a request to the HMIS help desk.
2. The HMIS help desk will change the user’s role and send a confirmation email to the user and the person who made the request.

Procedures (To Deactivate a System User):
1. The Executive Director, or HMIS Representative, will submit a user deactivation request to the HMIS help desk.
2. The HMIS help desk will deactivate the system user.

3.3. Data Collection

Policies:
• The participating agency is responsible for understanding its HMIS compliance requirements as may be defined by various federal grant programs and funders, and fulfilling any contractual obligations, including but not limited to compliance reports.
• The participating agency is responsible for communicating these requirements to the HMIS Lead to ensure the system is properly configured to collect required data.
• The participating agency is required to collect and enter information into the HMIS as defined in the federal HMIS Data Standards Manual, specifically the Universal Data Elements (UDEs) and the Program Specific Data Elements (PDEs): https://www.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf
• The participating agency may be required to collect Local Data Elements (LDEs) as defined and authorized by the CoC Board in coordination with the HMIS Lead.
• The HMIS Lead must post information about LDEs and their applicability to participating agencies on H4H’s HMIS support website.
• The HMIS Lead must provide training and technical assistance on UDEs.

3.4. Data Transfer
Policies:
• The participating agency is permitted to export data from HMIS to another system.
• The participating agency is responsible for adhering to federal, state and local privacy laws within their databases, if it transfers any client data outside of HMIS.

Procedures:
• The participating agency can request training from the HMIS Lead regarding data transfers by submitting a request to the HMIS help desk.
• The HMIS help desk will coordinate this training with the agencies.

3.5. Training

Policies:
• All new users are required to complete HMIS system use and security awareness training before being allowed access to the system.
• All active users are required to complete annual training on security awareness.
• All active users are required to participate in training on any updates to the system, policies or procedures, as needed.
• All users are required to sign the System Confidentiality and User Agreement, acknowledging receipt of a copy of the privacy notice (see Section 5) and pledging to comply with the privacy notice and additional terms and conditions for HMIS access.

Procedures:
1. Only authorized agency personnel may request new user training:
   HMIS.support@havenforhope.org.
2. Optional and required trainings will be announced via email.

3.6. Technical Assistance

Policies:
• The participating agency may request HMIS technical assistance from the HMIS Lead.
• Technical assistance is limited to the implementation and operation of HMIS for those authorized uses as defined in these HMIS Policies and Procedures.

Procedure: Requests for technical assistance can be submitted, Monday through Friday, 8:00am to 5:00pm, or through the online support ticket: HMIS.Support@havenforhope.org.
4. Security Policies

4.1. Purpose

- These security policies are directed to ensure the confidentiality, integrity, and availability of all HMIS information; protect against any reasonably anticipated threats or hazards to security; and ensure compliance by end users.

4.2. System Applicability

- The participating agency and HMIS Lead, including any authorized agents, must follow the security policies established in this section.

4.3. Security Management and Compliance, and Annual Review

- The HMIS Lead is responsible for managing the selection, development, implementation, and maintenance of security measures to protect HMIS information. The HMIS Lead must retain copies of all contracts and agreements executed as part of the administration and management of the HMIS or otherwise required.
- The HMIS Lead must complete an annual security review to ensure the implementation of the security requirements for itself and the participating agency, using a checklist to ensure compliance with each requirement defined in this section.

4.4. Disaster Recovery

- The HMIS Lead must develop a disaster recovery plan that includes protocols for communication with stakeholders described in Section 2.
- The HMIS Lead may contract with a vendor to host the HMIS database server in which case the vendor must implement technical safeguards to prevent data loss in the event of a disaster. In such an event, the vendor will contact the HMIS Lead and provide a timeline for recovery. The HMIS Lead will communicate the timeline with stakeholders, include instruction to guide operations during the recovery process, and provide periodic updates as well as notification upon successful recovery of any data loss.

4.5. Security Officers

- The participating agency and HMIS Lead must each designate an agency representative to serve as HMIS Security Officer to be responsible for compliance with applicable security policies (see Stakeholder Responsibilities).
- The agency representative must be able to pass a criminal background check in order to serve as HMIS Security Officer.

4.6. Workforce Security (recommended)

- The HMIS Lead must ensure that the participating agency conduct criminal background checks on its HMIS Security Officer and on any administrative users.
- The HMIS Lead must maintain copies of all checks to assure compliance.
• An administrative user means any individual with HMIS access that allows for system-wide reports or data exports on all participating agencies.

4.7. Security Awareness Training

• The HMIS Lead must ensure that all system users receive security training before being given access to the system and at least annually thereafter. The HMIS Lead will maintain attendance records for all training events to assure compliance.

4.8. Data Security

• The participating agency and HMIS Lead must ensure that devices used to access the HMIS are password protected with automatic system lock after no more than 15 minutes of user inactivity.
• The participating agency and HMIS Lead must ensure that computers used to access the HMIS have virus protection that is updated automatically.
• The participating agency and HMIS Lead must ensure that internet connections used to access the HMIS from their facilities are set up using network security protocols to prevent unauthorized access to the network and to HMIS data saved locally.

4.9. System Passwords

• The HMIS Lead will provide new system users a temporary password to initially access the system and create their own password.
• Every 90 days the HMIS will prompt system users to change their password.
• System users must not share their password, even among other authorized HMIS users.
• System users must not allow their Internet browser to save their HMIS password.
• System users must not store their password in locations that are easily accessible to others (i.e. under the computer keyboard or posted near the workstation).
• System users will use complex passwords consisting of upper and lowercase letters, numbers 0-9, and special characters !@#$%^&*().

4.10. System Access Physical Location

• Due to the confidential nature of data stored within HMIS, the system must be accessed from a sufficiently private physical location so as to ensure that persons who are not authorized users of the HMIS are not able to view client level data.

4.11. User Inactivity

• User accounts that have not been accessed for 90 or more days will be automatically disabled, meaning the user will be unable to access the system.
• The HMIS Representative must contact the HMIS help desk on behalf of a user whose account has been disabled due to inactivity, if the representative wishes to reactivate their account.
• For accounts inactive for more than 180 days, the HMIS Representative may submit a refresher request to the HMIS help desk. These re-authorized users must attend and complete refresher training prior to reactivating their account.

4.12. Personally Identifiable Information (PII) Storage and Management

• System users are responsible for maintaining the security of all client data extracted from the HMIS and any data collected for purposes of entry into the HMIS.

4.12.1. Electronic Data Storage and Management

• System users may only store HMIS data containing PII on devices owned by their agency.
• System users may not store HMIS data containing PII on hard drives or removable media that can be accessed by non-system users.
• System users are responsible for safeguarding HMIS PII that users store on agency-owned devices.
• Electronic transmission of HMIS data containing PII will be limited to secure direct connections or, if transmitted over the internet, the data will be encrypted using a 128-bit key or transmitted using password protected files.
• The participating agency and HMIS Lead are responsible for developing additional policies and procedures for protecting electronic data from theft, loss, or unauthorized access.
• Before disposing of hard drives, USB drives, or other portable electronic media used to store PII, the participating agency will consult with their agency HMIS Security Officer.

4.12.2. Hard Copy Data Storage and Management

• Hard copies of HMIS data containing PII shall be kept in individual locked files or in rooms that are locked when not in use.
• When in use, hard copies of HMIS data containing PII shall be maintained in such a manner as to prevent exposure of PII to anyone other than the system user(s) directly utilizing the information.
• Employees shall not remove hard copies of HMIS data containing PII from their agency’s facilities without permission from appropriate supervisory staff unless the employee is performing a regular work function which requires the use of such records outside of the facility.
• Faxes or other printed documents containing PII shall not be left unattended.
• Before disposing of hard copies of HMIS data containing PII, they must be shredded.
• The participating agency is responsible for developing additional policies and procedures for protecting hard copies of HMIS data containing PII from theft, loss, or unauthorized access.

- The participating agency may develop agency-specific data security policies and procedures that go beyond the standard policies included in this section.
- The participating agency is required to provide copies of agency-specific data security policies and procedures to the HMIS Security Officer.
- The HMIS Security Officer is responsible for reviewing agency-specific policies and procedures to determine if they conflict with the HMIS Policies and Procedures and resolving any conflicts.
- The participating agency is responsible for ensuring compliance with any agency-specific data security policies and procedures.


- The HMIS Lead must implement a policy and chain of communication for reporting and responding to security incidents.
- The participating agency and HMIS Lead will post the Privacy Notice anywhere HMIS data is collected or accessed that articulates the reporting mechanism for suspected breaches of client confidentiality. The notice will include contact information for the agency’s HMIS Security Officer. The notice will include additional instructions for reporting anonymously.
- The participating agency and HMIS Lead will maintain records of all security incidents, responses and outcomes.

4.15. Security Policy Complaints

- Complaints related to HMIS security policies and procedures will be considered using the same procedures for amending HMIS Documentation (see Section 1.5).

5. Privacy Policies

5.1. Purpose

- These privacy policies are meant to establish limitations on the collection, purpose, and use of data. It defines allowable uses and disclosures, including standards for openness, access, correction, and accountability. The policies provide protections for victims of domestic violence, dating violence, sexual assault, and stalking.

5.2. Privacy Notice

- The HMIS Lead will post a copy of the Privacy Notice on the HMIS support website and will provide a copy of this document to any individual upon request.
- The participating agency must post a copy of the Privacy Notice at each workstation where client data is gathered and entered.
- The participating agency must also post a Spanish translation of the Privacy Notice, if it serves Spanish-speaking clients.
• Outreach workers inform clients about the Privacy Notice and provide a copy, if requested (including a copy of the Spanish translation, if applicable).
• The participating agency will post the Privacy Notice to its website, if one exists.
• The participating agency must state in the Privacy Notice that these privacy policies may be amended at any time and that amendments may affect information obtained by the agency before the date of the change.
• The participating agency should include in the Privacy Notice the contact information for their agency HMIS Security Officer for purposes of seeking additional information or submitting complaints.
• The participating agency must provide a copy of these Privacy Policies to anyone who requests it.

5.3. Purpose and Use Limitations

• The participating agency and HMIS Lead may only collect and use HMIS data for the specific internal purposes relevant to the work of the Continuum of Care, as defined in this section. Every agency with access to Personally Identifiable Information (PII) must implement procedures to ensure and monitor its compliance with privacy policies and may only collect information by lawful and fair means with the knowledge and consent of the individual.

Authorized Uses of HMIS Data:

• To provide or coordinate services;
• To locate programs that may be able to assist clients;
• To produce agency-level reports regarding use of services;
• To track agency-level and CoC system-level outcomes;
• For agency operational purposes, including administrative functions such as legal, audits, personnel, oversight, and management functions;
• To comply with government and other funding agency reporting requirements;
• To identify service needs in our community;
• To support CoC system-level planning;
• To conduct research for government and educational purposes approved by H4H;
• To monitor compliance with HMIS Policies and Procedures; and,
• To accomplish any and all other purposes deemed necessary by the CoC Board.

5.4. Interagency Data Sharing

• All client information entered in HMIS by the participating agency is shared with the agency’s system users and with the HMIS Lead.
• With client consent, all client information is shared with system users at other participating agencies for authorized uses.
• The participating agency’s Executive Director/Program Director (or equivalent) is responsible for their agency’s compliance with the Interagency Data Sharing policies.

5.5. Client Consent
Policies:

- The participating agency may infer client consent to collect and enter information into HMIS from any person who seeks or receives assistance from the agency.
- All information entered into HMIS is shared between the agency’s system users and with the H4H as the HMIS lead, based on this inferred client consent model.
- In order to share information with other participating agencies, the agency must seek and obtain informed client consent using the Client Release of Information (ROI) form.
- When clients consent to share information, system users at other participating agencies will have access to the client’s record and case history for authorized uses.
- Informed client consent is valid until such time as the client revokes consent.
- Clients who have consented to share information with other participating agencies may revoke consent in writing at any time. This revocation may impact other agencies’ access to the client record and data they have entered into the system.
- The participating agency must store physical copies of client consent documentation.

Procedures (Initial Consent):

1. Personnel from the participating agency will notify the client that the information they collect will be entered into the HMIS and will explain the purposes for collecting information in the HMIS.
2. At this time, personnel from the participating agency will explain the Release of Information form, and the clients’ right to revoke data sharing in writing at any time.
3. For families, an adult client can provide consent on behalf of household members by listing them in the spaces provided on the form and initialing in front of each family member's name. Additionally, the participating agency may seek consent separately from each individual in the household. A legal guardian (or another adult, if a guardian is not present) may sign on behalf of minors in the household.
4. The client will be provided the ROI form for review, will be explained its content, and will be asked to complete it.
5. The client must sign the ROI form as proof that they had an opportunity to review the form and have their questions answered.
6. If the client signs the form and agrees to share information with all participating agencies, agency personnel must indicate their response in the HMIS.
7. If the client declines to share information with all participating agencies, agency personnel must ensure client indict decision on the ROI, provide a copy to the HMIS Security Officer and maintain a copy with client’s documentation.
8. A copy of all completed consent forms will be kept in the client’s paper file. These forms may be reviewed by the HMIS Security Officer during security reviews.

Procedures (Revocation of Consent):

1. If a client presents a written request to revoke consent for information sharing in the HMIS, agency personnel must store the written request in the client’s file, and must indicate their response in the HMIS.
2. If a client verbally requests to revoke consent for data sharing, agency personnel must ask the client to complete the ROI form and follow the process specified in (1) above.
3. A copy of all written ROI requests must be included in the client’s paper file and uploaded in the individual’s HMIS documents.

Procedure (Renewal of Consent):

If a client consents to share information after previously denying consent, agency personnel must follow the same procedures that were specified above involving the completion of the initial consent form.

5.6. Access and Correction

- The participating agency must allow a client to inspect and to have a copy of any PII about the client, and offer to explain information that the client may not understand.
- The participating agency must consider any request by a client for correction of inaccurate or incomplete PII pertaining to that client. A participating agency is not required to remove any information but may, alternatively, mark information as inaccurate or incomplete and supplement it with additional information such as an indicator of data quality.

5.7. Other Authorized Data Disclosures

- Client data may be transmitted to reporting systems as mandated by agency funders.
- Other disclosures of client data to persons and organizations not authorized to view the information in the HMIS requires the client’s written consent, unless the disclosure is required by law.
- Aggregated data that does not specifically identify any individual client or include PII may be shared with internal and external agents without specific permission.

5.8. Accountability and Privacy Policy Complaints

- Complaints related to HMIS privacy policies and procedures will be considered using the same procedures for amending HMIS Documentation (described in Section 1.5).
- The participating agency must require each member of its staff to sign the System Confidentiality and Use Agreement that acknowledges receipt of a copy of the Privacy Notice and that pledges to comply with the privacy policies and procedures.

6. Quality Assurance Policies

6.1. Purpose

The purpose of quality assurance policies is to ensure reliable and useable data, establish expectations for participating agencies, and define quality standards.

6.2. Policies

- The HMIS Lead will develop a Data Quality Plan to assist participating agencies in maintaining and monitoring data quality.
• The HMIS Lead will define benchmarks and establish policies and procedures to monitor for compliance, including an enforcement mechanism for non-compliance.
• The HMIS Lead will include in the plan responsibilities for all parties.
• The participating agency must adhere to policies and procedures that ensure data meets standards for coverage, timeliness, completeness, accuracy, and consistency.
• The HMIS Lead will review the plan annually and update as needed.

6.3. Standards

6.3.1. Coverage
The HMIS Lead seeks 100% participation in HMIS from all eligible homeless service providers and agencies within the CoC’s geographic area, with a 60% minimum benchmark for both lodging (residential) and non-lodging (service-only) projects.

6.3.2. Timeliness
The participating agency is required to enter data into HMIS within 2 business days of client interview or interaction resulting in data collection, with the exception of outreach projects that must enter data within 3 business days.

6.3.3. Completeness
The participating agency is required to collect and enter data on 100% of those clients in participating projects.

6.3.4. Accuracy
The participating agency is required to accurately represent in HMIS the information collected from clients and avoid entering misleading or knowingly false information. To accurately represent client information, the agency must follow data collection procedures.

6.3.5. Consistency
The participating agency must ensure personnel only use authorized data collection and entry procedures consistent with individual programmatic requirements.
Agency Participation Agreement
for the San Antonio / Bexar County Continuum of Care’s Homeless Information Management System

HMIS is a client information system that provides a standardized assessment of the needs of those individuals that utilize social services related to homelessness (“clients”), creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum and develop outcome measurements. Agencies entering into HMIS must follow the HUD Data Standards, originally released in 2005 and last updated in 2014, and as revised from time to time (“HUD Standards”) for entering in universal and program specific data elements. Haven for Hope (“H4H”) is the HMIS Lead Agency and serves as system administrator for San Antonio / Bexar County Continuum of Care (“CoC”).

Each agency that intends to access HMIS shall be considered an HMIS participating agency (“agency”). Prior to any agency personnel being given access to HMIS, the agency shall sign and deliver this Agreement to indicate an and accept the responsibility to fully and faithfully comply with H2H’s HMIS Policies and Procedures. The agency may be issued a renewal agreement as terms and conditions change or require recommitment.

A. Confidentiality

In connection with its use of HMIS, the agency shall comply with all relevant federal and state privacy and information security regulations and laws (“Regulations”) that protect client information, especially Personally Identifiable Information (“PII”), and shall only release client information in accordance with written consent of the client, or as expressly permitted by the Regulations. Specifically, and without limitation, the agency shall comply with H4H’s HMIS Policies and Procedures as they relate to confidentiality, the federal HMIS Privacy and Security Standards promulgated by HUD on July 30, 2004 at 69 FR 45927 (as revised from time to time) (“HMIS Privacy Standards”), and also the federal confidentiality Regulations in 42 CFR Part 2 regarding disclosure of alcohol and/or drug abuse records. In general terms, these Regulations prohibit the disclosure of alcohol and/or drug abuse records unless disclosure is expressly permitted by written consent of the person to whom it pertains or is otherwise permitted by 42 CFR Part 2.

B. Compliance

The agency shall ensure that its system users are bound by the same restrictions and conditions that apply to the agency under this Agreement, and shall cause its system users to comply herewith. The agency shall fully implement and adhere to H4H’s HMIS Policies and Procedures. Specifically, the agency will adopt the appropriate safeguards to prevent the unauthorized use or disclosure of client information, shall designate an HMIS Representative to serve as primary contact between the agency and H4H on all matters related to the HMIS implementation, and shall designate an HMIS Security Officer who implements security policies, ensures completion security awareness training by system users annually, and conducts annual security reviews.
c. Indemnity

The agency hereby agrees to indemnify, defend and hold harmless H4H and all other agencies (including their respective officers, directors, employees, professional advisors, and agents) from and against all demands, claims, suits, proceedings, judgments, settlements, arbitration awards, damages, loss, cost, expense (including reasonable attorneys’ fees and costs of litigation), sanctions, fines and penalties arising out of or resulting from any acts or omissions of the agency and/or any of its personnel in violation of this Agreement.

D. Limitation of Remedies

No party shall be liable for any special, indirect, consequential or punitive damages (including loss of profits) under or in connection with this Agreement.

E. Termination; Miscellaneous

Either Party may terminate this Agreement upon thirty (30) days written notice to the other party. In addition, either party may terminate this Agreement if the other party (“Defaulting Party”) fails to comply with any of its obligations under this Agreement and such failure is not cured within seven (7) days after the Defaulting Party receives a written notice of default from the other party. Termination of this Agreement shall be without prejudice to any claims or obligations arising or accruing hereunder prior to the date of termination. Sanctions for violating this Agreement may include, in addition to any other remedies available at law or in equity, the requirement of additional training, the suspension/revocation of HMIS privileges, and the filing of criminal charges, if appropriate.

This Agreement may only be modified by a written amendment signed by both parties. Waivers shall be express, written and signed by the party bound thereby. There are no third party beneficiaries of this Agreement other than the indemnitees listed above.

This Agreement shall be interpreted and enforced in accordance with the laws of the State of Texas without reference of conflicts of law’s provisions. Any dispute hereunder shall be brought exclusively in the state or federal courts located in Bexar County, Texas, and each party agrees to waive its right to a trial by jury in any such proceeding.

Notices shall be in writing and delivered by hand; facsimile, overnight courier, or certified or registered U.S. Mail, to the recipient’s address below (or as modified in writing from time to time) and shall be deemed to be duly given when received on a business day (or the next following business day if the day of receipt is a non-business day).
<table>
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<tr>
<th>Agency Contact Information:</th>
<th>H4H Contact Information:</th>
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<tr>
<td>Address:</td>
<td>1 Haven for Hope Way, TC Bldg. #3-Administration</td>
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<td>San Antonio, TX 79207</td>
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System Confidentiality and Use Agreement
for the San Antonio / Bexar County Continuum of Care’s Homeless Information Management System

HMIS is a client information system used to assess the needs of those individuals that utilize social services related to homelessness ("clients"), creates individualized service plans and records the use of housing and services, which communities can use to understand the utilization of services, identify gaps in the local service continuum and develop outcome measurements. Participating agencies and their system users must comply with the HMIS Policies and Procedures. Haven for Hope ("H4H") is the HMIS Lead Agency and serves as system administrator for San Antonio / Bexar County Continuum of Care ("CoC").

A. Confidentiality

I understand that I will be allowed access to confidential information and/or records in order to perform my specific job duties. I further understand and agree that I am not to disclose confidential information and/or records without the prior consent of the appropriate authority(s).

I understand that my User ID and Password to HMIS are issued for my use alone. I further understand that I am solely responsible for all information obtained, through system access, using my unique identification. At no time will I allow any other person to use of my account to access to HMIS. I understand that accessing or releasing confidential information and/or records, or causing confidential information and/or records to be accessed or released, on myself, other individuals, clients, relatives, etc., outside the scope of my assigned job duties would constitute a violation of this agreement. I understand my supervisor will be notified immediately of any violation and disciplinary action will be taken, up to termination of employment.

B. User Responsibilities

Users shall enter accurate, complete and timely data in accordance with the HMIS Policies and Procedures. Please read each statement below and sign your initials to indicate you understand and accept the terms.

___ My user ID and password are for my use only and must not be shared with anyone.
___ I will take reasonable measures to keep my password secure.
___ I understand that the only authorized users can view information in the system and the clients to whom the information pertains.
___ I will only access and use information that is necessary to perform my job.
___ If I am logged into the system and must leave my computer, I will first log out.
___ Any hard copies of electronic records will be kept in a secure file.
___ When hard copies are no longer needed, I will ensure they are properly destroyed.
___ If I notice or suspect a security breach or abuse of client confidentiality, I will immediately notify my HMIS Site Administrator or the HMIS System Administrator.
By affixing my signature to this document I acknowledge that I have been apprised of the relevant laws, concerning access, use, maintenance, and disclosure of confidential information and/or records which shall be made available to me through my use of the HMIS.

I further agree that it is my responsibility to assure the confidentiality of all information, which has been issued to me in confidence, even after my access to HMIS has ended. Pursuant to this agreement I certify that I have read and understand the laws concerning confidential information and/or records.

By signing the System Confidentiality and Use Agreement, you agree to comply with these terms and conditions. Failure to uphold these terms may result in loss of access or privileges.

USER NAME [PRINT]    DATE

AGENCY REPRESENTATIVE NAME [PRINT]    DATE

USER SIGNATURE    DATE

AGENCY REPRESENTATIVE SIGNATURE    DATE
Privacy Notice
for the San Antonio / Bexar County Continuum of Care’s Homeless Information Management System

The U.S. Department of Housing and Urban Development (HUD) requires that each jurisdiction that receives funding from HUD have a Homeless Management Information System (HMIS) in place. This agency participates in the San Antonio / Bexar County HMIS administered by Haven for Hope (H4H), an electronic data collection system that stores information about the men, women, and children who access homeless and other human services in a community. The purpose of HMIS is to assist in determining your needs and to evaluate the effectiveness of services provided.

We only collect information that is needed to provide you services, or that we consider relevant to helping us understand the scope and dimensions of homelessness in order to design effective service delivery. We do not disclose your information without written consent, except when required by our funders or by law, or for specific administrative or research purposes outlined in our HMIS Privacy Policies. By requesting information and accepting services from this agency, you give consent for us to enter your information into the HMIS.

The collection and disclosure of all personal information is guided by strict security standards. You have the right to see your personal information collected by this partner agency and request changes if incorrect. A full copy of our agency’s HMIS Privacy Policies is available upon request for your review.
Client Release of Information
for the San Antonio / Bexar County Continuum of Care’s Homeless Information Management System

To provide you with the most effective and efficient service, we must collect relevant data for our Homeless Management Information System (HMIS). This secure and confidential database operated by trained representatives allows providers to work together with you to make sure you are receiving the assistance you need in a timely manner. Beyond that, the HMIS allows the CoC to get an accurate count of all people experiencing homelessness or who are at risk of homelessness in San Antonio / Bexar County. To help us to improve our current service system and make plans for new service, we need to collect your personally identifiable information (PII). To better coordinate with other agencies, you have the right to consent to release your information to these other agencies.

Please review the information below and sign and date where indicated. [Note to staff, if working with a family, please complete the back of this form as well].

I understand that this agency will enter my information into the Homeless Management Information System (HMIS). The information I have provided is true and correct. My information may be shared among local authorized service providers for the purpose of connecting me to services.

I understand that information about me that is in HMIS may be used by the agency and the San Antonio / Bexar County Continuum of Care to conduct research related to homelessness and housing programs, service needs, income supports, education and employment, and program effectiveness. My name, date of birth, social security number, or other information that would identify me personally will never be shared with anyone without my authorization.

An agency representative has answered my questions about my privacy concerns.

By signing this release form, I fully understand the above terms and conditions.

CLIENT NAME [PRINT]       DATE
CLIENT SIGNATURE          DATE

AUTHORIZED PERSONNEL       DATE
NAME [PRINT]               AUTHORIZED SIGNATURE    DATE
**Client Consent on Behalf of Household Members**
An adult head of household may provide consent on behalf of family members to share their information in the HMIS.

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CHAPTER 4: APPLICATIONS, WAITING LIST AND TENANT SELECTION

4.3 SELECTION FOR HCV ASSISTANCE

4.3.A OVERVIEW

(1) As vouchers become available, families on the waiting list must be selected for assistance in accordance with the policies described in this part.

(2) The order in which families receive assistance from the waiting list depends on the selection method chosen by SAHA and is impacted in part by any selection preferences that the family qualifies for. The source of HCV funding also may affect the order in which families are selected from the waiting list.

(3) SAHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to SAHA’s selection policies [24 CFR 982.204(b) and 982.207(e)].

4.3.B SELECTION AND HCV FUNDING SOURCES

(1) Special Admissions [24 CFR 982.203]

HUD may award local preference funding for specifically-named families living in specified types of units through special admissions.

(a) In these cases, SAHA may admit families that are not on the waiting list, or without considering the family’s position on the waiting list.

(b) SAHA must maintain records showing that such families were admitted with special program funding.

(c) Applicants who are admitted under Special Admissions rather than from the Waiting List are identified by codes in the automated system and are not maintained on separate lists.

(2) Targeted Funding [24 CFR 982.204(e)]

(a) HUD may award SAHA funding for a specified category of families on the waiting list.

(i) SAHA must use this funding only to assist the families within the specified category.

(ii) Within this category of families, the order in which such families are assisted is determined according to the policies provided in Section 4.3.C.

(b) SAHA administers the following types of targeted funding:

(i) Shelter Plus Care

(ii) Moderate Rehabilitation (Mod Rehab)

(iii) 5-Year Mainstream for Persons with Disabilities

(iv) Special Needs Assistance Program (SNAP)
4.3.C SELECTION METHOD

(1) SAHA must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that SAHA will use [982.202(d)].

(2) Local Preferences [24 CFR 982.207; HCV p. 4-16]

(a) SAHA is permitted to establish local preferences, and to give priority to serving families that meet those criteria.

(b) HUD specifically authorizes and places restrictions on certain types of local preferences.

(c) HUD also permits SAHA to establish other local preferences, at its discretion.

(d) Any local preferences established must be consistent with SAHA’s plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

(e) Preferences will be verified at the time of selection from the waiting list. If a selected preference cannot be verified by SAHA at the time the applicant is selected from the waiting list, the applicant will be returned to the waiting list in the order he or she would have been ranked had the preference not been selected.

(f) Waiting List Preferences

SAHA’S waiting list preferences are defined below and shall be assigned points as indicated. SAHA will accept applications from preference applicants even when the waiting list may otherwise be closed. Applicants who qualify for a preference will not be required to complete the on-line registration but will be placed directly on the waiting list in order of total combined preference points.

(i) Homeless Referrals (100 Points) – Families certified by a designated social service agency as homeless and referred to SAHA under the terms and conditions of a Memorandum of Agreement with the certifying social service agency, such as Haven for Hope, San Antonio Metropolitan Ministries, and the Center for Health care Services.

(ii) 5 Year Mainstream Participants (75 Points) – The first 100 applicants on the tenant-based voucher waiting list who have a household member at least 18 years or older with a disability.

(iii) Public Housing Displacement (70 Points) – Residents in “good standing” at a SAHA public housing community or a SAHA affiliate housing assistance program who will be displaced through no fault of their own.
SAN ANTONIO/BEXAR COUNTY HMIS AGREEMENT

This San Antonio/Bexar County HMIS Agreement (the "Agreement") is entered into effective February 8, 2013 (the "Effective Date") by and between Haven for Hope of Bexar County, 1 Haven for Hope Way, San Antonio, TX 78207 (hereinafter referred to as "H4H") and the South Alamo Regional Alliance for the Homeless ("SARAH"), P.O. Box 7613, San Antonio, TX 78207 (hereinafter referred to as "SARAH"). This Agreement consists of the recitals, the HMIS terms, and the standard terms, all of which are incorporated herein by reference.

RECITALS

WHEREAS, SARAH serves as the lead agency for the City of San Antonio and Bexar County Continuum of Care ("COC");

WHEREAS, the Homeless Information Management System ("HMIS") is a client information system utilized across the COC;

WHEREAS, H4H has a contract with the U.S. Department of Housing and Urban Development to provide HMIS services to the COC ("HUD HMIS Contract"), therein making H4H the lead HMIS system administrator for the COC; and

WHEREAS, SARAH and H4H desire to memorialize their delineation of responsibilities via this Agreement.

NOW THEREFORE, the parties hereto agree to the following:

HMIS TERMS

1. SARAH shall provide the following services for the benefit of the COC:
   a. provide overall direction to the HMIS team;
   b. maintain a HMIS oversight committee;
   c. maintain roles and responsibilities as outlined in the HMIS Policies and Procedures;
   d. ensure best effort to seek funding for the San Antonio HMIS project;
   e. enforce measures of community data quality; and
   f. shall review all information from annual audits of HMIS and review of H4H HMIS Policies and Procedures.

2. H4H shall provide the following services for the benefit of the COC:
   a. HMIS project management;
   b. database security;
   c. maintain core database security access;
   d. coordinate with software vendor during version updates and application development;
   e. maintain roles and responsibilities per the HMIS Policies and Procedures;
   f. have the capacity to collect unduplicated counts of individuals and families experiencing homelessness;
g. provide information to project sub-recipients and applicants for needs analysis and funding priorities as requested;
h. ability for all CoC and ESG recipients to participate in the system, as required by HUD;
i. provide support and training to CoC users on the Empowered Case Management ("ECM") platform;
j. provide all HUD-required reports and data as requested for HUD reporting (e.g. Annual Performance Reports, AHAR, Pulse, HPRP, quarterly reports, data for CAPER/ESG reporting, etc.);
k. ensure HMIS has the ability to collect all Universal Data Elements as set forth in the HMIS Data Standards Notice;
l. comply with annual CoC audits of data collection and HMIS evaluation findings; and
m. establish and maintain HMIS Policies and Procedures that ensure valid program entry and exit dates are accurately captured and audited on a regular basis;
n. provide SARAH with a user satisfaction report annually; and
o. inform SARAH of data quality/data entry issues annually. The report may be made more frequently as determined by H4H.

3. The parties agree that should H4H no longer be the lead HMIS system administrator for the COC, H4H shall no longer be bound to this Agreement. Should that occur, H4H would retain ownership of the Empowered Case Management software and it would no longer be available for use by the COC.

STANDARD TERMS

1. Compliance with HUD. This Agreement shall remain in compliance with HUD guidelines and rules and the outcomes of any contract audits or inspections conducted by HUD will be shared with the CoC Board.

2. Independent Contractors. This Agreement does not form a partnership or joint venture, employer/employee or agency relationship between H4H and SARAH. Neither party has authority to act on behalf of the other party and each party will be responsible for the acts and omissions of its officers, directors, employees, volunteers, borrowed servants and other agents (collectively, "Representatives") in the same capacity as such party is for its own acts and omissions.

3. Non-Profit/Tax-Exempt or Government Status. Each party will continue to maintain its non-profit/tax-exempt or government status during the Term.

4. Release. To the maximum extent permitted by Law, SARAH will release, and hold harmless H4H and each of their affiliates and Representatives (collectively, the "Released Parties") from and against any and all actions, claims, causes of action, costs, demands, damages, expenses, fines, lawsuits, liabilities, losses, obligations and penalties, including court costs, defense costs and reasonable attorneys' fees (collectively, "Liabilities") arising out or in connection with (a) the breach by SARAH of this Agreement; (b) injuries and death to people; (c) damage to property and (d) violation of federal, state, local codes, constitutions, decrees, directives, laws, licenses, ordinances, injunctions, orders, permits, rules and regulations and
statutes, including official interpretations of those requirements by the entities charged with implementing and enforcing them ("Laws"), as such term is defined in paragraph 5. SARAH intends the foregoing release, and hold harmless obligations to apply regardless of whether the Liabilities are caused in part by the negligence, strict liability or other fault of the Released Parties.

The parties intend that this Section 4 will survive the termination of this Agreement.

5. Compliance with Laws and Guidelines. In performing its obligations hereunder, SARAH and H4H agree that each shall, and each shall cause its Representatives to, comply with all applicable Laws.

6. Use of Organizational Logos. Neither party will use the other party's organizational logo or other intellectual property without the prior written permission of the party owning such logo or property.

7. Term and Renewal.

a. The term of this Agreement is for period of one year following the Effective Date hereof and will automatically renew each year with the funding of the San Antonio HMIS Project. Should either party desire to terminate, alter, or amend the terms of the agreement, the respective party must produce such request in writing at least ninety days prior to the annual date.

b. This Agreement may be terminated by either party for cause. In the event a party wishes to exercise its right to terminate for cause, said party shall give the other party written notice of the particular breach or breaches of the Agreement alleged to have occurred. The party so notified shall have a period of ninety days to cure any breach of this Agreement (the "Cure Period"), in which case its term shall continue uninterrupted. In the event of a termination for cause, or a mutually agreed termination, both parties shall, for the purpose of minimizing disruption, allow the relationship to continue for a period not to exceed three months from the date of last business day of the Cure Period so that an orderly termination, with minimal disruption to each organization, may occur.

8. Choice of Law. This Agreement will be governed and construed in accordance with the laws of the State of Texas, without reference to the choice of law principles thereof.

9. Notices. To be effective, notices will be in writing and delivered either: by overnight courier to the address set forth below; or by e-mail to the number set forth below confirmed by certified U.S. mail, return receipt requested to the address set forth below. Notice addresses or fax numbers may be changed upon notice at least ten (10) days in advance of the effective date of the change.

To H4H:  Attn: Shaun Lee, Executive Vice President
Address: Building 3, 1 Haven for Hope Way, San Antonio, TX 78207
Phone: 210-220-2112
Email: Shaun.Lee@havenforhope.org
To SARAH: Attn: Travis Pearson, SARAH Board President
Address: P.O. Box 7613, San Antonio, TX 78207
Phone: 210-431-6466
Email: tp@familyendeavors.org

10. **No Waiver.** No waiver by either party of any right under this Agreement at any time will serve to waive such party's right with respect thereto in the future.

11. **Amendment.** Except as otherwise provided in this Agreement, no amendment to this Agreement will be effective unless made in writing and signed by both parties.

12. **Severability.** If a provision of this Agreement is unenforceable under applicable law, that provision will be enforced to the maximum extent permitted by applicable law, and the remaining provisions of this Agreement will continue in full force and effect.

13. **Assignment.** Neither party may assign this, in whole or in part, without the prior written consent of the other party, and any purported assignment in violation of this provision will be void.

14. **Conflict of Interest.** Neither party will pay any commission, fee, or rebate to an employee of the other party or favor an employee of the other party with any gift or entertainment of significant value.

15. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which will be deemed an original and part of one and the same document.

16. **Construction.** The following rules of construction will govern the interpretation of this Agreement: (a) "days," "months," and "years" will mean calendar days, months and years unless otherwise indicated; (b) "including" does not limit the preceding word or phrase; (c) section titles do not affect interpretation; and (d) "hereof," "herein," and "hereunder" and words of similar meaning refer to this Agreement as a whole and not to any particular provision of this Agreement.

17. ** Entire Agreement.** This Agreement and its exhibits represent the entire agreement of the parties with respect to the matters contemplated herein.

18. **No Third Party Beneficiaries.** Nothing in this Agreement, express or implied, is intended to or shall confer upon any other person any right, benefit or remedy of any nature whatsoever under or by reason of this Agreement.

AGREED TO and ACCEPTED BY:

Haven for Hope of Bexar County      South Alamo Regional Alliance for the Homeless

By: ____________________________  By: ____________________________
Its: Shona Lee - Exec. VP        Its: ____________________________
Date: 1/30/2013                  Date: 12/21/2013
San Antonio/Bexar County CoC

WRITTEN STANDARDS FOR ESG/CoC
SERVICE Delivery

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Introduction

The San Antonio/Bexar County CoC has developed the following standards for providing assistance with Emergency Solutions Grants (ESG) and Continuum of Care funds as required by HUD regulation [24 CFR 576.400 (e) and 24 CFR 578.7(a)(8)]. These standards were created in coordination with the San Antonio/Bexar County Continuum of Care which includes all jurisdictions within Bexar County, Texas and the limits of the City of San Antonio, as well as Texas Department of Housing and Community Affairs (TDHCA) ESG funding within the CoC geographic area. They were developed by the South Alamo Regional Alliance for the Homeless (SARAH) which serves as the governing body and Board of the Continuum of Care. The standards are in accordance with the interim rule for the Emergency Solutions Grants Program released by the U.S. Department of Housing and Urban Development on December 4, 2011 and the Interim Rule for the Continuum of Care
Program which was effective on August 30, 2012, and the final rule for the definition of homelessness released by the U.S. Department of Housing and Urban Development on December 4, 2011.

Each Emergency Solutions Grant (ESG) and Continuum of Care (CoC) funded service provider shall comply with the minimum written standards established by the San Antonio/Bexar County Continuum of Care. Each provider may decide to set standards on their provision of ESG/CoC that exceed these minimum standards, but will at the very least comply with the following:

**GENERAL STANDARDS**

**PARTICIPANT ELIGIBILITY:**

Minimum standards for evaluating individual and family eligibility for assistance under Emergency Solutions Grant (ESG) and Continuum of Care (CoC) are:

- **Street Outreach** – People are eligible for these services if they are ‘unsheltered homeless,’ based on category (1)(i) of the “homeless” definition found at 24 CFR 576.2 are eligible for the following activities, in compliance with federal ESG rules (24 CFR 576.101): engagement, case management, emergency health and mental health services, transportation

- **Emergency Shelter** – People are eligible for these services if they qualify as ‘homeless,’ based on categories (1, 2, or 4) of the “homeless” definition found at 24 CFR 576.2 Eligible activities, in compliance with federal ESG rules (24 CFR 576.102) in addition to the provision of decent, safe and sanitary emergency shelter accommodations are: case management; child care; education, employment and life skills services; legal services; health, mental health and substance abuse services; transportation

No provider funded under ESG or the CoC program may serve homeless persons in Category 3 until it has been notified by SARAH that a request has been made to serve this population and the request has been approved by HUD.

The gender of a child under age 18 must not be used as a basis for denying any family’s admission to an emergency shelter that uses ESG funding. Families with children under 18 may not be required to be separated in order to access emergency shelter.

- **Rapid Re-housing** – CoC and ESG funded rapid rehousing will follow the standards as set forth below. People who qualify as ‘homeless,’ based on categories (1 or 4) of the “homeless” definition found at 24 CFR 576.2 and/or 578.3 and who are moving
into a housing unit that meets HUD's habitability and lead-based paint standards are eligible for the following activities, in compliance with federal ESG and CoC rules (24 CFR 576.104, 576.105, 576.106, 578.37, 578.51 and 578.77). Persons who meet the ‘category 2’ homeless definition are eligible for CoC funded Rapid Rehousing provided the project was not funded under special NOFA conditions (reallocated projects) that limit eligibility to those living on the streets or in shelters.

Additionally persons receiving rapid rehousing through the ESG program must have incomes at or below 30% of the area median income (AMI) at annual recertification:

Eligible activities for rapid rehousing include:

- **Housing Relocation and Stabilization Services**: Eligible activities include: moving costs, rent application fees, security deposits, last month's rent, utility deposits, utility payments, (ESG only) housing search/placement, housing stability case management, mediation and legal services, credit repair/budgeting/money management

- **Rental Assistance**: Eligible activities include: short-term (up to 3 months) and medium-term (4-24 months) rental assistance, up to 24 months total during a 3-year period in tenant-based or project-based housing [project based rental assistance for rapid rehousing allowable for ESG funded programs only].

The 24 months may include a one-time payment for up to 6 months of rent arrears on the tenant's portion of the rent (arrearages covered under ESG only). Rent amount must not exceed HUD’s published Fair Market Rent (ESG funded rapid rehousing only) and the HUD standard for rent reasonableness (ESG and CoC funded rapid rehousing) (24 CFR 982.507). There must be a rental assistance agreement between the landlord and agency and a written lease between tenant and landlord. Each provider offering rapid rehousing must reevaluate the need for continued assistance every 90 days. Continued assistance will be provided for periods up to three (3) months at a time. Eligibility and income shall be reviewed no less frequently than annually. Participants in rapid rehousing are required to meet with case managers no less frequently than monthly.

- **Homelessness Prevention** – People who qualify as ‘at risk of homelessness,’ based on categories (2 or 4) of the “homeless” definition or based on the “At risk of homelessness” definition found at 24 CFR 576.2 and who reside in a housing unit that meets HUD’s habitability and lead-based paint standards and have an annual income below 30% of Area Median Income (AMI), are eligible for the following services, in
compliance with federal ESG rules (24 CFR 576.103, 576.105, 576.106) provided that the household can document residency in Bexar County for a minimum of 30 days prior to requesting assistance:

- **Housing Relocation and Stabilization Services**: Eligible activities include: moving costs, rent application fees, security deposits, last month's rent, utility deposits, utility payments, housing search/placement, housing stability case management, mediation and legal services, credit repair/budgeting/money management

- **Rental Assistance**: Eligible activities include: short-term (up to 3 months) and medium-term (4-24 months) rental assistance, up to 24 months total during a 3-year period in tenant-based or project-based housing

The 24 months may include a one-time payment for up to 6 months of rent arrears on the tenant’s portion of the rent. Rent amount must meet the federal requirements for Fair Market Rent (24 CFR 888) and the HUD standard for rent reasonableness (24 CFR 982.507). There must be a rental agreement between the landlord and agency and a written lease between tenant and landlord.

- **Transitional Housing**: Transitional housing facilitates the movement of homeless individuals and families to permanent housing within 24 months of entering the housing. Eligible persons for transitional housing meet the homeless definition based on categories 1, 2 and 4. Providers of transitional housing services shall arrange for or make available services to participants to assist them in securing permanent housing within specified time periods. Transitional housing may be provided in scatter site or single site locations. Individuals and families assisted in transitional housing shall be provided housing accommodations as well as a services program intended to address issues that may hinder the household from obtaining or maintaining stable long term housing.

- **Permanent Supportive Housing for Persons with Disabilities (PSH)**. Eligible households include individuals with disabilities and families in which one adult or child has a disability. To be served any newly admitted household must also meet the definition of homelessness according to category 1 and 4. Participants who entered PSH before this rule was in effect can continue to be served but all new entrants must be Category 1 or 4 homeless. Supportive services designed to meet the needs of program participants must be made available to participants. Permanent supportive housing may be provided on a scatter site or single site basis using tenant based rental assistance, sponsor or project based rental assistance, leasing (scatter site individual apartment units or entire structures) or operating costs to support the operations of a supportive housing facility as well as supportive services to meet resident needs.
Any permanent support housing developed in the continuum of care from 2013 onwards is required to follow the Housing First model described in these standards. Projects developed prior to 2013 are strongly encouraged to adopt the Housing First model.

COORDINATED ENTRY:
Minimum standards for centralized or coordinated assessment system are:

- Once the Continuum of Care has developed and adopted a centralized or coordinated assessment system in accordance with HUD’s requirements (24 CFR Part 578) all providers within the Continuum of Care’s area, except for victim service providers, shall use that assessment system.

- A victim service provider may choose not to use the Continuum of Care’s assessment system. However, all victim service providers are required to use a centralized or coordinated assessment system that meets HUD’s minimum requirements.

- This shall include the use of a standardized assessment tool by all providers to determine the appropriate intervention to address the episode of homelessness and the prioritization of individuals and families for assistance based on the severity of their service needs and the length of time homeless.

- The CoC has determined that the VI-SPDAT (Vulnerability Index – Service Priority Decision Assessment Tool) will be the standardized assessment tool used for San Antonio/Bexar County. The VI-SPDAT is required to be conducted upon intake into: Emergency Shelter, Transitional Housing, Rapid Rehousing and Permanent Supportive Housing. Outreach workers should conduct a VI-SPDAT on homeless persons engaged. Providers conducting the VI-SPDAT assessment are required to enter that information into HMIS.

- As the San Antonio/Bexar County CoC moves forward in implementing coordinated entry, it will be implemented in stages commencing with Permanent Supportive Housing, then including Rapid Rehousing and Transitional Housing.
  
  - Referral and admission to Permanent Supportive Housing will be prioritized consistent with Notice CPD-14-012: “Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status”
  
  - All referrals through San Antonio/Bexar County coordinated entry to permanent supportive housing will be prioritized consistent with Notice CPD-14-012.
CoC funded providers of permanent supportive housing must accept referrals from the Coordinated Entry System and most follow procedures and time frames for responding to referrals as specified in the CoC Coordinated Entry Policies and Procedures.

- Ongoing training and support will be provided to all CoC and ESG funded providers in the assessment, prioritization, referral and placement process.

- As coordinated entry is established in the CoC:
  - All ESG and CoC funded providers must comply with requirements for coordinated entry established by the CoC. These requirements will be documented in the Coordinated Entry System Policies and Procedures. This includes but is not limited to:
    - Only admitting persons and families and accepting referrals from the coordinated entry system.
    - Designate a staff member and alternate as the agency’s point-of-contact for coordinated entry.
    - Participate in trainings established by the CoC.

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**PROGRAM COORDINATION:**

Minimum standards for program coordination consist of ongoing system and program coordination and integration of ESG and CoC funded activities to the maximum extent practicable with the following:

a. Emergency shelter providers, essential services providers, homelessness prevention, transitional housing, permanent supportive housing and rapid rehousing assistance providers;

b. Other homeless assistance providers, including:
   - HUD-Veterans Affairs Supportive Housing (HUD-VASH);
   - Education for Homeless Children and Youth Grants for State and Local Activities (McKinney-Vento Homeless Assistance Act);
   - Grants for the Benefit of Homeless Individuals;
   - Healthcare for the Homeless;
   - Programs for Runaway and Homeless Youth;
   - Projects for the Assistance in the Transition from Homelessness;
• Services in Supportive Housing Grants;
• Emergency Food and Shelter Program;
• Transitional Housing Assistance Grants for Victims of Sexual Abuse, Domestic Violence, and Stalking Program;
• Homeless Veterans Reintegration Program;
• Domiciliary Care for Homeless Veterans Program;
• VA Homeless Providers Grant and Per Diem Program;
• Health Care for Homeless Veterans Program;
• Homeless Veterans Dental Program;
• Supportive Services for Veterans Families Program; and
• Veterans Justice Outreach Initiative

c. Mainstream service and housing providers:
• Public housing programs assisted under section 9 of the U.S. Housing Act of 1937;
• Housing programs receiving Section 8 tenant based or project based assistance;
• Supportive Housing for Persons with Disabilities;
• HOME Investment Partnerships Program;
• Temporary Assistance for Needy Families;
• Health Center Program;
• State Children’s Health Insurance Program;
• Head Start;
• Mental Health and Substance Abuse Block Grants;
• Services funded under the Workforce Investment Act; and
• State Housing Related Assistance Program for Adults with Serious Mental Illness

**HMIS:**

Minimum standards for ESG and CoC data are:

• Providers, except for victim service providers shall actively utilize the Homeless Management Information System (HMIS), to enter data on people served and assistance provided under ESG and the CoC Programs.

• Victim service providers shall actively utilize a comparable data system that meets HUD’s standards (24 CFR 576.107 and 578.7(b))

• SARAH, the CoC Board has designated Haven for Hope to serve as the HMIS lead. Designation of the HMIS lead will be reviewed no less frequently than every four (4) years. The SARAH Board will assess whether the HMIS lead is fully complying with all
HUD requirements, is providing adequate support and training to HMIS contributing agencies, and whether the HMIS services are cost-effective.

- In the event that the SARAH Board determines that the performance of the HMIS lead is not satisfactory or cost-effective, it will designate an alternative provider to be selected through an open and competitive process.

- The HMIS provider will recommend to the CoC an HMIS software solution for the CoC.

- The HMIS lead is responsible for:
  - Maintaining and updating the HMIS data system
  - Providing training and support to all HMIS users
  - Generating regular reports based on HMIS data including counts of homeless persons and performance reports on CoC and ESG funded providers.
  - Providing reports to HUD as required including the Annual Homelessness Assessment Report (AHAR).
  - Ensuring that all ESG and CoC funded providers are able to access the system and have the training and support necessary to effectively use the system.

INCOME DETERMINATION:

Minimum standards for determination of an individual or family's annual income consist of calculating income in compliance with 24 CFR 5.609. Annual income is defined as:

*Annual income* means all amounts, monetary or not, which:

1. Go to, or on behalf of, the family head or spouse (even if temporarily absent) or to any other family member; or
2. Are anticipated to be received from a source outside the family during the 12-month period following admission or annual reexamination effective date; and
3. Which are not specifically excluded in paragraph (c) of 24 CFR 5.609.
4. Annual income also means amounts derived (during the 12-month period) from assets to which any member of the family has access.

Individuals and families assisted under ESG are required to have annual incomes at or below 30% of Area Median at annual reassessment. There are no income limits for CoC assistance but in all instances in which participants are charged rent or occupancy charges, the amount charged must be based on participant’s verified annual income for all sources.
In verifying income, ESG and CoC funded providers are required to obtain third party verification whenever possible. Self-certification or verification is to be accepted only when all efforts have been made to obtain third party verification have not produced results.

CONNECTION WITH OTHER RESOURCES:

Minimum standards for connection with other resources consist of assisting each participant to obtain, if applicable:

- Appropriate support services including:
  - Permanent housing;
  - Medical health treatment;
  - Behavioral health services;
  - Counseling;
  - Supervision; and
  - Other services needed for independent living.

- Other governmental and private assistance available to help with housing stability including:
  - Medicaid;
  - Medicare;
  - Supplemental Nutrition Assistance Program;
  - Women, Infants and Children (WIC);
  - Federal-State Unemployment Insurance Program;
  - Supplemental Security Income (SSI);
  - Social Security Disability Insurance (SSDI);
  - Child and Adult Care Food Program; and
  - Other available assistance.

TERMINATION OF ASSISTANCE:

Minimum standards for termination of assistance are:

- **In general** – If a program violation occurs and the provider terminates assistance as a result, the termination shall follow an established process that recognizes the rights of the individuals affected. Termination shall only occur in the most severe cases after other remedies have been attempted. Termination of individuals and families in projects funded through the CoC program must be consistent with 578.91 and 576.402 for those projects funded through the ESG program.
• **Due process rights for individuals and families facing program termination** – When an ESG or CoC funded homeless assistance program seeks to terminate participation for any household, the required formal process shall minimally consist of:
  
  o Written notice clearly stating the reasons for termination;

  o Review of the decision that gives the participant opportunity to present objections to the decision and to have representation. Any appeal of a decision shall be heard by an individual different from and not subordinate to the initial decision-maker; and

  o Prompt written notice of the final decision on the appeal.

• **Ability to provide further assistance** – Termination will not bar the provider from providing later additional assistance to the same family or individual.

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**LEAD-BASED PAINT:**
Minimum standards for all shelters and program participant-occupied housing (transitional and permanent housing) consist of compliance with the lead-based paint remediation and disclosure requirements identified in 24 CFR 576.403 and 578.99(f), including the Lead-Based Paint Poisoning Prevention Act (42 USC 4821-4846), the Residential Lead-Based Paint Hazard Reduction Act of 1992 (42 USC 4851-4856) and implementing regulations in 24 CFR part 35, subparts A, B, H, J, K, M and R.

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**SAFETY, SANITATION & PRIVACY:**

Minimum standards for all shelters and program participant-occupied housing consist of compliance with the safety, sanitation & privacy requirements identified in 24 CFR 576.403 and 578.75, including:

**Minimum standards for emergency shelters:**

Any building for which ESG funds were used for conversion, major rehabilitation or other renovation or that receives ESG assistance for shelter operations shall meet state/local government safety and sanitation standards, as well as the following:

• Structure and materials–The building must be structurally sound, protect participants from the elements and not pose any threats to their health or safety.
• Products and appliances—Any ESG funded renovation, including major rehabilitation and conversion, must use Energy Star and WaterSense products/appliances.

• Access—The shelter must comply with the applicable Rehabilitation, Fair Housing and Americans with Disabilities Acts and implementing regulations.

• Space and security—Unless it is a day shelter, it must provide appropriate places to sleep, adequate space, and security for residents and their belongings.

• Interior air quality—Each shelter room/space must have proper ventilation and be pollutant free.

• Water supply—Must be free of contamination.

• Sanitary facilities—Each participant must have access to sufficient, sanitary facilities that are in proper operating condition, private and adequate for personal cleanliness and disposal of human waste.

• Thermal environment—The shelter must have the necessary, properly operating heating/cooling facilities.

• Illumination and electricity—The shelter must have adequate and appropriate lighting and safe electrical sources.

• Food preparation—Any food preparation areas must be able to store, prepare, and serve safe and sanitary food.

• Sanitary conditions—The shelter must be in sanitary condition.

• Fire safety—Each occupied unit of the shelter must have at least one working smoke detector and when possible they should be near sleeping areas. The fire alarm system must be designed for hearing-impaired residents. All public areas must have at least one working detector and there must be a second means of exiting the building in the event of an emergency.

**Minimum standards for permanent and transitional housing**—Providers shall not use ESG or CoC funding to help someone remain or move into housing if the housing does not meet the following minimum habitability standards.

• Structure and materials—The building must be structurally sound, protect participants from the elements and not pose any threats to their health or safety.

• Space and security—Each resident must have adequate space and security for themselves and their belongings and an acceptable place to sleep.
• Interior air quality–Each room or space must have proper ventilation and be pollutant free.
• Water supply–Must be free of contamination.
• Sanitary facilities–Residents must have access to sufficient, sanitary facilities that are in proper operating condition, private and adequate for personal cleanliness and disposal of human waste.
• Thermal environment–The housing must have the necessary, properly operating heating/cooling facilities.
• Illumination and electricity–The structure must have adequate and appropriate lighting and safe electrical sources.
• Food preparation–All food preparation areas contain suitable space and equipment to store, prepare, and serve safe and sanitary food.
• Sanitary conditions–The housing must be in sanitary condition.
• Fire safety:
  o There must be a second means of exiting the building in the event of an emergency.
  o Each unit must include at least one properly working smoke detector on each occupied level of the unit, located when possible in a hallway adjacent to a bedroom.
  o If the unit is occupied by a hearing-impaired person, smoke detectors must have an alarm system designed for hearing-impaired persons in each bedroom he or she occupies.
  o The public areas of the housing must be equipped with a sufficient number of detectors, but not less than one for each area.

CONFLICTS OF INTEREST:

Minimum standards for conflicts of interest are:

Organizational conflicts of interest:

• An organizational conflict of interest arises when, because of activities or relationships with other persons or organizations, the recipient or subrecipient is unable or potentially unable to render impartial assistance in the provision of any type or amount of assistance.
• Such an organizational conflict would arise when a board member of an applicant participates in decision concerning the award of a grant, or provision of other financial benefits, to the organization that such member represents. It would also arise when an employee of a recipient or subrecipient participates in making rent reasonableness determinations under § 578.49(b)(2) and § 578.51(g) and housing quality inspections of property under § 578.75(b) that the recipient, subrecipient, or related entity owns.

• ESG and CoC assistance will not be contingent on the individual’s or family’s acceptance or occupancy of emergency shelter or housing owned by the provider or a provider’s subsidiary or parent.

• No provider, with respect to individuals or families occupying housing owned by the provider or a provider’s subsidiary or parent, will carry out the initial evaluation under 24 CFR 576.401 or 578.75(b) or administer homelessness prevention assistance under 24 CFR 576.103.

Individual conflicts of interest:

• When procuring goods and services, the provider will comply with codes of conduct and conflict of interest requirements under 24 CFR 84.42 (private non-profit) or 24 CFR 85.36 (government).

All transactions/activities:

• No CoC board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents. [578.95]

• Conflicts prohibited – No person involved with the ESG or CoC programs or who is in a position to participate in a decision-making process or gain inside information regarding the program’s activities, shall obtain a financial interest or benefit from an assisted activity; have a financial interest in any related contract, subcontract, or assisted activity; or have a financial interest in the activity’s proceeds (either himself or herself or those with whom he or she has family or business ties) during his or her tenure or for one year following tenure.

• Persons covered – These conflict of interest provisions apply to any employee, agent, consultant, officer or elected or appointed official of the provider’s agency.

• Exceptions – A provider may request an exception to these provisions from HUD, only if he or she meets the threshold requirements identified in 24 CFR 576.404 and/or 578.95(d)(2)
HOMELESS PARTICIPATION:

Minimum standards for homeless participation are:

- Each funded provider of CoC or ESG assistance must provide for the participation of not less than one homeless individual or formerly homeless individual on the board of directors or equivalent policymaking entity of the provider. (24 CFR 578.75(g) and 576.405(a))

- To the maximum extent possible, the provider shall involve homeless individuals and families in paid or volunteer work on the ESG or CoC funded facilities, in providing services under ESG or CoC and in providing services for occupants of ESG or CoC funded facilities (24 CFR 576.405 and 578.75).

FAITH-BASED ACTIVITIES:

Minimum standards for faith-based activities (24 CFR 576.406 and 578.87) are:

- Providers receiving ESG/CoC funding shall not engage in inherently religious activities as part of the ESG/CoC-funded programs or services. Such activities must be offered separately from ESG/CoC-funded programs and services and participation must be voluntary.

- A religious organization receiving ESG/CoC funding retains independence from government and may continue with its mission provided that ESG/CoC funds are not used to support inherently religious activities. An ESG/CoC-funded organization retains its authority over its internal governance.

- An organization receiving ESG/CoC funding shall not discriminate against a participant or prospective participant based on religion or religious beliefs.

- ESG/CoC funding shall not be used for the rehabilitation of structures used specifically for religious activities, but may be used for rehabilitating structures that are used for ESG/CoC-eligible activities.

PROHIBITION AGAINST INVOLUNTARY FAMILY SEPARATION. The age and gender of a child under age 18 must not be used as a basis for denying any family’s admission to any housing or shelter receiving funding from either ESG or CoC (24 CFR 576.102(b) and 578.93(e))
NONDISCRIMINATION/EQUAL OPPORTUNITY/AFFIRMATIVE OUTREACH:

Minimum standards shall comply with the requirements for nondiscrimination, equal opportunity and affirmative outreach identified in §576.407 and 578.93(a-b).

PROGRAM INCOME:

Minimum standards for private non-profit organizations for program income earned during the project period are that the program income shall be retained and used to finance the non-Federal share of the project or program. Records of the receipt and use of program income shall be retained. Program income may not be used to meet matching funding requirements.

RECOVERED MATERIALS:

Minimum standards for the procurement of recovered materials shall comply with the requirements identified in §576.407(f) and 578.99(b), including that the recipient and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired by the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

DISPLACEMENT:

Minimum standards for minimizing the displacement of persons (families, individuals, businesses, nonprofit organizations and farms) as a result of a project assisted under ESG and/or CoC shall comply with §576.408 and/or 578.83 and consist of:

Minimizing displacement – Consistent with ESG/CoC goals and objectives, the providers shall minimize displacing people as a result of ESG/CoC-funded projects. No
provider may implement any project or activity funded with either ESG or CoC funds without specific approval of the CoC Board. Homeless assistance funding is limited and projects involving displacement will only be approved if there is a significant disproportionate benefit provided.

**Temporary relocation not permitted** - No temporary relocation shall be required for an ESG/CoC-funded project. When a tenant has to move for an ESG/CoC-funded project, the tenant shall be treated as permanently displaced and offered relocation assistance and payments.

**Relocation assistance for displaced persons** -

*In general* – A displaced person shall be provided relocation assistance and advised of his or her Fair Housing Rights.

*Displaced Person* - A “displaced person” is defined as any person that moves from a permanent home as a result of ESG/CoC-funded acquisition, rehabilitation, or demolition of a project.

*A person does not qualify as a “displaced person” if the person:*

- Was evicted based on a violation of the lease or occupancy agreement; violation of the law; and the recipient determines that the eviction was not undertaken to evade the obligation to provide relocation assistance.
- Moved into the property after the application was submitted but was provided with written notice that he or she would not qualify as a “displaced person.”
- The person is ineligible under 49 CFR 24.2.
- HUD determines that the person was not displaced as a result of the project.

The State or the provider may request that HUD determine whether or not a displacement would be covered by this rule.

**Real property acquisition requirements** – The acquisition of real property for an ESG/CoC funded project is subject to the URA and Federal government wide regulations.

**Appeals** - A person who disagrees with the recipient’s determination concerning whether the person qualifies as a displaced person, or the amount of relocation assistance may file a written appeal. A low-income person who disagrees with the recipient’s determination may submit a written request for review of that determination by HUD.

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**RECORDS & RECORDKEEPING:**

Minimum standards shall ensure sufficient written records are established and maintained to enable the CoC and HUD to determine whether ESG/CoC requirements are being met and comply with §576.500 and 578.103, including the following:
• CoC records shall include the following documentation related to establishing and operating the Continuum of Care:
  o Evidence that the Board selected meets the requirements of 578.5(b);
  o Evidence that the CoC has been established and operated as set forth in subpart B of 24 CFR part 578 including published agendas and meeting minutes, an approved Governance Charter that is reviewed and updated annually, a written process for selecting a board that is reviewed and updated at least every five years, evidence required for designating a single HMIS for the CoC, and monitoring reports of recipients and sub-recipients.
  o Evidence that the CoC has prepared the HUD application for funds in accordance with 578.9

• Program participant records shall include written:
  o Determination and verification/certification that the program participant met the criteria for being Homeless or At Risk of Homelessness and that an effort was made to obtain written third-party verification, when possible and applicable.
  o For CoC funded projects, acceptable evidence of homeless status as set forth in 578.3.
  o Determination and verification/certification that the program participant was eligible or ineligible for the particular services and/or financial assistance
  o Determination and verification/certification that the program participant lacked sufficient resources and support networks to obtain the assistance from other sources.
  o Determination and verification/certification that the program participant met income requirements and that an effort was made to obtain written third-party verification, when possible and applicable. This includes annual documentation of income for each program participant who receives housing assistance where rent or an occupancy charge is paid by the program participant.
  o Determination and verification/certification that the only households served through permanent supportive housing meet HUD’s requirements of having a family member be a person with disabilities.
  o Determination and verification/certification that the only households served through permanent supportive housing dedicated for chronically homeless individuals and families meet the definition of chronic homelessness. Units
that are prioritized for the chronically homeless must maintain
documentation that: the participant met the definition of chronic homeless
on program entry or that there were not eligible chronically homeless
participants at the time of project vacancy and this can be documented by the
Coordinated Entry System.

- Identification of the specific services and financial assistance amounts that
  were provided to the program participant
- When applicable, verification that the services were terminated in
  compliance with 576.402 and/or 578.91.

- A copy of the CoC-approved centralized or coordinated assessment of the
  program participant using the VI-SPDAT and recording that information in
  HMIS. This assessment must be periodically updated for all homeless
  participants.

- Copies of written leases and rental agreements, documentation of payments
  made, including dates of occupancy, and compliance with fair market rent,
  rent reasonableness and utility allowance requirements

- Determination and verification that the housing unit met HUD’s habitability
  and lead-based paint standards

- Copy of individualized housing stability plan

- Notes verifying case management services were provided at least monthly,
  unless exempt from this requirement

- Notes verifying program participant’s eligibility was re-evaluated at least
  every 3 months for homelessness prevention services or at least annually for
  rapid rehousing services

- Notes verifying program participant was assisted to obtain necessary
  mainstream and other resources

- Notes documenting reported changes in participant income and/or
  household composition and assistance adjusted based on verified
  information.

- Program policies and procedures for all providers funded through ESG or CoC shall
  indicate:
- Services are coordinated with Continuum(s) of Care, other homeless assistance/prevention programs and mainstream service and assistance programs

- Compliance with HUD’s ESG and CoC (24 CFR 576 and 578) requirements for:
  - Shelter and housing standards
  - Conflict of interest
  - Homeless participation
  - Faith-based activity
  - Nondiscrimination, equal opportunity and affirmative outreach
  - Uniform administrative rules (24 CFR part 84)
  - Environmental review
  - Lobbying and disclosure (24 CFR part 87)
  - Displacement, relocation and acquisition
  - Procurement (24 CFR 84.40-84.48)

- Program participant records are kept secure and confidential

- Participation in HMIS or comparable database

- Financial records shall include:
  - Supporting documentation for all costs charged to ESG or CoC grant
  - Documentation showing ESG or CoC funds were spent on allowable costs in accordance with the requirements for eligible activities and costs principles (2 CFR Part 200)
  - Time sheets and time allocation for all personnel paid for with CoC and/or ESG funding
  - Documentation of the receipt and use of program income
  - Documentation of the receipt and use of matching funds
  - Copies of procurement contracts
MINIMUM STANDARDS:

**Targeting/Engagement:**

Providers of Street Outreach services shall target unsheltered homeless individuals and families, meaning those with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station airport or camping ground.

**Assessment/Service Provision/Referral/Prioritization:**

- Individuals and families shall be offered an initial need and eligibility assessment. Whenever possible families and individuals engaged through Street Outreach should complete an assessment using the VI-SPDAT and entering that information into HMIS as soon as is practicable. Qualifying program participants, including those meeting special population criteria, will be offered the following Street Outreach services, as needed and appropriate: engagement, case management, emergency health and mental health, and transportation services.

- When appropriate based on the individual’s needs and wishes, the provision of or referral to rapid rehousing services that can quickly assist individuals to obtain safe, permanent housing shall be prioritized over the provision of or referral to emergency shelter or transitional housing services.
MINIMUM STANDARDS:

- **Admission:**
  Providers of Emergency Shelter services shall admit individuals and families who meet the HUD definition of “homeless,” as specified in 24 CFR 576.2 (1, 2, & 4) and agencies’ eligibility criteria. No provider funded under ESG or the CoC program may serve homeless persons in Category 3 until it has been notified by SARAH that a request has been made to serve this population and the request has been approved by HUD.

- **Assessment:**
  Individuals and families shall be assessed using the VI-SPDAT assessment with the assessment entered into HMIS. The CoC’s coordinated entry system will specify when the VI-SPDAT assessment is to occur – upon application for shelter after the family or individual has been sheltered for a specified period of time and has not been able to resolve the episode of homelessness without additional support. Families and individuals remaining in shelter for longer than thirty (30) days shall be reassessed with the VI-SPDAT no less frequently than every thirty (30) days.

- **Prioritization/Diversion/Referral:**
  When appropriate based on the individual’s needs and wishes, the provision of or referral to Homeless Prevention or Rapid Rehousing services that can quickly assist individuals to maintain or obtain safe, permanent housing shall be prioritized over the provision of Emergency Shelter or Transitional Housing services.

- **Reassessment:**
  Program participants will be reassessed as case management progresses, based on the individual service provider’s policies but no less frequently than every thirty (30) days.

- **Discharge/Length of Stay:**
  Program participants shall be discharged from Emergency Shelter services when they choose to leave or when they have successfully obtained safe, permanent housing. Any Length of Stay limitations shall be determined by the individual service provider’s policies and clearly communicated to program participants. Providers of shelter services are strongly encouraged not to discharge individuals and families...
who have not secured permanent housing and maintain those households in shelter until they can be placed in appropriate permanent housing.

- **Safety and Shelter Safeguards for Special Populations:**

  Safety and Shelter Safeguards shall be determined by the individual Special Population service provider’s policies and clearly communicated to program participants.

**Prioritization for Shelter Services**

- Emergency shelters will prioritize shelter services for those:
  
  o That cannot be diverted – individuals and families lacking other resources in the community even if limited assistance could be provided to end their homelessness.
  
  o Individuals and families that are vulnerable to injury or illness if not sheltered.
  
  o Not in need of emergency medical or psychiatric services or who present a danger to themselves or others.
  
  o Are literally homeless and in the absence of shelter are likely to be living in an unsheltered setting.

**Additional Requirements for Shelter Services:**

- There can be no requirements related to ID, legal residency, income or employment in order to access and receive emergency shelter services; and

- Transgender placement will be based on gender self-identification.

**CoC Performance Targets for Shelters**

Providers funded to offer shelter services under ESG will seek to accomplish the following performance targets. Failure to achieve performance targets can be used as an acceptable rationale for not renewing shelter funding.

- The average length of stay in shelter for families and individuals should not exceed 90 days without placement in more appropriate housing.

- The target for placement from shelter directly into permanent housing is: 25% for individuals and 45% for families.
• Returns to homelessness after exiting shelter: below 30% for individuals and families.

**ELIGIBILITY/PRIORITIZATION:**

Minimum standards for determining and prioritizing which eligible families and individuals shall receive homelessness prevention assistance and which eligible families and individuals shall receive rapid rehousing assistance are:

- **Rapid Re-housing (RR)** – To be eligible for RR Housing Relocation and Stabilization Services and Short-term and Medium-term Rental Assistance, people must:
  
  o Meet the federal criteria under category (1) of the “homeless” definition in 24 CFR 576.2 [ESG funded programs]. CoC funded RR projects may assist participants in Category 2 or Category 4 homeless except that CoC RR projects funded through reallocation may only serve Category 1 homeless people.

  o Meet the criteria under category (4) of the “homeless” definition in 24 CFR 576.2 and live in an emergency shelter or other place described in category (1) of the “homeless” definition. [ESG funded programs]

  o Program participant’s annual income, at annual review must be less than or equal to 30% of the Area Median Income [ESG Funded programs only]

  o All participants must lack sufficient resources or support networks to retain housing without ESG or CoC assistance.

- **Homelessness Prevention (HP) ESG** – To be eligible for HP Housing Relocation and Stabilization Services and Short-term and Medium-term Rental Assistance, people must require HP services to prevent moving into an emergency shelter or another place described in category (1) of the “homeless” definition in 24 CFR 576.2, have an annual income below 30% of the median income for the area and:

  o Meet the federal criteria under the “at risk of homelessness” definition in 24 CFR 576.2 OR
Meet the criteria in category (2), or (4) of the “homeless” definition in 24 CFR 576.2.

Be a resident of Bexar County for at least 30 days prior to requesting assistance.

**Priority populations for Rapid Rehousing.**

In providing rapid rehousing assistance, providers shall prioritize the following sub-populations:

- Families with children with priority given to the newly homeless and homeless households not headed by persons with disabilities;
- Homeless youth with priority for young households with children;
- Domestic violence survivors;
- Single persons without long term disabilities; and
- Veterans, especially those persons who have served in the US military but are not eligible for services from the Department of Veterans Affairs (VA) or who are unable to access services from the VA.
- Homeless persons in need of permanent supportive housing but who are on a waiting list through coordinated entry for that housing. Rapid rehousing will be used as a bridge to permanent supportive housing in these instances.

**PARTICIPANT CONTRIBUTION:**

Minimum standards for determining what percentage or amount of rent and utilities costs each program participant shall pay while receiving homelessness prevention or rapid re-housing assistance are:

- Participant’s income shall be verified prior to approval for initial and additional financial assistance. Documentation of the participant’s income and expenses, including how the participant is contributing to housing costs, if at all, shall be maintained in participant’s file. This file shall also contain a plan to sustain housing following the assistance, including either a plan to increase income or decrease expenses or both.

- Providers must establish policies concerning notification of changes of participant income and/or family composition. Providers may establish a minimum income change required to be reported of no greater than Fifty Dollars ($50) and a maximum period in which the income change must be reported of no greater than thirty (30) days.
• Providers funded under ESG or CoC may pay up to 100 percent of the reasonable rent and utility costs for program participants. Providers may, at their discretion, choose to impose rental charges on participants. In the event that providers elect to charge rent or occupancy charges, these charges may not exceed those established in 24 CFR 576.106 or 578.77 and as limited, below.

• Providers are not required to impose occupancy charges but if they elect to do so, the charges must be universally and consistently applied to all participants served.

• Participants are not required to contribute rent for the initial three (3) months in which the participant receives rental assistance. Participants who are assessed to require rental assistance beyond the initial three-month term will be expected to pay rent based on income as calculated at: 24 CFR 5.609 and 24 CFR 5.611(a) and as limited by 578.77(b).
  
  o The maximum occupancy charge will not exceed the highest of 30% of the household’s adjusted income or 10% of the total monthly income.

  o This occupancy charge will be phased in as follows:
    ▪ Months 1-3: no occupancy charge required;
    ▪ Months 4-6, 25% of occupancy charges as calculated above may be imposed;
    ▪ Months 7-9, 50% of occupancy charges as calculated above may be imposed,
    ▪ Months 10-12, 75% of occupancy charges may be imposed and
    ▪ Months 12 onwards to not exceed 24, 100% of maximum occupancy charges may be imposed.

• Providers may not impose ‘minimum rents’. Any occupancy charges imposed must be based on participant’s income and may not exceed those established in 24 CFR 578.77.

• Providers are expected to provide hardship exemptions to any rental charges if such charges could lead to the loss of housing for the assisted household.

• SARAH policy is that sufficient financial assistance should be provided to ensure the likelihood of positive housing outcomes after assistance and that every effort should be made to limit assistance to that which is necessary for housing stability.

• Any additional requirements regarding the percentage or amount of rent and utilities costs each program participant shall pay shall be determined by the individual service provider’s policies and clearly communicated to program participants.
• The calculation of participant’s income, the level of financial assistance provided, whether a hardship exemption is granted are all decisions that must be appealable to the provider and, if the participant is not satisfied with the response, to the CoC.

RENTAL ASSISTANCE DURATION AND ADJUSTMENT:

Minimum standards for determining how long a particular program participant shall be provided with rental assistance and whether and how the amount of that assistance shall be adjusted over time are:

• Participants shall receive approval for the minimum amount of financial assistance necessary to prevent homelessness. Documentation of financial need shall be kept in the participant’s file for each quarterly assessment. Participants shall not be approved for more rental assistance than can be justified given their income and expenses at a given time.

• Approval for rental assistance shall be granted for renewable periods not to exceed three months. Providers must re-assess the continuing need for rental assistance before approving an additional increment. In no event will assistance under rapid rehousing exceed 24 months in any 36 month period.

• Any additional requirements regarding how long a program participant shall be provided with rental assistance and whether and how the amount of that assistance shall be adjusted over time shall be determined by the individual service provider’s policies and clearly communicated to program participants.

LIMITATIONS ON FINANCIAL ASSISTANCE

Financial assistance provided to participants under ESG and CoC funded prevention and rapid rehousing services may not exceed the limitations set forth below:

• **Use with other subsidies** – Payment for Financial Assistance costs shall not be provided to a participant who is receiving the same type of financial assistance through other public sources or to a participant who has been provided with replacement housing payments under the URA, during the period of time covered by the URA payments.

• **Rental application fees** – Payment shall only be made for fees charged by the owner to all applicants.

• **Security deposits** – Payment shall not exceed two (2) month’s rent.
o **Last month’s rent** – Payment shall **not** exceed one (1) month’s rent and shall be included in calculating the participant’s total rental assistance.

o **Utility deposits [ESG/CoC]** – Payment shall **only** be made for gas, electric, water and sewage deposits.

o **Utility payments [ESG only]:**
  - Payment shall **not** exceed 24 months per participant, including no more than 6 months of utility payments in arrears, per service.
  - A partial payment counts as 1 month.
  - Payment shall **only** be made if the utility account is in the name of the participant or a member of the same household.
  - Payment shall **only** be made for gas, electric, water and sewage costs.
  - Participants shall **not** receive more than 24 months of utility assistance within any 3-year period.

o **Moving costs [ESG/CoC]** – reasonable one-time moving expenses are eligible.

- **Rental Assistance:**
  - Payment shall **not** exceed 24 months total during a 3-year period in tenant-based or project-based (ESG only) housing.
  - Payment for short-term rental assistance shall not exceed 3 months.
  - Payment for medium-term rental assistance shall be for more than 3 months, but shall **not** exceed 24 months.
  - Payment for rent arrears shall **not** exceed 6 months and shall be a one-time payment, including any late fees [ESG funded projects only – CoC not eligible]
  - Except for a one-time payment of rental arrears on the participant’s portion [ESG only], payment shall **not** be provided to a participant who is receiving tenant-based rental assistance or living in a unit receiving project-based assistance or to a participant who has been provided with replacement housing payments under the URA, during the period of time covered by the URA payments.
  - Payment shall comply with HUD’s standard of rent reasonableness (24 CFR 982.507).
• Calculation of the rental payment amount shall only include monthly rent for the unit, any occupancy fees under the lease (except for pet and late fees) and if the participant pays separately for utilities, the monthly utility allowance established by the public housing authority for the area in which the housing is located.

• Payment for rental assistance shall only be made when there is a rental assistance agreement between the provider and the owner, which sets forth the terms under which rental assistance will be provided, including the prior requirements; a requirement that the owner provide the subrecipient with a copy of any notice to vacate given to the participant or any complaint used to commence an eviction action; and the same payment due date, grace period and late payment penalty requirement as the participant’s lease.

• Payment of any late payment penalties incurred by the agency shall not be claimed for reimbursement.

• Payment shall only be made when there is a legally binding, written lease for the rental unit between the participant and the owner, except for payment of rental arrears (ESG only).

• Payment shall only be made for units that have been inspected for HUD Housing Quality Standards and re-inspected no less frequently than annually. Rental assistance shall not be paid on behalf of any unit that does not meet Housing Quality Standards.

• **Limitations on Tenant-Based Rental Assistance**

The rental assistance agreement with the unit owner shall be terminated without further payment if:

- The participant moves out of the unit
- The lease terminates and is not renewed
- The participant becomes ineligible to receive ESG/CoC rental assistance

• **Limitations on Project-Based Rental Assistance [ESG only]**

Payment shall only be made under the following conditions:

- The lease has an initial term of one year
o The rental assistance agreement covers one or more permanent housing units in the same building

o Each unit covered by the agreement is only occupied by participants

o Payment will only be made for up to 100% of the first month’s rent, if the participant signs a lease and moves into the unit before the end of the month.

**HOUSING RELOCATION AND STABILIZATION SERVICES: SERVICE TYPE, AMOUNT & DURATION:**

Minimum standards for determining the type, amount, and duration of housing stabilization and/or relocation services to provide to a program participant, including the limits, if any, on the homelessness prevention or rapid rehousing assistance that each program participant shall receive, such as the maximum amount of assistance, maximum number of months the program participant may receive assistance; or the maximum number of times the program participant may receive assistance are:

- **Housing search and placement services** – Payment shall only be made for assisting participants to locate, obtain and retain suitable permanent housing through provision of the following services:
  
  o Assessment of housing barriers, needs and preferences

  o Development of an action plan for locating housing

  o Housing search

  o Outreach to and negotiation with owners

  o Assistance with submitting rental applications and understanding leases

  o Assessment of housing for compliance with ESG requirements for habitability, lead-based paint and rent reasonableness

  o Assistance with obtaining utilities and making moving arrangements

  o Tenant counseling

Payment for housing search and placement services shall **not** exceed 24 months during any 3-year period.
o **Housing stability case management** – Payment shall only be made for assessing, arranging, coordinating and monitoring the delivery of individualized services to facilitate housing stability for a participant who resides in permanent housing or to assist a participant in overcoming immediate barriers to obtaining housing through provision of the following services:
  o Using the coordinated entry system
  o Conducting the initial evaluation, including verifying and documenting participant eligibility
  o Counseling
  o Developing, securing and coordinating services and obtaining Federal, State and local benefits
  o Monitoring and evaluating participant progress
  o Providing information and referral to other providers
  o Developing an individualized housing and service plan and supporting the participant in accomplishing the plan.
  o Conducting re-evaluations

Payment for housing stability case management services provided while the participant is seeking permanent housing shall **not** exceed 30 days for ESG funded services.

Payment for housing stability case management services provided while the participant is living in permanent housing shall **not** exceed 24 months.

Housing stability case managers are expected to meet with participants in their homes and must have a minimum of one contact per month with participants. All contact between case managers and program participants shall be documented in case notes.

o **Mediation [ESG only]** – Payment shall only be made for the cost of mediation between the participant and the owner or person with whom the participant is living, if it is necessary to prevent the participant from losing the permanent housing where he/she resides. Payment for mediation services shall **not** exceed 24 months during any 3-year period.

o **Legal services – [Not an allowable use of funds in the San Antonio/Bexar County CoC]**
- Credit repair [Not an allowable use of funds in the San Antonio/Bexar County CoC]

Any additional requirements regarding the type, amount, and duration of housing stabilization and/or relocation services that will be provided to a program participant, including any limitations shall be determined by the individual service provider's policies and clearly communicated to program participants.

RE-EVALUATIONS:
Minimum standards for completing eligibility re-evaluations of individuals and families are:

Timing:
- **Homelessness Prevention** – participants shall be re-evaluated not less than once every three months
- **Rapid Rehousing** – participants shall be re-evaluated not less than once annually

Eligibility:
- The participant shall have an annual income that is 30 percent of median family income for the area or less, as determined by HUD at the time of annual re-evaluation [ESG only]; and
- The participant shall lack sufficient resources and support networks necessary to retain housing without ESG/CoC assistance.

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**TRANSITIONAL HOUSING STANDARDS**

**ELIGIBILITY/PRIORITIZATION:**
Minimum standards for determining and prioritizing which eligible families and individuals shall receive transitional housing are:

- To be eligible for transitional housing people must: Meet the federal criteria under category (1), (2) or (4) of the “homeless” definition in 24 CFR 576.2

Transitional housing shall be prioritized to serve the following populations of eligible homeless people:

- Youth
o Persons seeking to continue recovery in recovery-focused housing

o Institutional re-entry (may not be eligible for CoC funding but needed from people leaving criminal justice and mental health facilities)

o Persons fleeing domestic abuse or violence where it is not possible to find units for rapid rehousing

LIMITATION ON OCCUPANCY

No individual or family may be assisted in transitional housing for a period in excess of 24 months. No person shall be discharged from transitional housing into homelessness as a result of this limitation. Transitional housing programs are expected to place individuals and families into permanent housing as quickly as possible.

PARTICIPANT CONTRIBUTION

Individuals and families residing in transitional housing are not required to pay rent. Providers of transitional housing may impose occupancy charges. If the provider elects to charge rent or occupancy charges, the charges may not exceed those specified in 578.77.

PROGRAM FEES

No fee other than rent or occupancy charges as specified above may be charged to program participants. This includes meals, copayments for services, transportation and all other services that may be provided to program participants.

OCCUPANCY AGREEMENTS

All individuals and families served in transitional housing must be provided an occupancy agreement for a minimum of a monthly term and which can be renewed provided that the household does not remain in transitional housing for longer than 24 months. The agreement must specify the requirements for program participation. With the exception of programs providing recovery focused services for persons with substance use disorders, residents in transitional housing may not be required to participate in disability related services. Participants may be required to participate in services that are not disability related and may discharge participants for failure to participate in these services. No person may be terminated from transitional housing without first being provided the right to appeal that decision in accordance with the due process provisions at 24 CFR 578.91(b)
ELIGIBILITY/PRIORITYIZATION:

Minimum standards for determining and prioritizing which eligible families and individuals shall receive permanent supportive housing are:

• To be eligible for permanent supportive housing people must: Meet the federal criteria under category (1) or (4) of the “homeless” definition in 24 CFR 576.2. Eligible households include individuals with disabilities and families in which one adult or child has a disability.

In addition to meeting basic eligibility requirements, individuals and families to be served through permanent supportive housing in the San Antonio/Bexar County CoC must:

• Be assessed using the VI-SPDAT assessment with that information entered into HMIS.

• All applications and referrals of households for permanent supportive housing must come through the coordinated entry system operated by SARAH. No individual or family may be admitted to permanent supportive housing in the CoC without a referral from coordinated entry.

• Providers are required to verify and maintain documentation for all households referred for permanent supportive housing including documentation of homeless status, disabling condition of a family member, and chronic homeless status, if applicable.

Referrals to permanent supportive housing will be made by SARAH through the coordinated entry process and will be prioritized for assistance according to the standards set forth below.

• **Priority populations for Permanent Supportive Housing.** The San Antonio/Bexar County CoC will follow CPD Notice 14-012 “Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing.” The order of priority for admission to permanent supportive housing will follow the priorities established in Notice 14-012.
• In providing permanent supportive housing, providers shall prioritize the following populations:
  ▪ Persons who are chronically homeless and highly vulnerable with severe service needs;
  ▪ Those who have been homeless for the longest period of time or who have had repeated episodes of homelessness over an extended period.
  ▪ Veterans.

• **Order of priority in CoC program funded permanent supportive housing beds dedicated to persons experiencing chronic homelessness, and PSH beds prioritized for occupancy by persons experiencing chronic homelessness.**
  • First priority: chronically homeless individuals and families with the longest history of homelessness and with the most severe service needs.
  • Second priority: chronically homeless families and individuals with the longest history of homelessness.
  • Third priority: chronically homeless individuals and families with the most severe service needs.

• **Order of priority in permanent supportive housing beds not dedicated or prioritized for persons experiencing chronic homelessness:**
  • First priority: homeless individuals and families with a disability and the most severe service needs;
  • Second priority: homeless individuals and families with a disability with a long period of continuous or episodic homelessness.
  • Third priority: homeless individuals and families with a disability with a long period of continuous or episodic homelessness.
  • Fourth priority: homeless individuals and families with a disability coming from transitional housing.

• **Single, Prioritized Wait List for Permanent Supportive Housing**
  • The San Antonio/Bexar County CoC will establish a single, prioritized wait list for permanent supportive housing. The wait list will be prioritized according to the order of priority identified above. The single priority
waitlist and referral process will allow CoC participants to exercise freedom of choice. The prioritized waitlist will be administered by SARAH as part of the Coordinated Entry System.

- The waitlist will be periodically updated by SARAH so new referrals are prioritized according to the factors listed above and not prioritized based on length of time on the waiting list.

- When fully implemented, providers of permanent supportive housing in the CoC will be required to accept ALL admissions from the priority waitlist and may not establish their own waitlists or prioritizations.

- Providers will have limited authority to decline referrals from the coordinated entry system. However, even if a provider declines a referral, it will have to obtain an alternative referral from coordinated entry. Providers may not substitute an otherwise eligible participant for those referred through coordinated entry.

- **Housing First.**

Providers of permanent supportive housing shall use the Housing First model as outlined below. Any new projects funded by the CoC must use the Housing First model. Any existing permanent supportive housing project that has indicated in application to HUD (starting in the FY 2013 NOFA competition) that it employs the Housing First model must follow the standards as set forth below. Existing permanent supportive housing projects that have not indicated Housing First are ‘grandfathered’ from this policy.

- **Housing First projects:**
  - Housing is not contingent on compliance with services – participants are provided with a standard one year lease agreement. The lease agreement can only be terminated in accordance with State of Texas statutes including Chapter 92 of the Texas Property Code and court rulings.
  - Participants are provided with services and supports to help maintain housing and prevent eviction.
  - There is no requirement for sobriety prior to being offered housing and admission shall not be conditioned on credit or background checks. Criminal backgrounds will be considered only to the extent necessary to protect safety and well-being.
Participants shall be given choice in their housing subject to program limitations.

Participants are not required to participate in services but providers are required to persistently and consistently seek to engage participants.

Providers are encouraged to support staff in implementing Evidence Based Practices that support Housing First (Critical Time Intervention, Motivational Interviewing, Stages of Change)

Projects that are designated as Housing First shall be contractually obligated to follow these principles and will be subject to monitoring.

Additional Requirements for Permanent Supportive Housing Projects with Rental Assistance

- Calculation of the rental payment amount shall only include monthly rent for the unit, any occupancy fees under the lease (except for pet and late fees) and if the participant pays separately for utilities, the monthly utility allowance established by the public housing authority for the area in which the housing is located.

- Payment for rental assistance shall only be made when there is a rental assistance agreement between the provider and the owner, which sets forth the terms under which rental assistance will be provided, including the prior requirements; a requirement that the owner provide the subrecipient with a copy of any notice to vacate given to the participant or any complaint used to commence an eviction action; and the same payment due date, grace period and late payment penalty requirement as the participant’s lease.

- Payment of any late payment penalties incurred by the agency shall not be claimed for reimbursement.

- Payment shall only be made when there is a legally binding, written lease for the rental unit between the participant and the owner.

PARTICIPANT CONTRIBUTION

Individuals and families residing in permanent supportive housing are required to pay rent. Rent charges may not exceed those specified in 578.77.
PROGRAM FEES

No fee other than rent or occupancy charges as specified above may be charged to program participants. This includes meals, copayments for services, transportation and all other services that may be provided to program participants.

APPEALS PROCESS

Decisions made by providers funded under ESG or CoC program funds including: the decision of whether to admit a participant to the program, the amount of the participant’s income and/or required rent payment, or whether to admit additional family members to the assisted household, or whether to terminate the participation of any participant are all subject to appeal. The initial appeal of any decision shall be made to the ESG or CoC funded provider pursuant to the process described below. Should the participant not be satisfied with the appeal decision, he/she has the right to appeal that decision to the SARAH Board. The SARAH Board shall follow the process for appeals specified below.

All CoC and ESG funded providers must provide a written copy of their program’s rules and the termination process, and the right to appeal, before the participant begins to receive assistance.

- Appeals of decisions other than to terminate the participant from the program.
  - These appeals are initiated by the participant. The participant must notify the CoC or ESG funded provider that he/she wishes to appeal a decision or determination of the provider.
    - Appeals may be made of:
      - The decision whether to admit the participant into the program
      - The determination of the household’s income or the households calculated rent payment/occupancy charge
      - Denial of a request to add a member to the assisted household
    - Participants may request an appeal verbally or in writing.
    - The provider will respond to the appeal request as soon as practicable but no later than one month following the request.
    - As part of the appeal, the participant may present written or oral objections before a person other that the person (or a subordinate of that person) who made the decision that is subject to appeal.
    - The participant may be represented in the appeal but neither the CoC nor the provider is responsible for providing or funding someone to represent the participant.
- A written response must be promptly provided to the participant.

- Appeals of decisions to terminate. These decisions must be made in compliance with 24 CFR 576.402 or 578.91.
  - Participants who are to be terminated must be provided written notice containing a clear statement of the reasons for termination.
  - The appeal process must follow the procedures specified above.

- Appeal to the SARAH Board.
  - If the participant is not satisfied with the response to his/her appeal from the CoC or ESG funded provider, the appeal may be made to the SARAH Board.
  - The appeal may be in writing, orally or both.
  - The participant may be represented but the SARAH board is not responsible for providing representation.
  - The SARAH Board may designate a subcommittee to hear appeals.
    - If the appeal has been designated to a subcommittee, the participant shall have the right to appeal to the SARAH Board.
  - Appeals shall be addressed within sixty (days) of receipt of the appeal by the SARAH Board.
  - Participants will receive prompt written notification of the outcome of the appeal.
### Total Population PIT Count Data

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### Homeless Households with Children PIT Counts

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</table>

### Homeless Veteran PIT Counts

<table>
<thead>
<tr>
<th>Count Type</th>
<th>2011</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count of the Number of Homeless Veterans</td>
<td>351</td>
<td>263</td>
<td>228</td>
</tr>
<tr>
<td>Sheltered Count of Homeless Veterans</td>
<td>252</td>
<td>164</td>
<td>154</td>
</tr>
<tr>
<td>Unsheltered Count of Homeless Veterans</td>
<td>99</td>
<td>99</td>
<td>74</td>
</tr>
<tr>
<td>Project Type</td>
<td>Total Beds in 2017 HIC</td>
<td>Total Beds in 2017 HIC Dedicated for DV</td>
<td>Total Beds in HMIS</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>------------------------</td>
<td>----------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Emergency Shelter (ES) Beds</td>
<td>1487</td>
<td>139</td>
<td>1348</td>
</tr>
<tr>
<td>Safe Haven (SH) Beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transitional Housing (TH) Beds</td>
<td>765</td>
<td>75</td>
<td>672</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) Beds</td>
<td>569</td>
<td>26</td>
<td>543</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) Beds</td>
<td>2168</td>
<td>0</td>
<td>2166</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) Beds</td>
<td>1451</td>
<td>0</td>
<td>1451</td>
</tr>
<tr>
<td><strong>Total Beds</strong></td>
<td><strong>6,440</strong></td>
<td><strong>240</strong></td>
<td><strong>6180</strong></td>
</tr>
</tbody>
</table>

**PSH Beds Dedicated to Persons Experiencing Chronic Homelessness**

<table>
<thead>
<tr>
<th>Chronically Homeless Bed Counts</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC</td>
<td>260</td>
<td>638</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Households with Children</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH units available to serve families on the HIC</td>
<td>61</td>
<td>143</td>
</tr>
</tbody>
</table>
### Rapid Rehousing Beds Dedicated to All Persons

<table>
<thead>
<tr>
<th>All Household Types</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH beds available to serve all populations on the HIC</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>349</td>
<td>569</td>
</tr>
</tbody>
</table>
Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

**Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.**
**Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.**

a. This measure is of the client’s entry, exit, and bed night dates strictly as entered in the HMIS system.

<table>
<thead>
<tr>
<th></th>
<th>Universe (Persons)</th>
<th>Average LOT Homeless (bed nights)</th>
<th>Median LOT Homeless (bed nights)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Previous FY</td>
<td>Current FY</td>
<td>Previous FY</td>
</tr>
<tr>
<td>1.1 Persons in ES and SH</td>
<td>2799</td>
<td>5112</td>
<td>105</td>
</tr>
<tr>
<td>1.2 Persons in ES, SH, and TH</td>
<td>5864</td>
<td>6235</td>
<td>213</td>
</tr>
</tbody>
</table>

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client’s “Length of Time on Street, in an Emergency Shelter, or Safe Haven” (Data Standards element 3.17) response and prepends this answer to the client’s entry date effectively extending the client’s entry date backward in time. This “adjusted entry date” is then used in the calculations just as if it were the client’s actual entry date.

NOTE: Due to the data collection period for this year’s submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.917 in time for next year’s submission.
Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

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

<table>
<thead>
<tr>
<th>Exit was from</th>
<th>Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)</th>
<th>Returns to Homelessness in Less than 6 Months (0 - 180 days)</th>
<th>Returns to Homelessness from 6 to 12 Months (181 - 365 days)</th>
<th>Returns to Homelessness from 13 to 24 Months (366 - 730 days)</th>
<th>Number of Returns in 2 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td># of Returns</td>
<td>% of Returns</td>
<td># of Returns</td>
<td>% of Returns</td>
<td># of Returns</td>
</tr>
<tr>
<td>Exit was from SO</td>
<td>0 0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Exit was from ES</td>
<td>784 42</td>
<td>5%</td>
<td>83 11</td>
<td>11%</td>
<td>86 11</td>
</tr>
<tr>
<td>Exit was from TH</td>
<td>602 54</td>
<td>9%</td>
<td>42 7</td>
<td>7%</td>
<td>32 5</td>
</tr>
<tr>
<td>Exit was from SH</td>
<td>66 7</td>
<td>11%</td>
<td>7 11</td>
<td>11%</td>
<td>10 15</td>
</tr>
<tr>
<td>Exit was from PH</td>
<td>1517 81</td>
<td>5%</td>
<td>78 5</td>
<td>5%</td>
<td>137 9</td>
</tr>
<tr>
<td>TOTAL Returns to Homelessness</td>
<td>2969 184</td>
<td>6%</td>
<td>210 7</td>
<td>7%</td>
<td>265 9</td>
</tr>
</tbody>
</table>
Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

<table>
<thead>
<tr>
<th></th>
<th>2015 PIT Count</th>
<th>Most Recent PIT Count</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT Count of sheltered and unsheltered persons</td>
<td>2891</td>
<td>2781</td>
<td>-110</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>1063</td>
<td>982</td>
<td>-81</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>41</td>
<td>17</td>
<td>-24</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>629</td>
<td>645</td>
<td>16</td>
</tr>
<tr>
<td>Total Sheltered Count</td>
<td>1733</td>
<td>1644</td>
<td>-89</td>
</tr>
<tr>
<td>Unsheltered Count</td>
<td>1158</td>
<td>1137</td>
<td>-21</td>
</tr>
</tbody>
</table>

Metric 3.2 – Change in Annual Counts

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Unduplicated Total sheltered homeless persons</td>
<td>5864</td>
<td>6235</td>
<td>371</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>2723</td>
<td>5088</td>
<td>2365</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>102</td>
<td>41</td>
<td>-61</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>3505</td>
<td>1425</td>
<td>-2080</td>
</tr>
</tbody>
</table>

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

Metric 4.1 – Change in earned income for adult system stayers during the reporting period
### Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>153</td>
<td>238</td>
<td>85</td>
</tr>
<tr>
<td>Number of adults with increased non-employment cash income</td>
<td>68</td>
<td>50</td>
<td>-18</td>
</tr>
<tr>
<td>Percentage of adults who increased non-employment cash income</td>
<td>44%</td>
<td>21%</td>
<td>-23%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>153</td>
<td>238</td>
<td>85</td>
</tr>
<tr>
<td>Number of adults with increased total income</td>
<td>79</td>
<td>63</td>
<td>-16</td>
</tr>
<tr>
<td>Percentage of adults who increased total income</td>
<td>52%</td>
<td>26%</td>
<td>-25%</td>
</tr>
</tbody>
</table>

### Metric 4.4 – Change in earned income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>258</td>
<td>285</td>
<td>27</td>
</tr>
<tr>
<td>Number of adults who exited with increased earned income</td>
<td>104</td>
<td>81</td>
<td>-23</td>
</tr>
<tr>
<td>Percentage of adults who increased earned income</td>
<td>40%</td>
<td>28%</td>
<td>-12%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>258</td>
<td>285</td>
<td>27</td>
</tr>
<tr>
<td>Number of adults who exited with increased non-employment cash income</td>
<td>81</td>
<td>43</td>
<td>-38</td>
</tr>
<tr>
<td>Percentage of adults who increased non-employment cash income</td>
<td>31%</td>
<td>15%</td>
<td>-16%</td>
</tr>
</tbody>
</table>
2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Metric 4.6 – Change in total income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>258</td>
<td>285</td>
<td>27</td>
</tr>
<tr>
<td>Number of adults who exited with increased total income</td>
<td>163</td>
<td>101</td>
<td>-62</td>
</tr>
<tr>
<td>Percentage of adults who increased total income</td>
<td>63%</td>
<td>35%</td>
<td>-28%</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Person with entries into ES, SH or TH during the reporting period.</td>
<td>4614</td>
<td>4906</td>
<td>292</td>
</tr>
<tr>
<td>Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.</td>
<td>1305</td>
<td>1461</td>
<td>156</td>
</tr>
<tr>
<td>Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)</td>
<td>3309</td>
<td>3445</td>
<td>136</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Person with entries into ES, SH, TH or PH during the reporting period.</td>
<td>7195</td>
<td>7306</td>
<td>111</td>
</tr>
<tr>
<td>Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.</td>
<td>2018</td>
<td>2410</td>
<td>392</td>
</tr>
<tr>
<td>Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)</td>
<td>5177</td>
<td>4896</td>
<td>-281</td>
</tr>
</tbody>
</table>
Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD’s Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in 2016.
Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons who exit Street Outreach</td>
<td>41</td>
<td>984</td>
<td>943</td>
</tr>
<tr>
<td>Of persons above, those who exited to temporary &amp; some institutional destinations</td>
<td>9</td>
<td>470</td>
<td>461</td>
</tr>
<tr>
<td>Of the persons above, those who exited to permanent housing destinations</td>
<td>24</td>
<td>69</td>
<td>45</td>
</tr>
<tr>
<td>% Successful exits</td>
<td>80%</td>
<td>55%</td>
<td>-26%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons in ES, SH, TH and PH-RRH who exited</td>
<td>4088</td>
<td>4583</td>
<td>495</td>
</tr>
<tr>
<td>Of the persons above, those who exited to permanent housing destinations</td>
<td>1740</td>
<td>1927</td>
<td>187</td>
</tr>
<tr>
<td>% Successful exits</td>
<td>43%</td>
<td>42%</td>
<td>-1%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons in all PH projects except PH-RRH</td>
<td>2081</td>
<td>2071</td>
<td>-10</td>
</tr>
<tr>
<td>Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations</td>
<td>2016</td>
<td>1973</td>
<td>-43</td>
</tr>
<tr>
<td>% Successful exits/retention</td>
<td>97%</td>
<td>95%</td>
<td>-2%</td>
</tr>
</tbody>
</table>
This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

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

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.
## FY2016 - SysPM Data Quality

<table>
<thead>
<tr>
<th></th>
<th>All ES, SH</th>
<th>All TH</th>
<th>All PSH, OPH</th>
<th>All RRH</th>
<th>All Street Outreach</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of non-DV Beds on HIC</td>
<td>1225</td>
<td>1131</td>
<td>1294</td>
<td>1341</td>
<td>678</td>
</tr>
<tr>
<td>2. Number of HMIS Beds</td>
<td>276</td>
<td>1125</td>
<td>1279</td>
<td>1341</td>
<td>524</td>
</tr>
<tr>
<td>3. HMIS Participation Rate from HIC (%)</td>
<td>22.53</td>
<td>99.47</td>
<td>98.84</td>
<td>100.00</td>
<td>77.29</td>
</tr>
<tr>
<td>4. Unduplicated Persons Served (HMIS)</td>
<td>4840</td>
<td>4991</td>
<td>5051</td>
<td>5406</td>
<td>2247</td>
</tr>
<tr>
<td>5. Total Leavers (HMIS)</td>
<td>2913</td>
<td>3887</td>
<td>3939</td>
<td>4204</td>
<td>1330</td>
</tr>
<tr>
<td>6. Destination of Don't Know, Refused, or Missing (HMIS)</td>
<td>393</td>
<td>388</td>
<td>1764</td>
<td>937</td>
<td>104</td>
</tr>
<tr>
<td>7. Destination Error Rate (%)</td>
<td>13.49</td>
<td>9.98</td>
<td>44.78</td>
<td>22.29</td>
<td>7.82</td>
</tr>
</tbody>
</table>
2017 HDX Competition Report
Submission and Count Dates for TX-500 - San Antonio/Bexar County CoC

Date of PIT Count

| Date CoC Conducted 2017 PIT Count | 1/26/2017 |

Report Submission Date in HDX

<table>
<thead>
<tr>
<th>Submitted On</th>
<th>Met Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017 PIT Count Submittal Date</td>
<td>5/2/2017</td>
</tr>
<tr>
<td>2017 HIC Count Submittal Date</td>
<td>5/2/2017</td>
</tr>
<tr>
<td>2016 System PM Submittal Date</td>
<td>6/1/2017</td>
</tr>
</tbody>
</table>