Before Starting the CoC Application

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

The Collaborative Applicant is responsible for reviewing the following:

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

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

1A-1. CoC Name and Number: AL-500 - Birmingham/Jefferson, St. Clair, Shelby Counties CoC

1A-2. Collaborative Applicant Name: One Roof

1A-3. CoC Designation: CA

1A-4. HMIS Lead: One Roof
1B. Continuum of Care (CoC) Engagement

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

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

<table>
<thead>
<tr>
<th>Organization/Person Categories</th>
<th>Participates in CoC Meetings</th>
<th>Votes, including selecting CoC Board Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Staff/Officials</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CDBG/HOME/ESG Entitlement Jurisdiction</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Local Jail(s)</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Hospital(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>EMS/Crisis Response Team(s)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Mental Health Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance Abuse Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Affordable Housing Developer(s)</td>
<td>Yes</td>
<td>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>No</td>
<td>No</td>
</tr>
<tr>
<td>CoC Funded Victim Service Providers</td>
<td>Not Applicable</td>
<td>No</td>
</tr>
<tr>
<td>Non-CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic Violence Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Street Outreach Team(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates</td>
<td>Yes</td>
<td>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>Mental Illness Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance Abuse Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
1B-1a. Applicants must describe the specific strategy the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness.
(limit 2,000 characters)

1. CoC stakeholder participation in membership & board of directors is reviewed annually & "gap" representatives are personally invited to present to CoC meetings &/or join Membership or Board of Directors. CoC goal is representation of all stakeholder groups: faith community; all levels of education; workforce development; large, small and corporate business community; affordable housing development; police/first responders; homeless subpopulations; veterans’ groups; affected neighborhoods; hospitals; municipal & state governments, etc.
2. Meetings are advertised on CoC website, by email, through social media, by newsletter & invitations are given in person when applicable.
3. Even placement on CoC committees is designed to make certain all relevant voices are considered. For example: Youth Council members (currently/formerly homeless 18 - 24 year olds) comment on all youth-focused projects. CoC staff participates in relevant neighborhood/regional meetings/faith group and relays any input to the CoC.

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

1) One Roof has an open invitation for membership.
2) This invitation is posted on our website; is always in the weekly newsletter that goes to several hundred people and agencies who have ever expressed an interest in homelessness; and we request member agencies and funders refer potential members to One Roof for conversation and personal invitations. Each time a One Roof member makes a presentation to civic, faith, Greek, student or other groups we discuss benefits of membership and give an open invitation to join us for meetings. We discuss the role that One Roof plays in the CoC competition and invite questions regarding new program funding.
3) The CoC has a standing invitation for new members which goes out as much as weekly.
4) When One Roof staff interacts with homeless/formerly homeless clients, they are always evaluating "big picture" interest from the client to then invite further CoC involvement. The CoC governing body ALWAYS has at least one
homeless/formerly homeless person seated on the board to make certain that voice is heard.

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

1. CoC publishes Call for Proposals on our website, weekly newsletter & distribution list & requests that recipients forward it to other service providers. Call includes instructions for submitting proposals. Throughout the year we meet with new providers, & if housing is a goal, we work with them individually to ascertain/increase capacity to apply.

2. Any proposal from a qualified agency is considered in the competition. CoC membership, participation, 501(c)(3) status & willingness to participate in HMIS (if non DV) & Coordinated Assessment is required. A never-funded agency proposal is in this year’s submission.

3. At each membership meeting (all open to the public) there is an informal reminder that non-funded agencies are encouraged to participate in the competition. At 6.17.18 & 7.12.18 meetings the announcement was discussed enough to be recorded in minutes. Solicitation for new agencies was in email 06.26.18 & 07.03.2018 & in the weekly newsletter 07.12.2018.

4. N/A
1C. Continuum of Care (CoC) Coordination

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

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

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

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

1. The CoC has phone calls, emails & in-person meetings regarding ESG with City of Birmingham, Jefferson Co. (15+ hours annually each) & State of Alabama (6+ hours annually). Recipients require subrecipients to participate in CoC Coordinated Assessment & HMIS (unless victim/legal services provider).
CoC gives Recipients annual PIT, HIC & Gaps information, the data-informed CoC goals, & subrecipient CoC participation. Each jurisdiction only funds agencies that coordinate & collaborate with the CoC & only funds activities that support CoC goals.

2. The CoC provides subrecipient outcomes data when requested from Recipients. CoC encourages subrecipients to submit outcomes directly from HMIS to the ESG Recipient. CoC is now working with City of Birmingham to craft all subrecipient goals measurable in HMIS. When complete, we will repeat with other Recipients that can then utilize HMIS data (and comparable for DV), PIT, HIC and Gaps for performance evaluation. CoC also assists with CAPER.

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

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

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

1. The DV-specific agencies each have formal Emergency Transfer Plans (ETP) for all violence (domestic or dating violence, sexual assault or stalking) victims and a transfer request is not limited by race, gender identity or sexual orientation. Each DV agency will move a victim upon request into another agency unit if one is available. If an agency unit is not available, that agency will work with One Roof/Coordinated Assessment & other partners inside & outside the CoC as much as possible to assist the client in locating housing that s/he believes is safe. While only the DV agencies have written ETP’s, all CoC housing providers follow this Plan informally & One Roof is currently working with those providers to formalize a plan. All emergency transfer information, whether formal or informal, is kept confidential. DV clients are not entered into HMIS. If a victim calls/presents to Coordinated Assessment or a non-DV provider, s/he is immediately referred to a confidential shelter/agency (and is transported if needed) unless s/he refuses. If local agencies are full, space in another CoC is located or the client is referred to the state DV hotline.

2. CoC has FVPSP funded confidential shelters in 2 geographies, non-funded TH in 3 different geographies, 1 DOJ funded TH and 2 scatter site ESG RRH
programs so that clients have choice. If clients choose to stay in a confidential shelter until they feel safe/stable again, they can then choose TH or RRH and choose geography if units are available. This competition we are submitting a DV bonus TH-RRH application to increase client choice even more. At every point, from the first contact with clients until they graduate from programs, approaches are all Trauma-informed and are designed to always be Victim-centered.

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

The CoC sponsors annual CoC-wide training in best practices for serving DV clients. This training is made available to
1. all area providers whether they are One Roof participating members or not; and is required for
2. all CoC agency staff including SOAR, Coordinated Assessment and Outreach. The last training in Trauma Informed Care, Motivational Interviewing and Client Empowerment/Choice was part of a three-day workshop held 3.20.2018 – 3.23.2018. Victim Services providers also make presentation at least annually to the One Roof membership regarding services offered, the best practices utilized, and any new emerging practices in serving survivors of domestic and dating violence or sexual assault or stalking. This last presentation was 10.05.2017. The CoC Coordinated Assessment team works hand-in-hand with DV providers to make certain that safety and confidentiality are always paramount in client interactions.

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

One Roof is limited to self-reported data from DV-specific agencies and from the non-specific providers who also serve clients since HMIS is not utilized. CoC DV-specific agencies participate in a statewide coalition for Domestic and Dating Violence and Sexual Assault and Stalking victims. That coalition has utilized multiple databases that were theoretically comparable to HMIS and just within the last year reached full implementation with Osnium. Even though Osnium was proven to not be comparable, even it is now going away and the coalition, including the DV project applicant, will again be without a comparable database. The CoC will do our best to convince the DV Coalition to utilize a stand-alone version of the software utilized by our regional HMIS implementation since we know that the system provides all of the data that HUD wants and that providers need; and we believe that this route would be cheaper than ACADV investing in yet another database. In the absence of concrete, objective data, the CoC utilizes what we have: Point in Time, Coordinated Assessment information, information from DV providers and empirical information from all housing providers. Per these sources, housing that is affordable and accessible and located in safe areas continues to be the largest need.
1C-4. DV Bonus Projects. Is your CoC applying for DV Bonus Projects? Yes

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

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

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

1. We are not certain how many Domestic Violence survivors are being served in the CoC because of various data gaps, but our best estimate is that, on any given night, there are at least 55 adult DV survivors being served in this CoC.
1a. PIT data January 2018 states: 100 people that night were DV victims with 45 being sheltered and 55 unsheltered with DV clients making up 11.1% of the total PIT count of 901 persons.
1b. HIC data January 2018 states 36 units of family DV housing and 3 units of single DV housing existed and those units housed 39 adult DV victims. PIT tells us that another 6 adult DV victims were being served in non-dedicated DV units.
1c. We know that some DV clients choose to go into various CoC housing programs without self-identifying as DV victims. (We know because both clients and non-DV specific providers told us this!) Probably another 10 should be added here.
1d. The current database used by DV agencies has proven to NOT be comparable to HMIS, so the CoC does not have faith that numbers from these providers are always accurate.
2 – 3. The CoC used information given by the DV providers, from PIT 2018, from the HIC 2018, and empirical evidence from clients experiencing homelessness and from non-DV-specific housing providers.

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

1. We believe at least 120 DV survivors need housing in the CoC’s geography every day.
2. Because of the lack of information from an HMIS comparable database, the
CoC must use what information we do have, which is PIT, HIC, and Coordinated Assessment information, and couch that response with information given by DV providers, non-DV providers, and clients who self-identify as DV victims.

3. Fifty-five is the number of unsheltered adult DV victims identified in the January 2018 Point in Time count; this is 55 unsheltered out of a total of 100 counted. We attempted to corroborate this unsheltered number with information from DV providers by requesting statistics and the number of clients they were unable to serve because of lack of resources, but they do not currently collect information on clients not served. We believe we should add at least another 10 to the count of 55 since domestic violence victims owe their lives to their ability to hide, so the unsheltered count should be at least 65. We reviewed Coordinated Assessment data, but CA has served only 19 DV clients in the last year. We believe that indicates that the majority of DV victims in imminent danger are going directly to the DV confidential shelters. Of those 19, four are currently pending for housing, six were not referred for housing but were referred for other services, three were successfully housed and six were not able to be served in our continuum for lack of housing resources.

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

1 and 4: The CoC has a housing need for at least 120 adult DV survivors on any given night. The 2018 HIC tells us that we have 36 family units beds for 5 individuals available in our CoC. With a PIT count of 55 unsheltered adults and a probable total of 65 unsheltered adults, the CoC has a reasonable calculated unmet need of 79 units for families or individuals. Available beds is misleading in this subpopulation because some families in those units are large and some consist of a single parent and single child. If the family in the unit is small, it APPEARS that there is more occupancy availability than there really is. Transitional housing tends to be more congregate, so is more flexible with both immediate availability and possibility of multiple configurations to accommodate various family sizes. This CoC needs TH for DV victims for these reasons and because it is increasingly difficult for providers to locate immediately available RRH units that are safe, decent, affordable, and acceptable to a DV family. Providers determined that at least 45 of the needed 79 units should be TH. This CoC also needs RRH units for the clients who, for one reason or another, do not want TH, and for the clients who have gained stability in TH and are ready to move to a greater level of independence. Providers determined that at least 34 RRH units are needed. This CoC also needs the services to assist those DV victims to move from being a victim to being a survivor.

2. Unmet need is 79 units of housing: 45 units of TH; 34 units of RRH and all of the support services to move clients from dependence to self-sufficiency. Support services should include child care, supervised child visitation when appropriate, legal services, counseling for adults and children, educational
support for adults and children, basic living supplies like clothes and food, transportation, services to replace various pieces of identification for adults and children, life skills trainings, financial literacy and credit repair, parenting classes, and anything a victim and his/her children need to gain housing stability.

3. To determine unmet need the CoC used PIT data, HIC numbers, Coordinated Assessment statistics, empirical information from DV clients (current and former) and provider input. The CoC would have preferred to also have data from an HMIS comparable database, but that was not available.

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

Safe, decent and affordable housing is the greatest unmet need for DV survivors in this CoC with a shortage of at least 45 TH units and 34 RRH units. This proposed Housing First, low barrier program will address that gap by offering a total of 18 Transitional units with 58 possible beds and 13 RRH units with at least 34 possible beds. The YWCA has a 20+ year history of housing development and management and is capable of managing a housing program of this size. The program proposes to provide all support services that clients need to move from dependency to self-sufficiency, and to provide those using Trauma Informed Care, Client Choice and Empowerment. The YWCA has a 30+ year history of providing DV services using confidential shelters, transitional housing, RRH and permanent housing along with extensive supportive services including placement for the children of victims in their own nationally accredited child care program. They plan to provide the same support services for clients who choose RRH as are provided for clients who choose TH. All services are voluntary although the YWCA proposes a sufficient case management level so that clients can be strongly encouraged to take part in all services offered. The YWCA has a long history of assisting clients to access mainstream benefits, to use the legal system to protect themselves and their children as much as possible, and has workforce development experience that can be applied to assisting clients to identify their work skills and find complementary careers. This program will participate in Coordinated Assessment (CA) to house the most vulnerable, but no client in imminent danger will be turned away as long as space is available in the program.

1C-4f. Applicants must address the capacity of each project applicant applying for DV bonus projects to implement a DV Bonus project by describing:
   (1) rate of housing placement of DV survivors;
   (2) rate of housing retention of DV survivors;
   (3) improvements in safety of DV survivors; and
   (4) how the project applicant addresses multiple barriers faced by DV survivors.
   (limit 4,000 characters)

This Continuum had only one project applicant for the DV bonus: the YWCA of Central Alabama applied for a TH-RRH program. One Roof is limited to self-reported data from the project applicant since HMIS is not utilized. The project applicant participates in a statewide coalition for Domestic and Dating Violence
and Sexual Assault and Stalking victims. That coalition has utilized multiple databases that were theoretically comparable to HMIS and within the last year reached full implementation with Osnium. Unfortunately, that software is now going away and the coalition, including the project applicant, will be without a comparable database. The CoC is redoubling our efforts to get the coalition to utilize a stand-alone system with the same software utilized by our HMIS implementation. That would allow our HMIS experts to assist with the DV implementation and would guarantee that usable data is available. Please note that this CoC effort in no way infers that we want the coalition to utilize OUR HMIS implementation.

1. The agency (YWCA) submitting an application currently tracks DV survivors assisted with housing placement through RRH grants and shows a 100% placement rate.
2. YWCA follows clients for three months post-housing placement and 100% have remained in housing for that period.
3. For more than 30 years the YWCA has been providing, as needed and desired by DV clients, confidential emergency shelter, immediate legal assistance, monitored child visitation, development of safety plans, counseling, basic needs supplies, financial literacy, transportation, childcare, life skills trainings, victim-centered RRH and TH as well. The YWCA is uniquely positioned to assist victims of domestic violence by providing housing and support programs under one literal roof, thus maximizing access to supportive services with guaranteed safety for clients. These wrap around support services take victims to their highest level of safety and self-sufficiency since all are provided with Client Choice, Empowerment and Trauma Informed Care principles. Clients are assessed for depth of need and work with intensive case management to develop personal plans ensure long-term safety and stability free from an abuser.
4. The YWCA does intensive individual assessments and works with the client to address the most immediate need first – that need usually being safe, confidential housing. After that, clients work hand in hand with the case managers to develop intensive case plans that tap into agency programs, and into community partners’ programming to ensure that everything from safety planning to childcare needs and peer support is addressed. These voluntary services include, but are not limited to: housing stability, safety planning, case management, counseling, clothing, childcare, life-skills training, legal assistance, assistance with mainstream benefits application and follow-up, employment assistance, financial literacy, transportation assistance, identification.

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

<table>
<thead>
<tr>
<th></th>
<th>% New Admissions into Public Housing</th>
<th>PHA has General or</th>
<th>PHA has a Preference for</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2018 CoC Application</td>
<td></td>
<td>Page 12</td>
<td>09/18/2018</td>
</tr>
</tbody>
</table>

Applicant: Birmingham/Jefferson, Saint Clair, Shelby Counties CoC
Project: AL-500 CoC Registration FY2018
If you select "Yes--Public Housing," "Yes--HCV," or "Yes--Both" for "PHA has general or limited homeless preference," you must attach documentation of the preference from the PHA in order to receive credit.

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

One Roof has made calls to the Fairfield and the Calera PHA's without return calls, so letters have been sent to the directors of those offices sharing Point in Time data and HMIS data for those geographies. The letters have requested a meeting and have encouraged the change to a homeless admission preference. There is no participation of these PHA's in the CoC.

The Bessemer PHA participates in the VASH program and occasionally attends CoC/SSVF/VASH integrated meetings. Multiple conversations around participation and homeless preferences have been had, but no changes to policies have been made.

Conversations have been had with the Jefferson County PHA, but they have a 410 bed PSH that is formerly Shelter + Care grant and VASH beds with the CoC, so they consider these programs to be their response to a homeless admission preference.

One Roof will continue to reach out to all area PHA's, especially as data continues to get better so that PHA's will understand the number of their own area residents that experience homelessness.

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

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

Quality partnerships with our largest PHA, Housing Authority of Birmingham District (HABD) have been reignited in earnest over the past few months around various opportunities to house youth and those with disabilities; opportunities
that have been few and far between with previous HABD leaders. In fact, the CoC just learned of HABD’s “Up and Out” two-year program of soft skills development to assist public housing residents to gain soft skills needed to assist them with getting the jobs they need, retaining jobs they have, and working towards the jobs they want to move “up and out” of their current housing situation. The CoC wants to learn more about this program and how it is working in HABD so that we can hopefully encourage other CoC PHA’s to implement such a program and so that the CoC can craft a similar program for some of our higher functioning and long-time stable PSH residents.

According to HABD, the 4 main components of this program are 1. Visual: Seeing it helps you understand it; 2. Emotion: Allow time to work through the emotions of dealing with something new; 3. Experience: Seeing, adapting emotionally, and promoting positive application; and 4. Conviction: When change is seen, emotionally accepted, and positively experienced, it becomes part of your thinking and belief system.

The CoC will continue to nurture this brand new partnership not only with this Move On strategy to free up more expensive, service-intense housing so that the most vulnerable in our community may be housed; but also with other shared interests in our mutual work towards ending homelessness.

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

CoC is intentional in recruiting LGBT-experienced partners to serve self-identified clients & to help educate non-LGBTQ agencies. Non CoC funded partners include Birmingham AIDS Outreach (provides internal & external education, legal assistance, social opportunities, pet care for HIV+, & basic necessities), Magic City Acceptance Project (education & advocacy group with trans-specific programming & is developing LGBTQ youth-specific housing), Youth Towers (experts in kids aging out of foster care & a new CoC applicant), Transgender Advocates Knowledgeable & Empowering (TAKE: a trans-led, trans-specific agency doing advocacy, education, housing & services emphasizing empowerment & self-care) & CoC-funded AIDS Alabama (provides a complete LGBTQ Continuum of services based on mission: Housing is Healthcare). All CoC member agencies, funded or not, agree to abide by Equal Access guidelines & participate in annual trainings. Coordinated Assessment refers appropriately to partner agencies.


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

<table>
<thead>
<tr>
<th>Description</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engaged/educated local policymakers:</td>
<td>X</td>
</tr>
<tr>
<td>Engaged/educated law enforcement:</td>
<td>X</td>
</tr>
<tr>
<td>Engaged/educated local business leaders:</td>
<td></td>
</tr>
<tr>
<td>Implemented communitywide plans:</td>
<td></td>
</tr>
<tr>
<td>No strategies have been implemented:</td>
<td></td>
</tr>
<tr>
<td>Other:(limit 50 characters)</td>
<td></td>
</tr>
</tbody>
</table>

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

**1C-8. Centralized or Coordinated Assessment System.** Applicants must:

1. Clients may access Coordinated Assessment (CA) via phone or in person at the One Roof (OR) office, which is centrally located on the bus line in Birmingham, AL in a formal indigent hospital serving as a de facto One Stop center. Clients may also access CA through street outreach & shelter outreach efforts. With the help of a partner agency, Disability Rights & Resources, CA is accessible to anyone with disabilities. There are additional access points for the more rural areas of the CoC, & are available by phone or in person.
2. OR distributes materials to organizations/agencies that serve these populations including but not limited to Youth/Queer Youth, Veterans, Victims of Domestic Violence & Families. Materials are also distributed to places a person experiencing homelessness might hang out – convenience stores, libraries, hospitals, etc. Individuals & families can access CA via phone in person or through street outreach. If a client is unwilling or unable to call and/or is
unwilling or unable to come to the One Roof office, a street outreach worker will meet them at a neutral safe location.

3. One Roof utilizes the VI-SPDAT to measure individuals’ and families’ vulnerability to housing instability, and the TAY-VI-SPDAT for homeless youth ages 18-24. CoC prioritizes chronically homeless individuals & families for permanent housing. Once a client completes CA, they are prioritized based on HUD Notice CPD-16-011 & their VI-SPDAT score. One Roof maintains a single prioritized list for referrals to CoC funded programs, which is created through the CA process & CoC Priority Ranking. This list is updated frequently & is informed by the CoC’s street outreach. Client data for waitlist clients is self-reported and/or from HMIS & street outreach. Once a resource is available, the CA team makes the most appropriate referral for the next eligible client at the top of the waiting list. All referrals are followed up on by CA to ascertain timely housing.
### 1D. Continuum of Care (CoC) Discharge Planning

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

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

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

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

<table>
<thead>
<tr>
<th>System of Care</th>
<th>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>
1E. Continuum of Care (CoC) Project Review, Ranking, and Selection

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

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

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

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

1. The CoC ranks higher those programs that serve clients with 3+ disabilities, long criminal histories, extensive history of chronic homelessness, active substance abuse, and those serving youth, even if the housing outcomes and income outcomes are not as high as other programs serving less vulnerable clients. Projects with high percentages of these measured vulnerabilities were ranked higher than those with lower percentages, even when obtaining an objective measurement was a challenge.

2. The CoC examines the % of clients scoring high on the Assessment that are accepted by a program. One PSH has low returns to homelessness and high housing stability, but does not accept the most vulnerable clients – accepting only clients with 3 months proven clean time. This project was scored 19 out of 25 projects. The CoC puts great value on permanent housing projects, but ranked a Transitional project 5 out of 25 because of the level of vulnerability of the population served. This TH is NO barrier. The clients generally have extensive criminal histories and low levels of education. Birmingham is a Ban the Box city, but convicted felons and those with little education have few options for employment and it takes longer for them to find jobs, even with case
manager assistance, and those jobs are often part-time and/or minimum wage. These clients have a high rate of active substance abuse which affects not only individual success in the program, but affects other program participants since there are 3 – 4 clients in an apartment. These factors directly affect program outcomes, but the CoC realizes that these are among the hardest to serve in our community, and this program eagerly serves those who have been rejected from other programs. This CoC also has 2 Safe Havens which have poor outcomes on housing stability and income gain, but, like the TH mentioned above, these clients are among the hardest to serve in our community because of the severity of client mental illness.

1E-3. Public Postings. Applicants must indicate how the CoC made public:

(1) objective ranking and selection process the CoC used for all projects (new and renewal);

(2) CoC Consolidated Application—including the CoC Application, Priority Listings, and all projects accepted and ranked or rejected, which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the CoC Program Competition application submission deadline; and

(3) attach documentation demonstrating the objective ranking, rating, and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available, that legibly displays the date the CoC publicly posted the documents.

<table>
<thead>
<tr>
<th>Public Posting of Objective Ranking and Selection Process</th>
<th>Public Posting of CoC Consolidated Application including: CoC Application, Priority Listing, Project Listings</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC or other Website</td>
<td>x CoC or other Website</td>
</tr>
<tr>
<td>Email</td>
<td>x Email</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></td>
</tr>
</tbody>
</table>

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

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

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

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

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

Yes

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

Yes

(1) pages 3-5, (2) Governance Charter


Yes

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

Mediware/Bowman Systems

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

Regional (multiple CoC)

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

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Total Beds in 2018 HIC</th>
<th>Total Beds in HIC Dedicated for DV</th>
<th>Total Beds in HMIS</th>
<th>HMIS Bed Coverage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ES) beds</td>
<td>569</td>
<td>86</td>
<td>444</td>
<td>91.93%</td>
</tr>
<tr>
<td>Safe Haven (SH) beds</td>
<td>34</td>
<td>0</td>
<td>34</td>
<td>100.00%</td>
</tr>
<tr>
<td>Transitional Housing (TH) beds</td>
<td>308</td>
<td>14</td>
<td>179</td>
<td>60.88%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) beds</td>
<td>191</td>
<td>0</td>
<td>191</td>
<td>100.00%</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) beds</td>
<td>1,768</td>
<td>0</td>
<td>1,277</td>
<td>72.23%</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

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

All of the non-HMIS TH beds are mission-based. We have been working since 2004 (beginning of HMIS here) to interest these agencies in HMIS and will continue to do so. However, they have been adamant that they want no part of what they perceive to be federal oversight. We have worked to build relationships with those organizations in hopes of HMIS partnership. We will continue to present the benefits of participation to them. While the Jeff Co PHA participates with VASH in HMIS, all of the non-HMIS PSH beds are VASH with Birmingham and Bessemer PHA’s. The CoC was awarded expanded HMIS funds in the 2016 competition for additional staff to offer pro bono HMIS services to VA/Housing Authorities, as they have claimed lack of financial capacity as the reason for not participating. Staff members have been trained and we are in the process of negotiating that partnership with both PHA’s and the VA. A little more pressure from HUD on the non-participating HA’s would be helpful.


2A-7. CoC Data Submission in HDX. Applicants must enter the date the CoC submitted the 2018 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy) 04/30/2018
2B. Continuum of Care (CoC) Point-in-Time Count

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

2B-1. PIT Count Date. Applicants must enter the date the CoC conducted its 2018 PIT count (mm/dd/yyyy). 01/23/2018

2B-2. HDX Submission Date. Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy). 04/30/2018
2C. Continuum of Care (CoC) Point-in-Time (PIT) Count: Methodologies

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

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

There was no change in CoC PIT Count methodology. The CoC showed a HIC bed loss of 26 Emergency Shelter beds and 49 Transitional Housing beds. The Emergency Shelter bed loss came from one non-HMIS participating agency asking to remove those beds from the HIC since they were not dedicated for people experiencing homelessness. This meant that those clients were not surveyed and this improved data quality.
This CoC showed a HIC bed loss of an entire 30 unit GPD program, the loss of an entire 16 unit of non-HUD funded Transitional program and 5 units in another non-HUD funded TH program. We do not believe losing these TH beds affected the data quality, but we do believe it contributed to the decrease in total persons counted: 1092 in 2017 and 901 in 2018.

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

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

| Beds Added: | 0 |
| Beds Removed: | 75 |
| Total: | -75 |

2C-3. Presidentially Declared Disaster Changes to Sheltered PIT Count. Did your CoC add or remove emergency shelter, transitional housing, or Safe Haven inventory because of funding specific to a Presidentially declared disaster, resulting in a change to the CoC’s 2018 sheltered PIT count? No
2C-3a. If “Yes” was selected for question 2C-3, applicants must enter the number of beds that were added or removed in 2018 because of a Presidential declared disaster.

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

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

No

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

Yes

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

(limit 2,000 characters)

1. During planning, all providers serving youth were questioned regarding possible new locations for youth, were asked to identify any youth “leaders” on the streets and were solicited to head street survey teams. A well-known youth outreach vehicle was used to transport many surveyors during the night count. Providers “talked-up” the survey with youth clients and asked them to spread the word to friends, including CoC posted social media information.
2. The CoC solicited thoughts on locations from homeless youth, service providers and mainstream location stakeholders including hospitals, libraries, coffee shops, etc. This conversation included suggested times those locations should be surveyed.
3. The CoC worked with our youth council of currently and formerly homeless youth for several months prior to PIT to develop specific language for administering PIT, to help locate and identify other homeless youth, both before the event to map locations and during the event to lead/ co-lead street teams and to speak to wary youth. The youth who participated in the planning process and the survey process itself were paid for their time.
2C-6. 2018 PIT Implementation. Applicants must describe actions the CoC implemented in its 2018 PIT count to better count:
(1) individuals and families experiencing chronic homelessness;
(2) families with children experiencing homelessness; and
(3) Veterans experiencing homelessness.
(limit 2,000 characters)

1. The One Roof (OR) staff member in charge of PIT held listening sessions with several chronically homeless (CH) individuals. The CoC has identified so few CH families that none were found to consult prior to PIT. The point was to vet the PIT wording, approach of the surveyor, locations and suggested times for the survey. During the survey, each survey team had at least one current/formerly homeless person and/or one Veteran. Currently/formerly homeless persons were compensated for their time.

2. OR has little participation from the area school systems so we do not feel our homeless families number is exact. We continue to try to identify good contacts within the schools to elicit participation. Even though we have not been very successful yet, we will continue to work on this subpopulation.

3. All participants in the CoC Veteran Leadership group (services and housing providers, HMIS staff, Coordinated Assessment staff) spoke with homeless veterans contacts just as we did with chronically homeless individuals, to get their input on the survey tool, survey methods and locations to be surveyed.
3A. Continuum of Care (CoC) System Performance

Instructions

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

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

| Number of First Time Homeless as Reported in HDX. | 4,406 |

3A-1a. Applicants must:

(1) describe how the CoC determined which risk factors the CoC uses to identify persons becoming homeless for the first time;

(2) describe the CoC’s strategy to address individuals and families at risk of becoming homeless; and

(3) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the number of individuals and families experiencing homelessness for the first time. (limit 2,000 characters)

1. CoC reviews HMIS data from ESG Prevention providers and consults with these and non-CoC-funded providers like faith-based benevolence groups to measure the most requested assistance. One Roof has done some preliminary evaluation of Coordinated Assessment (CA) data to see if any links between need and eventual homelessness do exist for our community since predicting homelessness is almost impossible, even in people with multiple "risk factors" and multi-generational poverty. No links have been identified yet, but there is really not enough prevention assistance data yet to properly inform decisions. We will continue to encourage the faith benevolence community to participate in CA to bolster the amount of data we have.

2. Through CA, One Roof is strengthening both our Prevention and our Diversion strategies by using a community-developed vulnerability tool for prevention and then providing appropriate current information on any available mainstream/faith-based/other community/pro bono legal resources and affordable housing opportunities. One Roof continues to publicize (to relevant providers such as the faith benevolence community, 211, and PHA's) CA as related to the informed referrals that are made after true vulnerability assessment. The CoC first time homeless decreased by 261 people, going from a revised total of 4667 for the 2016 HDX reporting to the most recent HDX reporting of 4406.

3. One Roof is responsible for overseeing the CoC's strategies to reduce 1st-time homelessness.

3A-2. Length-of-Time Homeless as Reported in HDX. Applicants must:

(1) provide the average length of time individuals and persons in families

| Applicant: Birmingham/Jefferson, Saint Clair, Shelby Counties CoC | AL 500 |
| Project: AL-500 CoC Registration FY2018 | COC_REG_2018_159875 |

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

(limit 2,000 characters)

1. For SPM 1a1.1, average LOT is 47, but that is a slight increase from the previous reporting of 45. With the rate of gentrification in our nearby neighborhoods decreasing our available affordable housing stock so rapidly, we are grateful the LOT has not increased more.

2. CoC continues to push this SPM. Many CoC housing providers have been challenged to make the mindset move from Transitional Housing (TH), including using Emergency Shelter (ES) as TH, to a RRH model, so the CoC continues to bring in experts & best practices information to change that mindset. CoC offered to add a Housing Specialist to our team to help build community-wide landlord relationships, but member agencies preferred to build those partnerships individually. CoC will support those agencies as much as possible so that housing stock is available for moving a client quickly from homeless to housed.

3. CoC prioritizes families & individuals with the greatest LOT homeless. All CoC-funded providers now participate in Coordinated Assessment (CA). CoC has a 4-person outreach team working through CA doing street and non-HUD-funded agency outreach to help identify long-homeless persons, get them assessed for vulnerability & length of time homeless and then get them on the master list so that they are housed as housing becomes available. The CoC continues to work to get all agencies serving homeless families and individuals as well as all available affordable housing providers to participate in CA, whether those entities are HUD funded or not. The CoC also continues to push true Housing First and discourages providers from evaluating clients for "housing readiness." Full implementation of Coordinated Assessment is helping with this. We use percentage of Housing First implementation and LOT homeless data as scored elements for projects in the CoC competition to encourage true Housing First.

4. One Roof is responsible for overseeing the CoC’s strategies to reduce LOT for families and individuals.

3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX. Applicants must:

(1) provide the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations; and

(2) provide the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations.

<table>
<thead>
<tr>
<th>Percentage</th>
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<tbody>
<tr>
<td>23%</td>
</tr>
</tbody>
</table>

Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid re-housing that exit to permanent housing destinations as reported in HDX.
3A-3a. Applicants must:
(1) describe the CoC’s strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations; and (2) describe the CoC’s strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.

(limit 2,000 characters)

1) Prior to CA Outreach efforts, referrals for permanent housing programs for clients in ES, SH, TH, and RRH were frequently delayed or canceled because we lacked the capacity to track clients while waiting for program spots to open. With the help of our CA Outreach team, we are able to better maintain contact with clients while on the priority list and assist them with accessing their placements in referred programs. Also, utilizing data captured by various outreach teams and CA client follow-ups in HMIS, we have a greater ability to identify clients who have self-resolved or exited homelessness without program assistance and we can quickly identify the next client with the most vulnerabilities and need for assistance for available spots in permanent housing projects. 2) The CoC continues to cultivate relationships with local governments and developers in effort to increase the ever-decreasing stock of safe, decent and affordable housing; it is investigating more effective utilization of ESG prevention monies to assist formerly homeless clients stay in housing; and the CoC continues the work to educate caseworkers in understanding that housing is our goal...not the alleviation of poverty or mental illness or other social ill...housing.

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

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>13%</td>
</tr>
</tbody>
</table>

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

(limit 2,000 characters)

1. HMIS and our reporting platform are utilized to record and to monitor trends and common factors of clients returning to homelessness as a part of CoC overall monitoring. All CoC programs work to make sure clients have the right supportive services to succeed including ties to the community, mainstream...
benefits, and income, and most encourage graduates to call for help before returning to homelessness if they have a crisis. Also, CA utilizes HMIS to identify clients who frequently return to homelessness, as this is factored into ranking vulnerability and chronic homeless status. With that data, they can more easily identify programs that were unsuccessful with keeping the client housed and find a better long-term solution for the client, be it with the provision of other resources to exit homelessness or another community program more equipped to meet the individual needs for the client.

2. CA’s efforts to divert clients from returning to homelessness have increased, along with the expansion of our knowledge of community resources, regardless of funding stream (i.e. mission based and pro bono efforts). The CoC is also still evaluating the possibility of asking ESG funders to limit ESG prevention funds to only formerly homeless clients to help prevent homelessness return.

3. One Roof is the responsible party.

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

1.a. Continue to utilize SOAR principles to assist disabled clients to get benefits. The CoC has added another SOAR certified staff member to assist our dedicated SOAR specialist. The CoC will continue to help providers to increase their knowledge of the SOAR process as well.

b. Continue to work with Homeless Court (Turning Point) and the Volunteer Lawyer Program that meets monthly in the One Roof offices doing homelessness-specific free legal assistance to remove legal and ID barriers to employment & other cash sources; work to increase the number of judges present at the annual Project Homeless Connect so that more legal barriers to employment and ID might be eliminated.

c. Continue to work with the mainstream benefits agencies to make presentations to membership, talk through the applications process and address specific “glitches” that providers experience in the process of assisting clients to apply for and maintain benefits.

2. CoC agencies provide interview and work transportation, and assist clients with on-line applications. 100% of CoC agencies work with at least one Employment Agency that places people with multiple barriers. 100% of CoC agencies partner with Workforce, funded by AL Dept. of Rehab, to train & employ disabled people. Two CoC partner employment organizations are Job Corp & Voc Rehab. VA Medical Center has multiple work programs for eligible Vets.

3. One Roof is the responsible agency.

3A-6. System Performance Measures Data Submission in HDX. Applicants must enter the date the CoC submitted the System 05/18/2018
Performance Measures data in HDX, which included the data quality section for FY 2017 (mm/dd/yyyy)
3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

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

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

<table>
<thead>
<tr>
<th>Total number of beds dedicated as DedicatedPLUS</th>
<th>113</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of beds dedicated to individuals and families experiencing chronic homelessness</td>
<td>227</td>
</tr>
<tr>
<td>Total</td>
<td>340</td>
</tr>
</tbody>
</table>

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

Yes

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

<table>
<thead>
<tr>
<th>History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of previous homeless episodes</td>
<td>X</td>
</tr>
<tr>
<td>Unsheltered homelessness</td>
<td>X</td>
</tr>
<tr>
<td>Criminal History</td>
<td>X</td>
</tr>
<tr>
<td>Bad credit or rental history</td>
<td>X</td>
</tr>
<tr>
<td>Head of Household with Mental/Physical Disability</td>
<td>X</td>
</tr>
</tbody>
</table>
3B-2.2. Applicants must:
(1) describe the CoC’s current strategy to rapidly rehouse every household of families with children within 30 days of becoming homeless;
(2) describe how the CoC addresses both housing and service needs to ensure families successfully maintain their housing once assistance ends; and
(3) provide the organization name or position title responsible for overseeing the CoC’s strategy to rapidly rehouse families with children within 30 days of becoming homeless.
(limit 2,000 characters)

1. Coordinated Assessment (CA) through HMIS using VI-SPDAT will quickly identify level of vulnerability and prioritize a family for RRH or PSH as appropriate. All RRH and PSH projects for families are Low Barrier & First. The CoC will continue to review LOT Homeless & will specifically review time from CA referral to a program until that family is housed. CoC will also continue to encourage housing agencies to develop good landlord relationships so that families can be moved into housing in less than 30 days. Since ESG and CoC projects come through CA, families will be diverted from homelessness if possible using referrals to ESG Prevention projects. Pro Bono attorneys will assist families with landlord mediation if necessary. CoC will continue to encourage agencies to stop evaluating clients for "housing readiness" instead housing them quickly - and then helping them adjust.

2. CoC housing agencies do everything possible to assist clients to increase income, whether that is through applying for mainstream benefits, improving job skills to increase employment income, finding qualified childcare so parents can work, encouraging clients to participate in “community” whether that is church, civic organizations or neighborhood functions so that the client develops a support system. Budgeting & financial literacy is encouraged so that clients obtain housing that is affordable for their budget & so that they learn to plan for emergencies, even on minimal income. Education is heavily encouraged for children AND parents to help break the cycle of homelessness. Agencies practice Trauma Informed Care when offering options and opportunities for clients so as to make the right offerings and encourage in the manner appropriate for the client, and strongly encourage the clients to learn to empower themselves to succeed! Agencies try to have multiple areas from which clients can choose to live – they must like their housing to stay there!

3. One Roof is responsible.

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

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

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

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

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

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

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

1a: To effectively use existing resources for all homeless youth, 1a1: CoC prioritized housing youth. 1a2. the CoC insists on youth best practices including Positive Youth Development in all existing & new programs. 1a3. All youth providers collaborate with one another, with the CoC, use HMIS and participate in Coordinated Assessment to prioritize youth. 1a4: There is ongoing work with the Child welfare agency (DHR) to address aged-out foster kids becoming...
homeless as prevention for youth homelessness. DHR is a State agency & collaboration is challenging. 1a5: CoC shares HMIS outcomes data and provides support letters to assist providers in maintaining current funding and requesting new funding, whether that is DOJ for at-risk youth or programs of Family and Youth Services Bureau. 1a6: CoC started a Youth Council of homeless & formerly homeless youth to give feedback on existing programs, guide new program development & provide guidance and assistance in locating their peers. 1a7: Emergency Shelter providers attempt to move youth out of congregate/mixed age programs as soon as possible for safety & well-being of youth AND adults and get them into a more appropriate setting. 1b: to provide new resources and secure additional funding: 1b1: Two years ago the CoC applied for Youth-specific RRH and Transgender-specific PSH and expanded those programs in the last competition when there was still an identified gap in housing.

CoC strategy 2a and b: to increase availability of housing and services by effectively using current resources, provide new resources & secure additional funding: 2b1: The CoC identified a remaining small gap in the availability of housing for unsheltered youth and prioritized a new application for TH-RRH. Funding for this proposed project was reallocated from a program not serving the most vulnerable of clients. 2B2: CoC is building new partnerships – the CoC attempted to partner with a PHC to apply for $1 million in unsheltered homeless youth PHA housing. While that grant did not happen, the PHA has been educated on the numbers of youth & the CoC/PHA relationship is increasing; One CoC-funded agency is working with DHR to develop a new crisis housing facility for unsheltered youth on the lower end of the age spectrum; the CoC has new substance abuse program partner in our building. The program has staff with homeless youth experience and are concentrating some intake efforts on street youth. This is a type of peer navigator program to walk hand-in-hand with clients throughout the application, admittance and graduation from a substance abuse program. We believe this can decrease the amount of substance abuse in our youth population – that decrease alone would decrease the need for youth-specific housing. 2b3. The One Roof Youth Council has been instrumental in assisting the CoC to locate our unsheltered youth and act as the peer bridge to coax them into accepting resources of any kind.

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

1. The CoC uses HIC data to measure the number of youth-specific units and any increase in such, PIT to measure the general number of youth experiencing homelessness and general changes in that number and HMIS data to measure more frequent changes in population.
2. We would like to routinely use HMIS System Performance Measures to evaluate the effectiveness of the project programming, but the housing programs have not been operating long enough to evaluate Returns to Homelessness. We can measure Length of Time Homeless, but do not feel the
preliminary numbers are valid since the projects are all less than two years old. We expect to be able to have valid measurements of these measures within a year. We will also utilize HMIS to measure First Time homeless in youth, and will attempt to measure how many youth were homeless with their families when they were children. This last measure will help in appropriate strategizing for homeless families with children. Because these measures are not yet valid, we continue to compare PIT numbers, Bed Availability and Coordinated Assessment master list information.

3. The CoC PRIORITIZED YOUTH FOR HOUSING in late 2016 but had only non-CoC funded youth-specific Emergency Shelter located in a secluded area of the CoC geography; located there for the safety of the youth. That ES was not routinely at full utilization on PIT nights, but there were unaccompanied youth homeless – 110 of them (88 sheltered and 22 unsheltered) in the 2016 PIT. That ES was only for the younger of the unaccompanied youth and, because of its location, required youth to leave their comfort zone in the urban area and accept transportation to the rural area. The CoC began UTILIZING THE YOUTH COUNCIL to assist with PIT, receiving their assistance for the first time in the 2017 PIT. That survey identified 125 Unaccompanied youth (80 sheltered and 45 unsheltered). The CoC then submitted YOUTH-SPECIFIC RRH APPLICATIONS which would address the entire 18 – 14 age group, and would be centrally located. The youth-specific housing opened in late 2017, too late to affect 2017 PIT numbers. For the 2018 PIT we continued to utilize the expertise of the Youth Council but saw a dramatic drop in youth numbers down to 21 sheltered and 5 unsheltered youth. AVAILABLE HOUSING made a difference. SHELTER PROVIDERS GETTING YOUTH OUT OF CONGREGATE and into youth-specific housing made a great difference in the sheltered youth since they had been moved to RRH instead of ES. 2017 identified Sheltered at 80 youth and 2018 Sheltered was down to 21 Sheltered. Because there was still a gap, the CoC SUBMITTED ANOTHER youth-specific application, this time choosing TH-RRH to help address the emergent need of getting kids off the street safely and quickly. These strategies are proving effective and we believe the CoC will be able to prove stronger correlations as our available data increases.

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

1. Individual agencies serving youth and families have strong relationships with Head Start. The YWCA has homeless child day care and a Head Start MOU. We also have worked to identify supportive service providers for youth education in the community to involve them with HMIS and the CoC membership.

2. Individual agencies serving youth and families also have good relationships with local Mckinney-Vento liaisons. McKinney Vento policies have been posted in the CA office, but more importantly, all agencies have designated staff to collaborate with schools/ parents to ensure children enroll/re-enroll in school when the family becomes homeless, to get clothing and supply needs met, and
address transportation issues. The largest municipality McKinney rep has attended one CoC meeting.

3. Additionally, individual agencies serving youth and families have relationships with school/school districts themselves. Our agencies also work with schools to identify potentially homeless children.

4. The CoC does not have SEA ties but has the Board of Education represented on the Board of Directors. Youth housing providers are an integral part of the CoC and participate in all meetings/events, vote on Continuum matters, and help guide child/youth CoC policies and strategies.

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

(limit 2,000 characters)

a. All CoC providers who provide services and/or housing for individuals and families who are experiencing homelessness must have a designated staff member who talks with those persons about their eligibility for education services.

b. Any person calling Coordinated Assessment, whether they get a full Assessment or just Diversion assistance, is informed of their education services eligibility.

c. A notice is also posted at Coordinated Assessment to help inform any clients/potential clients who walk into this office.

d. One Roof is in the midst of a website revamp and a notice will be there when the new site is complete.

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

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

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

1. The One Roof Coordinated Assessment CA Outreach team includes a MSW educated Veteran. Even though any Outreach member will talk with Vets, Vets often prefer to talk to Vets. Each SSVF funded agency has an Outreach Team, as does the VAMC Phoenix Clinic for homeless vets. All work to find Vets by visiting all the places homeless/chronically homeless people frequent including convenience stores, hospitals, libraries, etc. All ask identified Vets to help find other Vets. To identify any newly homeless vets, outreach workers go to camps, soup kitchens, streets, etc., and they ask Veteran status, they talk to their street contacts, and many of the outreach workers are vets themselves, so they often recognize military bearing. HMIS is used to identify Vets who visit HMIS- covered agencies, and Outreach teams visit non-HMIS agencies. Vets identified by all teams except VAMC teams are entered into HMIS. Then the VA Repository is checked for eligibility.

2. All teams partner with the local VAMC in determining Vets eligible for CA housing and services, especially if the Repository isn’t helpful or if the client refutes the Repository findings. The State VA Disability agency is in the building with One Roof for determining eligibility and getting DD2-14 records. Each team participates in a monthly by-name case meeting where Vets are targeted for service engagement and difficulties with particular Vets are brainstormed for solutions.

3. When homeless people contact or are referred to Coordinated Assessment, they are evaluated with VI-SPDAT and if Veteran, are immediately referred to the most appropriate CoC, SSVF, VASH or VA service, even if VA eligibility is not immediately known. Agencies contact CoC participating VA representatives to verify VA eligibility. Unfortunately, we lost a 20-year GPD program last year because the recipient agency cannot afford service-intensive Housing First on the GPD reimbursement. The program will start with a new provider in 2019.

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

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

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

3B-5. Racial Disparity. Applicants must: No
(1) indicate whether the CoC assessed whether there are racial disparities in the provision or outcome of homeless assistance;
(2) if the CoC conducted an assessment, attach a copy of the summary.
4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

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

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

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

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

1a. AIDS Alabama, a One Roof member, receives a Navigation grant, Enroll Alabama, to provide statewide workers to help clients enroll in Medicaid, Medicare, and ACA options by phone, online and in person. They partner with all CoC members to evaluate and assist clients.
1b. One Roof hosts Project Homeless Connect (PHC) with Department of Human Resources (DHR) on site assisting with Food Stamps, TANF and Child Support applications. Also at PHC are multiple for-profit and charitable organizations providing free eye care, free health care and free dental care. Each makes appointments on site for follow-up through the year. Service providers provide transportation to appointments.
1c. One Roof has 2 SOAR certified staff members; one SOAR dedicated and
another who just received certification
1d. One Roof works in the same building as the major provider of indigent
health care and another major provider of charitable vision and dental care. We
partner with each of these agencies to certify homeless clients for care as
appropriate.
2. All local substance abuse programs participate in the CoC and present
information on their programs during membership meetings. DHR presents
annually to membership on food stamps, TANF, etc., including any changes in
the application processes.
3. One Roof is the responsible agency and has a dedicated SOAR specialist on
staff, with an additional outreach member also being SOAR certified.

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

<table>
<thead>
<tr>
<th>Project: AL-500 CoC Registration FY2018</th>
<th>09/18/2018</th>
</tr>
</thead>
</table>

### Total number of new and renewal CoC Program Funded PSH, RRH, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition.

| Total number of new and renewal CoC Program Funded PSH, RRH, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition. | 22 |

### Total number of new and renewal CoC Program Funded PSH, RRH, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach—meaning that the project quickly houses clients without preconditions or service participation requirements.

| Total number of new and renewal CoC Program Funded PSH, RRH, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach. | 21 |

### Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects in the FY 2018 CoC Program Competition that will be designated as Housing First.

| Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects in the FY 2018 CoC Program Competition. | 95% |

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

1. CoC outreach includes specialized outreach teams run by partner agencies
for unaccompanied youth, Veterans, Latinx, LGBTQ, Veterans and mentally ill
populations and has a four-person, full-time outreach team through Coordinated
Assessment (CA). All outreach teams are closely connected with CA and meets
at least monthly in-person. 2. The CoC’s Street Outreach covers 100% of the
CoC geography.
3. CoC outreach teams do field work (streets, overpasses, etc.) five days per
week with fluctuating hours depending on weather, population being sought,
time of year, etc., with some teams remaining on call 7 days per week during
inclement weather.
4. Outreach uses word-of-mouth with peers to connect with those least likely to
request assistance. Outreach advertises in places homeless people are likely to
be – libraries, convenience stores, emergency rooms, etc. Disability Rights and Resources participates with the CoC to outreach to the disabled community and One Roof contracts with a nonprofit for the Deaf and Blind to provide interpreting services as needed. Bilingual One Roof staff are available.

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

1a. One Roof (OR) advertises the nondiscrimination policy on all web documents as related to OR services and CoC funded agencies.
1b. Agencies submitting new or renewal projects for funding must agree to follow 24 CFR 578.93(c);
1c. The policy is posted in the OR office with directions on how to protest mistreatment/ perceived mistreatment by OR or funded programs.
1d. Fliers distributed by Coordinated Assessment (CA) and Outreach have the policy on them, including those to indigent medical clinics, convenience stores, libraries, etc.
1e. OR and the CA office are located in a converted hospital so is accessible for those with mobility disabilities
1f. HIV+ and LGBTQ agencies participate in the CoC and widely advertise this policy.
2a. This CoC has less than 2% of non-English speaking clients but still has bilingual staff and access to a certified translator if needed, plus Spanish language posters with the policy and a copy of the policy available in Braille.
2b. has a contract with Deaf and Blind services nonprofit to provide certified ASL interpreters and/or documents in Braille as needed plus an available computer for large print reading and has staff with rudimentary ASL knowledge for emergencies.

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

<table>
<thead>
<tr>
<th>RRH beds available to serve all populations in the HIC</th>
<th>2017</th>
<th>2018</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH beds available to serve all populations in the HIC</td>
<td>525</td>
<td>191</td>
<td>-334</td>
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</tbody>
</table>

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

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

**Instructions:**

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

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Required?</th>
<th>Document Description</th>
<th>Date Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>1C-5. PHA Administration Plan–Homeless Preference</td>
<td>No</td>
<td>AL-500 FY 2018 PH...</td>
<td>09/14/2018</td>
</tr>
<tr>
<td>1C-5. PHA Administration Plan–Move-on Multifamily Assisted Housing Owners' Preference</td>
<td>No</td>
<td>AL-500 FY 2018 &quot;U...</td>
<td>09/14/2018</td>
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<tr>
<td>1C-8. Centralized or Coordinated Assessment Tool</td>
<td>Yes</td>
<td>AL-500 FY 2018 Co...</td>
<td>09/11/2018</td>
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<tr>
<td>1E-1. Objective Criteria–Rate, Rank, Review, and Selection Criteria (e.g., scoring tool, matrix)</td>
<td>Yes</td>
<td>AL-500 FY 2018 Ob...</td>
<td>09/18/2018</td>
</tr>
<tr>
<td>1E-3. Public Posting CoC-Approved Consolidated Application</td>
<td>Yes</td>
<td>AL-500 FY 2018 Pu...</td>
<td>09/18/2018</td>
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<tr>
<td>1E-3. Public Posting–Local Competition Rate, Rank, Review, and Selection Criteria (e.g., RFP)</td>
<td>Yes</td>
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<td>1E-4. CoC’s Reallocation Process</td>
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<td>1E-5. Notifications Outside e-snaps–Projects Accepted</td>
<td>Yes</td>
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<td>1E-5. Notifications Outside e-snaps–Projects Rejected or Reduced</td>
<td>Yes</td>
<td>AL-500 FY 2018 No...</td>
<td>09/18/2018</td>
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<tr>
<td>1E-5. Public Posting–Local Competition Deadline</td>
<td>Yes</td>
<td>AL-500 FY 2018 Pu...</td>
<td>09/18/2018</td>
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<tr>
<td>2A-1. CoC and HMIS Lead Governance (e.g., section of Governance Charter, MOU, MOA)</td>
<td>Yes</td>
<td>AL-500 Governance...</td>
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<td>2A-2. HMIS–Policies and Procedures Manual</td>
<td>Yes</td>
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<td>3A-6. HDX–2018 Competition Report</td>
<td>Yes</td>
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<tr>
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<tr>
<td>3B-5. Racial Disparities Summary</td>
<td>No</td>
<td>AL-500 FY 2018 Racial Disparities Summary</td>
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<td>----------------------------------</td>
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<td>------------</td>
</tr>
<tr>
<td>4A-7.a. Project List–Persons Defined as Homeless under Other Federal Statutes (if applicable)</td>
<td>No</td>
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</tr>
<tr>
<td>Other</td>
<td>No</td>
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<tr>
<td>Other</td>
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<tr>
<td>Other</td>
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Attachment Details

**Document Description:** AL-500 FY 2018 PHA Homeless Preference

Attachment Details

**Document Description:** AL-500 FY 2018 "Up and Out" Plan

Attachment Details

**Document Description:** AL-500 FY 2018 Coordinated Assessment Tool

Attachment Details

**Document Description:** AL-500 FY 2018 Objective Criteria–Rate, Rank, Review, and Selection Criteria

Attachment Details

**Document Description:** AL-500 FY 2018 Public Posting CoC-Approved Consolidated Application
Document Description: AL-500 FY 2018 Public Posting–Local Competition Rate, Rank, Review, and Selection Criteria

Attachment Details

Document Description: AL-500 FY 2018 CoC’s Reallocation Process

Attachment Details

Document Description: AL-500 FY 2018 Notifications Outside e-snaps–Projects Accepted

Attachment Details

Document Description: AL-500 FY 2018 Notifications Outside e-snaps–Projects Rejected or Reduced

Attachment Details

Document Description: AL-500 FY 2018 Public Posting–Local Competition Deadline

Attachment Details
Document Description: AL-500 Governance Charter - Updated June 2018

Attachment Details

Document Description: AL-500 FY 2018 HMIS Policies and Procedures

Attachment Details

Document Description: AL-500 FY 2018 HDX Competition Report

Attachment Details

Document Description: AL-500 FY 2018 Order of Priority - Written Standards

Attachment Details

Document Description: AL-500 FY 2018 Racial Disparities Summary

Attachment Details

Document Description: AL-500 FY 2018 Projec List for Persons Defined as Homeless Under Other Federal Statutes
Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:
Submission Summary

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

<table>
<thead>
<tr>
<th>Page</th>
<th>Last Updated</th>
</tr>
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<tbody>
<tr>
<td>1A. Identification</td>
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</tr>
<tr>
<td>1B. Engagement</td>
<td>09/18/2018</td>
</tr>
<tr>
<td>1C. Coordination</td>
<td>09/18/2018</td>
</tr>
<tr>
<td>1D. Discharge Planning</td>
<td>09/18/2018</td>
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<tr>
<td>1E. Project Review</td>
<td>09/18/2018</td>
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<tr>
<td>2A. HMIS Implementation</td>
<td>09/18/2018</td>
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<tr>
<td>2B. PIT Count</td>
<td>09/18/2018</td>
</tr>
<tr>
<td>2C. Sheltered Data - Methods</td>
<td>09/18/2018</td>
</tr>
<tr>
<td>3A. System Performance</td>
<td>09/18/2018</td>
</tr>
<tr>
<td>3B. Performance and Strategic Planning</td>
<td>09/18/2018</td>
</tr>
<tr>
<td>4A. Mainstream Benefits and Additional Policies</td>
<td>09/18/2018</td>
</tr>
<tr>
<td>4B. Attachments</td>
<td>09/18/2018</td>
</tr>
<tr>
<td>Submission Summary</td>
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Applicant: Birmingham/Jefferson, Saint Clair, Shelby Counties CoC

Project: AL-500 CoC Registration FY2018
Michelle Farley,  
Executive Director,  
One Roof  
1515 6th Avenue, South  
Birmingham, AL 35233  

13 September 2018  

Ms. Farley —

Per your request, please find below our Homeless Preference policy information as it relates to the Public Housing program for the Housing Authority of the Birmingham District:

**HABD Housing Preference for Homeless Families**

The Homeless Preference will apply to applicants who lack a fixed, regular and adequate nighttime residence; have a primary nighttime resident that is a supervised public or private shelter providing temporary accommodations; live in a public or private place not ordinarily used as an accommodation for human beings (lack indoor plumbing, toilet facilities, adequate or safe electrical service, heat, or kitchen); or a designated social service agency that certifies the family as homeless.

To qualify for the homeless preference, applicants must be referred by a service agency that is able to supply a signed certification that the applicant meets the above definition(s) of homelessness and is qualified to apply for housing under these criteria.

If I or my staff may be of further assistance to you, please do not hesitate to contact me personally. I am happy to assist.

All the best,

[Signature]

William Blankenship,  
Vice President of Housing Operations,  
Housing Authority of the Birmingham District  

1826 3rd Avenue, South, P.O. Box 55906, Birmingham, Alabama 35255-5906  
Telephone (205) 324-0641
EXHIBIT A

Assisted Housing / Section 8
Local Preference for Homeless Applicants

Local Preference for Homeless Applications to be Effective January 1, 2004

A homeless family includes any individual or family who:

- Lacks a fixed, regular or adequate nighttime residence. and

- Has a primary nightmare residence that is:
  
  1. A supervised public or privately supported shelter, designed to provide temporary living accommodations (including welfare hotels, congregate shelters and transitional housing programs);
  
  2. An institution that provides a temporary residence for individuals intended to be institutionalized;
  
  3. A public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings.

A homeless family does not include any individual imprisoned or otherwise detained pursuant to an Act of the Congress or a State law.

Verification consists of certification, in a form prescribed by the HABD, of homeless status from a public or private facility that provides shelter for such individuals or from the local police department or social services agency.

At the time of application, initial determination of an applicant's entitlement to the HABD local homeless preference may be made on the basis of the applicant's certification of their qualification for the preference. Before selection is made, this qualification must be verified.

A maximum of one hundred (100) families will receive this preference in a given year.
HABD Up and Out Program

The HABD Up and Out program is a two-year Soft Skill Workforce Development program which is part of the HUD Family Self-Sufficiency (FSS) program. HABD is committed to providing supportive services to advance the economic, intellectual, and social conditions of public housing residents. In support of that goal, HABD has built a soft skill workforce program to expand over 14 communities and increase enrollment from 150 to 500 families within the next 18-24 months. This two-year program will equip participants with the required soft skills to secure interviews and employment opportunities. This training supports the FSS program which allows residents to accomplish self-obtained goals. Many of the employers are seeking individuals to hire, but can’t find suitable candidates with job readiness skills. There is a definite need for job seekers to demonstrate appropriate social skills such as, time management, language communication abilities, good personal habits, emotional empathy, team work and leadership capabilities.

The HABD “Up and Out Family Self Sufficiency Program” is designed to assist residents with the necessary work ready skills that will help them to become more employable. The hope is that with this type of soft skills training and assistance residents can find jobs and increase their earning potential. This service approach has to be adjusted so that an employee navigating the workplace successfully is just as much invested in the development of their soft skills while meeting the technical (hard skills) requirement of the job. The HABD training team is well aware of the need for participants to be able to express themselves effectively and, work as part of a team; be able to adapt to the changing needs of a business organization, demonstrate problem-solving abilities along with critical thinking. In addition, to those skills they must exemplify self-control in the workplace and remain gainfully employed.

Our HABD training team, shall provide quality and detailed classes with relevant training materials that are specifically designed for the participants. Each team member’s customer focus, enables us to deliver the highest quality skills and resources based on
the needs of our participants. HABD is a viable part of the community, and the largest public housing authority in the state of Alabama. As a HUD provider, HABD has a stake in achieving the highest satisfaction for our participants helping them to retain employment.

Our goal is to usher them to become the best that they can be in the workforce and marketplace. The main components for the HABD “Up and Out” training program are in Four Phases:

1. Visual – Seeing it help you understand it
2. Emotion – Allow time to work through the emotions of dealing with something new.
3. Experience – Seeing, adapting emotionally, and promoting positive application.
4. Conviction – When change is seen, emotionally accepted, and positively experienced, it becomes a part of your thinking and belief system.

To ensure the participant experience all Four Phases of this process, the HABD team recognizes that participant engagement is critical during each trainings session. When the participants are engaged in the learning process, they assume a measure of responsibility to learn what is being taught.

The ultimate goal is to reduce or eliminate the need for rental/welfare assistance and progressively move them towards achieving economic independence and housing self-sufficiency. At the very least this program will help to advance the participant to the next level in their pursuit of success.

The short-term objective is to move the unemployed resident to obtain employment as quickly and efficiently as possible. The long-term objective is to help residents who are low wage earners add additional skills so that they may increase or upgrade their earnings. Since many of the HUD funded communities are moving to multi-level income housing (market rate rent). A significant objective would be to help residents increase their earnings, and have increased opportunities to market themselves for the best wages they are qualified to earn.

In addition to using the findings from the HUD E-Logic data, will also incorporate tracking and analysis of the demographic data to see how effective we are in
meeting the benchmarks of the program. This also includes referral management, needs, and progress assessment, attendance monitoring, identification of key work trends, and monitoring of staff effectiveness. Measuring which program services are most effective at achieving the desired outcomes is essential to the progress of this program.
Membership considered these factors for 1/3 total score (chart pages 1 – 3):

<table>
<thead>
<tr>
<th>Housing Type</th>
<th>Target Population</th>
<th># of Beds funded</th>
<th>Dedicated CH beds</th>
<th>Total # served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Adults Served</td>
<td># Households served</td>
<td>$ CoC Award</td>
<td>$$ Returned to HUD</td>
<td>Cost per bed</td>
</tr>
<tr>
<td>Is it Housing First?</td>
<td>Is it Low Barrier</td>
<td>Data Timeliness</td>
<td>PIT bed utilization</td>
<td></td>
</tr>
<tr>
<td>Stayers increasing cash income</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leavers increasing cash income</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average LOS for Stayers</td>
<td></td>
<td></td>
<td>Median LOS for Stayers</td>
<td></td>
</tr>
<tr>
<td>Returns to Homelessness within 3 years</td>
<td></td>
<td></td>
<td>Percentage Retained PH or Exited to PH</td>
<td></td>
</tr>
</tbody>
</table>

Board of directors considered all of the above factors (chart pages 1 – 3) plus gave a numerical score to some of the most important criteria (pages 4 – 6) and then ranked with all criteria in mind plus consideration of client vulnerability.

- Coordinated Assessment participation
- Housing First and/or Low Barrier
- Data Quality at or above 95%
- Reasonable cost per bed
- Applicant is active CoC participant
- Bed Utilization
- Project spent 90% or more of HUD funds
- Project earned satisfactory CoC monitoring scores
- Project serves High need populations
- Project increased income for stayers
- Project increased income for leavers
- High percentage of clients retained or exited to PH
<table>
<thead>
<tr>
<th>Type of Support</th>
<th>Housing</th>
<th>Beds Funded</th>
<th>Beds Total</th>
<th>CH</th>
<th>Target</th>
<th>Funds</th>
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<td>2</td>
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</tr>
</tbody>
</table>

**Notes:**
- CH: Client Households
- Target: Target Beds
- Funds: Funding Source
- Total: Total Beds Funded
- Beds: Beds Available
<p>| Item                  | Yes | No  | 100% | 86% | 62.5% | 50% | 92% | 10% | 0%  | 0.00% | 100% | 8%  | 50% | 93% | 2%  | 10% | 90% | Yes | Yes | 4%  | 18% | 100% | 8%  | 50% | 90% | 4%  | 92% | 10% | 0%  |
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|                     | 2500 | 7779 | 57759| 450000 | 2505 | 256 | 708 | 27 | 140 | 142 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 |
|                     | 2500 | 7779 | 57759| 450000 | 2505 | 256 | 708 | 27 | 140 | 142 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 |
|                     | 2500 | 7779 | 57759| 450000 | 2505 | 256 | 708 | 27 | 140 | 142 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 |
|                     | 2500 | 7779 | 57759| 450000 | 2505 | 256 | 708 | 27 | 140 | 142 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 |
|                     | 2500 | 7779 | 57759| 450000 | 2505 | 256 | 708 | 27 | 140 | 142 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 |
|                     | 2500 | 7779 | 57759| 450000 | 2505 | 256 | 708 | 27 | 140 | 142 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 |
|                     | 2500 | 7779 | 57759| 450000 | 2505 | 256 | 708 | 27 | 140 | 142 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 |
|                     | 2500 | 7779 | 57759| 450000 | 2505 | 256 | 708 | 27 | 140 | 142 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 | 140 |</p>
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**Total Score:** 22

- P = 85%
- R = 85%
- H = 70%
- T = 70%
- PH = 50%

**Factors:**
1. High percentage of clients retained or exiting to PH
2. Project increased income for leavers
3. Project increased income for stayers
4. Project serves people with disabilities = 2 pts
5. Project serves high need populations (from CA scores)
6. Project earned satisfaction/coc monitoring scores
7. Project earned 90% of greater of allocated HHD funds
8. Bed utilization 90% or <
9. PH participation = 1 pt. Does current = 1 pt / coc under 1 yr / only = 1 pt
10. Applicant is active coc participant
11. Average = 961 + 30% = 5 1/2 pts
12. Reasonable cost per bed / not greater than 30% above average
13. Quality of care = above 95%
14. Housing first and/or low barrier
15. 10% = 20 pts; 90% = 10 pts; below 80% = 0 pts

**Possible Rating Factor:** 3
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**Notes:**
- A7, B3, C9, D5, E1, F7, G3, H9, I5, J1 are placeholders for specific values.
- The table indicates a sequence or data entry format.
- Additional notes or explanations may be required for complete understanding.

**Handwritten Note:**
- "HA-500 VAC" printed in the margin.
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**NOTES**

**Renewal Demand:** $9,109,238

**Tier 1:** $8,744,868

**Tier 2:** $364,370

**PH Bonus Max:** $546,554

**DV Bonus Max:** $910,924

**New Reallocations:** $588,014
1E - 3: Public Posting CoC-Approved Consolidated Application

Postings and notifications of postings were made 09.14.2018

The complete application was posted on the One Roof website; an email from the ED to major stakeholders went out; a special newsletter went out to the entire CoC distribution list; and the posting was announced on FB.

Please see proof of all attached.
Consolidated FY2013 Apps Accepted

Make meaningful outcomes easier. All Consolidated FY2013 Apps Accepted

List - Remember that these are not a request for additional money, but simply a way to support special projects. Please remember that these are simply applications, and none are guaranteed to be funded. Ranking and ALL FY2014 Apps

submitting projects. Please remember that these are simply applications, and none are

Consolidated FY2014 Apps: This year HFD gave the community the opportunity to

Ranking and FY2014 Applications: One Root is proud to share an important part of
Good afternoon to each of you. All of you have, at one point or another, expressed interest in ending homelessness as we know it today in our community. That is why you are receiving this email. Please feel free to forward this email to anyone else you think might be interested. I apologize if you receive this more than once… it just means we believe you are REALLY interested in homelessness!

One Roof wants to be as transparent as possible, so we have posted the two parts of the current Housing and Urban Development Competition application on the One Roof website. The Priority Ranking tells you how each project was ranked by the Continuum. That means that each project was evaluated on many different factors and then ranked accordingly. The Priority Ranking also includes the entirety of each of those projects so
that you can read about what each one does, who they serve, etc. We had the opportunity this year to merge some grants that were similar. Keep in mind that these grants aren't an ask for new money, just a request to report on a single project rather than multiple projects. The Continuum Application tells you about our system as a whole; who our partners are, what our strategic planning process looks like, how we are doing on the various goals around ending homelessness, etc.

Keep in mind that most of these projects are simply competing to renew what we already have. You will note that there are only five applications competing to get "new" money.

Please feel free to go our website and review each of these documents. If you have any comments, please direct them to michelle@oneroofonline.org. We will submit this entire package to HUD no later than 3pm on Tuesday September 18, 2018.

As always, One Roof thanks you for your dedication to ending homelessness as we know it today.
(I couldn't get entire list to print out)


Good afternoon to each of you. All of you have, at one point or another, expressed interest in ending homelessness as we know it today in our community. That is why you are receiving this email. Please feel free to forward this email to anyone else you think might be interested. I apologize if you receive this more than once...it just means we believe you are REALLY interested in homelessness!

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As always, One Roof thanks you for your dedication to ending homelessness as we know it today.

AL 500 One Roof email to stakeholders that entire application was posted 09.14.2018
One Roof: Uniting Central Alabama to End Homelessness

Please follow this link to look at all of the individual applications as well.

Published by Design Milliken

September 14 at 4:23 PM

Homelessness

One Roof: Uniting Central Alabama to End

FB Posting Entire Application

AL-500 One Roof
First notice went out to major stakeholders, including non-funded ones, by email on June 26, 2018. Attached Page 1.
Availability was posted to One Roof website on June 28, 2018. Attached Page 3.
Availability was put on FaceBook on July 2, 2018. This also linked to inclusion of non-funded agencies. Attached Page 4.
Email to major stakeholders, including non-funded ones, to email on July 3, 2018 with required documentation (all a part of the Ranking process). Attached Page 5 – 8 with sections highlighted.
Notice went out to entire distribution list by newsletter on July 11-12, 2018. Attached Page 9 – 10 with sections highlighted.
HUD grant (NOFA) items.

25 messages

Michelle Farley <michelle@oneroofonline.org> Tue, Jun 26, 2018 at 4:22 PM
To: Kathie Hiers <kathie@aidsalabama.org>, Nathan Salter <nathan.salter@allsalabama.org>, Christopher Retan <cretan@specialkindofcaring.org>, Gloria Howard <ghoward@specialkindofcaring.org>, awright@firehouseshelter.com, "Valencia Green, MSW" <vgreen@firehouseshelter.com>, "Ruth G. Crosby" <ruth.crosby@firstlightshelter.org>, Sherry Webb <sherry.webb@firstlightshelter.org>, Larry Dancy <Larry.Dancy@uss.salvationarmy.org>, John Stamps <John.Stamps@uss.salvationarmy.org>, Dan Kessler <dan.kessler@dradvocates.org>, "Craig, Richard" <craig@bsmh.com>, James Crego <jcrego@bsmh.com>, Robin McCarty <rmccarty@bsmh.com>, Solonia Mack <SMack@jcha.com>, Ken Vaughan <kvaughan@jcha.com>, carrieisleand@pathwayshome.org, Deisha Rosser <Deisha.Rosser@pathwayshome.org>, Dotti Bailey <dottib@safeshouse.org>, Melissa Romeo <melissar@safeshouse.org>, Kimberly Callines <kkallines@birminghamal.gov>, Deborah Spencer <dspencer@birminghamal.gov>, Jean@dannonproject.org, kerrl@dannonproject.org, Phillip R Gurley <philip@dannonproject.org>, Phil Cain <phil@familyconnection-inc.org>, Susan Johnston <susan@familyconnection-inc.org>, Parrish Knorr <PKnorr@ywcahbham.org>, Yolanda Sullivan <ysullivan@ywcahbham.org>, "Stitt, Adrienne" <Adrienne.Stitt@birminghamal.gov>, "Hall, Veronica L." <Veronica.Hall@birminghamal.gov>, "Burrells, Yolanda" <burrells@jccal.org>, "Smith, Felicia" <Felicia.Smith@jccal.org>, "Hamilton, Frederick" <Frederick.Hamilton@jccal.org>, "Nigel P. Roberts" <Nigel.Roberts@birminghamal.gov>, Jeff Bowman <jeff@urban-ministry.org>, Gayle Watts <gwatts@childrensaid.org>, "adam@churchofthereconciler.com" (adam@churchofthereconciler.com)

To: Michelle Farley <michelle@oneroofonline.org>
From: Jeff Bowman <jeff@urban-ministry.org>
Date: Jun 26, 2018 at 4:22 PM
Subject: HUD grant (NOFA) items.

Good afternoon.

Some of you on this distribution list have submitted grant proposals previously for funding consideration in the HUD Continuum of Care (CoC) Notice of Funding Availability (NOFA) competition.

Some of you have never submitted projects but are interested in this particular competition. Some of you may NOT be interested in submitting a project for consideration, but you know a nonprofit agency that WOULD be interested in submitting a project. Please pass this email along to those people. Please CAREFULLY read the documents linked above to see if your agency is eligible. Please remember that this Continuum of Care is only accepting applications that are in line with Continuum priorities.

By now each of you has had the opportunity to read the NOFA and all linked documents. Below is the schedule for this competition.

(1) The membership meeting normally scheduled for July 5 has been RESCHEDULED to Thursday, July 12 at the normal 2pm time. During this meeting we will discuss the NOFA, any changes that need attention and we will discuss the theory of reallocation and of new bonus money. If you intend to submit an application or if you are simply interested in possibly submitting an application, I STRONGLY suggest that you attend this meeting.

(2) ALL projects (RENEWAL and NEW) are to be completed in esnaps and released to One Roof NO LATER

AL 500

1 of 9

9/18/2018, 1:25 PM
than NOON Monday the 30th. There are NO exceptions. Any projects not available for One Roof review by noon on that date will not be submitted to HUD for funding consideration.

(3) Membership will meet on Thursday August 2 to review outcomes on renewals and to consider need of new projects submitted. The SCORING AND RANKING done by membership will be completed this day. Your agency must be a current, participating member of the One Roof Continuum of Care to submit new projects, to submit renewal projects, AND to vote during this Scoring and Ranking meeting. If you are not certain about your agency being a current, participating member of One Roof, please check with Gordon or Hope asap. Gordon may be reached at Gordon@oneroofonline.org and Hope may be reached at Hope@oneroofonline.org. Either may be reached at our office number 205.254.8833.

(4) The One Roof board, or at least a committee of the board, will meet to do Scoring and Ranking between August 9th and 16th. The board scores will equal 2/3 of the final score and will be added to the membership scores which equal 1/3. The final score for each project, it's rank, and whether or not it will be submitted to HUD, will be released no later than August 23rd. It is my goal to get all of the projects, whether funded or not, and any of the HUD-required project documentation uploaded to the One Roof website the same day as the final ranking and scoring is released.

(5) ALL pieces of the application...the final ranking and scoring, all submitted projects whether funded or not, all of the former Exhibit 1, and any HUD-required supplemental documentation MUST be posted to the One Roof website on or before September 13.

(6) The entire application will be submitted to HUD by or before the deadline of September 18, 2018.

Please note that there will be a list One Roof-required documentation that I will send out in a few days.

Michelle Farley
Executive Director
One Roof
1515 6th Avenue South
Birmingham, AL 35233
205.254.8833
uniting central alabama to end homelessness

vgreen@firehouseshelther.com <vgreen@firehouseshelther.com> To: oneroofonline@gmail.com
I will be out of the office until July 2, 2017.

Valencia Grean
Firehouse Ministries
Housing Coordinator

Adrian Peterson-Fields <apeterson-fields@habd.net> To: Michelle Farley <michelle@oneroofonline.org>
Got it.
CoC Application Info

Permalink: http://oneroofonline.org/2015-coc-application-info/

Page restored to revision from June 20, 2018 @ 11:08:43.

Click here to view information about the NOFA 2018.

Click here to view 2017 completed NOFA application.

Click here for 2017 priority listing.

Click here to view 2016 priority listing.

Word count: 33

Last edited by admin2 on September 18, 2018 at 11:31 am

SuperSlider-Show

id: folder: show height: show width: Trans style

select image size select linked to select limit slides:

advanced

Add Show

This shortcode helper presently only works for the Html view.
One Roof: Uniting Central Alabama to End Homelessness

Posted by DeShunn Wilkerson

July 2

If you are interested in submitting a grant proposal for funding for the 2018 HUD Continuum of Care (CoC) Notice of Funding Availability (NOFA) competition, go to our website oneroofonline.org, click on the drop down menu CoC Homeless Info and select CoC Application info.
Documents required for NOFA participation

Michelle Farley <michelle@oneroofonline.org>
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<adam@churchofthereconciler.com>, Bridge Ministries <bridge@bellsouth.net>, Rana Cowan <director@bridge@bellsouth.net>, beth.bachelor@fshbhm.org, Lula Skowronski <lskowronski@priorityveteran.org>, Wendy Hicks <whicks@familyendevors.org>, REGINALD HOLLOWAY <RHOLLOWAY@shelbyal.com>, Shonda Gray <Shonda.Gray@adea.alabama.gov>, Alice Westbury <alicewestery@gmail.com>, Dana Chavers <dchavers@thefoundryline.org>, Brandon Lackey <blackey@thefoundryline.org>, Melody Echols <mdnochols@norwoodresourcecenter.org>, Anthony Gardner <agardner@arms.healthcare>, Amy Sparks <asparks@arms.healthcare>, Karen Musgrove <karen@birminghamal.gov>, Amanda Keller <Amanda@mcac-bao.org>, Adrian Peterson-Fields <apeterson-fields@habd.net>, Sharron M Rowser <rowser@ubab.edu>  
Cc: Hope May <hope@oneroofonline.org>, Gordon Sullivan <gordon@oneroofonline.org>, Deborah Joy Van Horn <deborah@oneroofonline.org>, Jeri Tindal <Jeri@oneroofonline.org>

I hope each of you is enjoying this "short" week that we’re having.

I have attached the list of documents that need to be submitted to One Roof if your agency is applying for renewal funds or new grants. Please note that this may not be an all-inclusive list and I may ask for additional information as the competitive process unfolds. All of the listed documentation is due on Thursday, July 12. All documents should be emailed to BOTH michelle@oneroofonline.org AND jeri@oneroofonline.org.

There is no doubt in my mind that you have read the complete NOFA and that you are ready for our discussion on Thursday, July 12 in the membership meeting. In case I am somehow misguided, I STRONGLY suggest that you read the NOFA, the HUD NOFA document on "what has changed," AND 24 CFR 578. Remember that HUD Continuum grants can only be submitted through e范冰冰, so if you are not familiar with this joyous software, please read HUD’s educational pieces on how to use e范冰冰 as well. Most of the suggested information is on the HUD Exchange.

Thanks to each of you for your dedication to ending homelessness as we know it today.
Michelle

On Tue, Jun 26, 2018 at 4:22 PM, Michelle Farley <michelle@oneroofonline.org> wrote:
Good afternoon.
Some of you on this distribution list have submitted grant proposals previously for funding consideration in the HUD Continuum of Care (CoC) Notice of Funding Availability (NOFA) competition.

Some of you have never submitted projects but are interested in this particular competition. Some of you may NOT be interested in submitting a project for consideration, but you know a nonprofit agency that WOULD be interested in submitting a project. Please pass this email along to those people. Please CAREFULLY read the documents linked above to see if your agency is eligible. Please remember that this Continuum of Care is only accepting applications that are in line with Continuum priorities.

By now each of you has had the opportunity to read the NOFA and all linked documents. Below is the schedule for this competition.

(1) The membership meeting normally scheduled for July 5 has been RESCHEDULED to Thursday, July 12 at the normal 2pm time. During this meeting we will discuss the NOFA, any changes that need attention and we will discuss the theory of reallocation and of new bonus money. If you intend to submit an application or if you are simply interested in possibly submitting an application, I STRONGLY suggest that you attend this meeting.

(2) ALL projects (RENEWAL and NEW) are to be completed in esnaps and released to One Roof NO LATER than NOON Monday the 30th. There are NO exceptions. Any projects not available for One Roof review by noon on that date will not be submitted to HUD for funding consideration.

(3) Membership will meet on Thursday August 2 to review outcomes on renewals and to consider need of new projects submitted. The SCORING AND RANKING done by membership will be completed this day. Your agency must be a current, participating member of the One Roof Continuum of Care to submit new projects, to submit renewal projects, AND to vote during this Scoring and Ranking meeting. If you are not certain about your agency being a current, participating member of One Roof, please check with Gordon or Hope asap. Gordon may be reached at Gordon@oneroofonline.org and Hope may be reached at Hope@oneroofonline.org. Either may be reached at our office number 205.254.8833.

(4) The One Roof board, or at least a committee of the board, will meet to do Scoring and Ranking between August 9th and 16th. The board scores will equal 2/3 of the final score and will be added to the membership scores which equal 1/3. The final score for each project, it’s rank, and whether or not it will be submitted to HUD, will be released no later than August 23rd. It is my goal to get all of the projects, whether funded or not, and any of the HUD-required project documentation uploaded to the One Roof website the same day as the final ranking and scoring is released.

(5) ALL pieces of the application...the final ranking and scoring, all submitted projects whether funded or not, all of the former Exhibit 1, and any HUD-required supplemental documentation MUST be posted to the One Roof website on or before September 13.

(6) The entire application will be submitted to HUD by or before the deadline of September 18, 2018.

Please note that there will be a list One Roof-required documentation that I will send out in a few days.

--
Michelle Farley
Executive Director
One Roof
1515 8th Avenue South
Birmingham, AL 35233
205.254.8833
uniting central alabama to end homelessness

oneROOF

9/18/2018, 2:46 PM
Michelle Farley
Executive Director
One Roof
1515 6th Avenue South
Birmingham, AL 35233
205.254.8833
uniting central alabama to end homelessness

DONATE NOW
Secure donations through
Network for Good
Documents required from agencies that wish to apply for HUD Continuum NEW or RENEWAL funding in this current competition:

- **a.** CURRENT proof of nonprofit status (Must be dated January 1, 2018 or later)
- **b.** DUNS number and proof of current SAM registration
- **c.** Most recent agency audit (if not covering the year 2016 or later, why?)
- **d.** LOCCS records for each program. We need the CURRENT grant year if it closes August 30, 2018 or before. We need the PREVIOUS grant year if it closes September 30 or after.
- **e.** If you have not done your final drawdown for the CURRENT grant year, what is the amount you predict returning to HUD.
- **f.** One Roof has your match documents that were submitted with your 2016 and 2017 applications. Please provide documentation of what match has actually been used with this grant.
- **g.** What barriers to housing do your clients face? Examples might be: income required, state identification required, sobriety required, takes more than 45 days to get someone from a coordinated assessment referral to move-in date.
- **h.** What is your plan to overcome the barriers listed in g?
- **i.** Most recent HUD monitoring report and any related responses.
- **j.** Do you have an outstanding obligation to HUD (do you owe them money)? If yes, are you current on your pay-back schedule?
- **k.** How many programs does your agency have that ARE NOT utilizing HMIS or OSNIUM (The CoC approved domestic violence software)? What is the reason you do not have those programs in HMIS or OSNIUM?

If you are an agency that has never received HUD funding through the Continuum process, please submit all of the documentation above with the exception of d., e., f., i., and j. Also, please submit this additional documentation:

- **a.** Current agency line item budget
- **b.** Current agency financial policies
- **c.** Current agency staffing including administration staff and financial staff
- **d.** Synopsis of experience with administering federal grants. If you have never received a federal grant, give a synopsis of administering ANY foundation grant.
- **e.** Give a 1,500-word (or less) explanation of Continuum of Care as you know it.
- **f.** Give a 1,500-word (or less) explanation of Housing First as you know it.
- **g.** What is your history of participation with the One Roof continuum of care? This should include how long you have been attending meetings, a brief history of your agency participation in Continuum events, and how long you have been a paid member of One Roof.
One Roof Newsletter - July 11, 2018


July 12, 2018

One Roof's mission is to equip and empower our community to prevent and end homelessness through advocacy, education, and coordination of services.

The Alabama Department of Child Abuse & Neglect Prevention, the University of Montevallo Social Work Program, and SafeHouse of Shelby County cordially invite you to a screening of Resilience, a documentary illuminating the science of Adverse Childhood Experience (ACEs) and the birth of a new movement to treat and prevent toxic stress. Following the one hour viewing of the film, the Department of Child Abuse & Neglect Prevention's Director, Sallye R. Longshore, will facilitate a panel discussion with key stakeholders from the community.

The event is Tuesday, July 24th from 10:00 am - 12:00 pm. Please click link below to register for the event:

[Resilience Event]

Also social workers can earn 2.0 hours of CEU credit.

New Continuum ID Sample Letters

Please use this form as a guide for all continuum ID verification letters:

[Sample Continuum ID letter]

If you have any questions about continuum IDs please contact Mary Beth at marybeth@oneroofonline.org.

NOFA Competition is now available

Some of you receiving this newsletter have submitted grant proposals previously for funding consideration in the
Some of you may never submit projects but are interested in this particular competition. Some of you may NOT be interested in submitting a project for consideration, but you know a nonprofit agency that WOULD be interested in submitting a project. Please pass this email along to those people. Please CAREFULLY read the documents linked above to see if your agency is eligible. Please remember that this Continuum of Care is only accepting applications that are in line with Continuum priorities.
Please click link below to learn about the schedule for the NOFA:
NOFA Schedule

NOW ACCEPTING APPLICATIONS!

WE WANT YOU!

AMERICORPS

eliminating racism empowering women
ywca
Central Alabama

Just a reminder the AmeriCorps is recruiting for the 2018-2019 term! YWCA Central Alabama Building Communities.
Bettering Lives AmeriCorps program is recruiting 40 compensated members to begin service in September 4th.
Men and women are invited to apply for the one year of full-time service in the metro-Birmingham area.
For more information go to: http://www.ywocabham.org/americorps or email americorps@ywocabham.org

Volunteer Opportunities?? Let Us Know

One Roof is updating our database of volunteer opportunities within our network. Our office receives calls all the time from interested volunteers ready to be of assistance to the people we serve. However, One Roof does not have volunteer opportunities year round. We want to connect these volunteers to your organizations. If you have volunteer opportunities at your agency, please send the following information to deshunn@onerofonline.org:

- Who should the volunteers contact?
- How many hours are available to volunteer?
- What kind of services are needed?

We will share this information on our website and our social media page. Thank you for all you do!

HMIS Help Corner!
Welcome to our monthly HMIS Helper segment! Look here for tips on how to improve your HMIS experience.

This month's topic is: How to Document Chronic Homelessness?

Find out more about Chronic Homelessness in next month's HMIS Helper! Also see HUD's Guidance on Chronic Homelessness:


Documenting Chronic Homelessness: Verify the amount of time a client has experienced homelessness through documentation. Documents should specify dates the client stayed in a homeless situation and account for gaps when the client may have been housed. The following items are considered appropriate documentation of chronic homelessness:

- HMIS Data (such as Entry/Exit or Street Outreach)
- Written document from a social worker and/or service provider
- Signed files from an institution (such as a correctional facility or hospital)
- Client self-certification accompanied with intake documentation of living situation and list of steps taken to acquire evidence of chronic homelessness status

Have a question or concern for the HMIS team?

Email us:
promiss@onerocofonline.org

Visit our Help Desk:
http://onerocofonline.org/promiss-help-desk/

Have Announcements?

If you have events, educational opportunities, or other announcements, please send them to info@onerocofonline.org so they can be included in the weekly newsletter.
1E.4. CoC’s Reallocation Process

On August 2, 2018, the CoC membership evaluated all renewal projects based on the Objective Criteria:

<table>
<thead>
<tr>
<th>Housing Type</th>
<th>Target Population</th>
<th># of Beds funded</th>
<th>Dedicated CH beds</th>
<th>Total # served</th>
<th>Cost per bed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Adults Served</td>
<td># Households served</td>
<td>$ CoC Award</td>
<td>$$ Returned to HUD</td>
<td></td>
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</tr>
<tr>
<td>Is it Housing First?</td>
<td>Is it Low Barrier</td>
<td>Data Timeliness</td>
<td>PIT bed utilization</td>
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<tr>
<td>Stayers increasing cash income</td>
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<td>Leavers increasing cash income</td>
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<td>Average LOS for Stayers</td>
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<td>Returns to Homelessness within 3 years</td>
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</table>

Membership decided that Reallocation was mandatory. Discussion and a vote determined that enough funding from the returned-to-HUD-funds from the JCHA PH grant should be reallocated to fund the newly submitted projects.

Votes were tallied and this comprised 1/3 of the total score for each project.

On August 9, the Board of Directors reviewed the submitted projects using the above criteria plus a modified scoring tool. Discussion and a vote determined that enough funding from the returned-to-HUD-funds from the JCHA PH grant should be reallocated to fund the newly submitted projects. Minutes attached.

Votes were tallied and this comprised 2/3 of the total score for each project.

On August 23, 2018 agencies were notified of the Reallocation of funding from the JCHA PH grant to fund the newly submitted projects. Email Attached
It is the mission of One Roof to equip and empower our community to prevent and end homelessness through advocacy, education and coordination of services.

MINUTES  Membership Meeting  August 2, 2018  Cooper Green Health Services

I. Welcome and Roundtable Introductions
   - Membership sign-in-8.2.18.pdf

II. Special Topics

III. Old Business

IV. Continuum Business
   - Continuum of Care 2018 NOFA – Michelle Farley
     o Review of projects performance and outcomes
       1. Michelle went over columns A-H
       2. Jeri went over columns I-AH
       3. Are we going to reallocate?
       4. Jeff Bowman-motion; Ruth 2nd.
       5. Discussion-no questions
       6. Vote: 23 yes; 0 opposed to Reallocation
     o Discuss proposed new projects
       1. Lisa Maher asked about money from JCHA?
       2. Is this a pattern of returning funds?
       3. Will leaving you $80,000 cushion be enough.-Nathan Salter
       4. Solonia is questionable. Is there enough extra money for those who have $0 income.
       5. 1.5% needs to be left for those not available to pay rent. $80,000 will have 2.5% left.
       6. Val- Look at why Shelter+Care is not being used.
       7. Michelle went over care part of program.
       8. Ann made motion made to take $588,014 funds from JCHA S+C.
       9. Ruth-2nd
       10. 19-yes; 1-abstained; 0-no
       11. Motion carries
       12. Michelle-4th year done reallocating.
     o Project Score and Ranking
V. New Business

- Next Membership Meeting – September 6, 2018, 2 p.m. in 2nd floor cafeteria of Cooper Green Health Services. Topic: Review of projects performance and outcomes & project Ranking. An official membership vote will be taken.

- Monthly Legal Help Desk: August 7, 2018 8:30 am - Noon, Located in the One Roof Office, 5th Floor Cooper Green Mercy Health Services.

- New Hours for Faith Chapel Care Center: Tuesdays 8:30 am – 1:30 pm & Saturdays 8 am – 2 pm

- If you experience any PromisSE / HMIS related issues, please email the PromisSE team at promisSE@oneroofonline.org for assistance.

- Please let One Roof know what's going on in your agency! Send info, flyers, announcements to info@oneroofonline.org to be included in One Roof's weekly newsletter. Remember, One Roof will not send out information for a fundraiser event benefiting a nonmember agency.
Minutes  

**Board Meeting: August 9, 2018**  
One Roof Meeting Room 5th Floor  
11:30 am - 1:00 pm

**In attendance:** Terri Poe, Wardine Alexander, Max Michael, Charles Faulkner, John Macon, Nancy Yarbrough, Jeff Bowman, Michelle Farley, Hope May

**Call to Order:** 11:35 am

**Welcome and Call to Order:** Michelle Farley

Introduction of One Roof’s newest team member, Bruce Brasell, a CPA

**Housing and Urban Development Continuum Ranking and Scoring:** Michelle Farley

1. **Vote to reallocate or not.**
   
   a. Michelle Farley explained the reallocation process and why HUD is pushing for this to happen. Spreadsheet with the money returned to HUD looked at.
      
      i. First Light-returned $5482; not normal, do not expect to happen again
      
      ii. JCHA-returned $668,424; grant written for 100% of rent, clients are paying 30% of income; S+C is harder and harder to fit needs of continuum. JCHA is not doing Housing First, clients must have 3 months clean time, no Coordinated Assessment
         
         
         2. Max Michael: Did we reallocate money last year? Michelle Farley: Yes
         
         iii. One Roof Coordinated Assessment-returned $86,775, will not happen again, full team hired, 1st year of grace.
      
      b. Michelle Farley listed where reallocated money would go if Reallocation voted on.
         
         i. Youth Towers-TH/RRH, Youth 19-26 years, more options for kids, already using HMIS
            
            1. Wardine Alexander: Will Ms. Westerly provide wrap around services for the youth? Michelle Farley: Yes
            
            2. Nancy Yarbrough: Would One Roof work with Alice? Michelle Farley: Yes, we will support her.
            
         
         ii. JBS- expand 10 more beds and case management
         
         iii. Firehouse-expansion project, increase bed total to 73 and more units of housing, plus they are adding a job specialists to work with the clients.
   
   c. **A motion to reallocate $588,014 from JCHA was made by Max Michael. Seconded by Nancy Yarbrough. The board members unanimously voted to reallocate.**
      
      i. Nancy Yarbrough: How do we have a conversation with JCHA about the 3-month clean time? Michelle Farley: I think the scoring will show them a change needs to be made.

2. **Bonus Projects:** Michelle Farley
   
   a. AIDS Alabama-PSH, mission model, dual diagnosis, serious mental illness
      
      i. Max Michael: If we say yes to the project, HUD can still say no? Michelle Farley: Yes.
      
      ii. Charlie Faulkner: Do they have to have HIV? Michelle Farley: No.

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iii. Jeff Bowman: $20,000 per client is a high amount but it is within reason for the project.
   b. YWCA DV Bonus- already have DV programs, more beds are needed for DV clients, 18 beds
      i. Charlie Faulkner: We have to reallocate first to ask for new money? Michelle Farley: Yes.

3. Review of all outcomes: Michelle Farley
   a. Michelle explained both spreadsheets and reviewed outcomes.

4. Ranking: Michelle Farley explained ranking process

Next Board Meeting:
September 20, 2018  11:30 am – 1 pm Work on scoring tool for 2019
November 15, 2018  11:30 am – 1 pm

Adjourned: 1:35 pm
ok, done. The Permanent Supportive Housing grant includes an expansion of 10 apartment units and 1 case manager.

Please let me know if you have any questions.

Jim

[Quoted text hidden]

Michelle Farley <michelle@oneroofonline.org>  Thu, Aug 23, 2018 at 5:02 PM
To: Kathie Hiers <kathie@aidsalabama.org>, Nathan Salter <nathan.salter@aidsalabama.org>, Christopher Retan <cretan@specialkindofcaring.org>, Gloria Howard <ghoward@specialkindofcaring.org>, awright@firehouseshelter.com, "Valencia Green, MSW" <vgreen@firehouseshelter.com>, "Ruth G. Crosby" <ruth.crosby@firstlightshelter.org>, Sherry Webb <sherry.webb@firstlightshelter.org>, Larry Dancy <larry.dancy@uss.salvationarmy.org>, John Stamps <john.stamps@uss.salvationarmy.org>, Dan Kessler <dan.kessler@dradovocates.org>, "Craig, Richard" <rcraig@bsmha.com>, James Crego <jcrego@bsmha.com>, Robin McCarty <rmccarty@bsmha.com>, Solonia Mack <SMack@jcha.com>, Ken Vaughan <kvaughan@jcha.com>, carrie.ierland@pathwayshome.org, Deisha Rosser <deisha.rosser@pathwayshome.org>, Dotti Bailey <dottib@safehouse.org>, Melissa Romeo <melissar@safehouse.org>, Kimberly Gallines <kgallines@birminghamal.gov>, Deborah Spencer <dspencer@birminghamal.gov>, Jean@dannonproject.org, kern@dannonproject.org, Phillip R Golur <philip@dannonproject.org>, Phil Cain <phil@familyconnection-inc.org>, Susan Johnston <susan@familyconnection-inc.org>, Parrish Knorr <pknorr@ywcabham.gov>, Yolanda Sullivan <ysullivan@ywcabham.gov>, "Stitt, Adrienne" <adrienne.stitt@birminghamal.gov>, "Hill, Veronica L." <veronica.hall@birminghamal.gov>, "Burrells, Yolanda" <burrells@jccal.org>, "Smith, Felicia" <felicia.smith@jccal.org>, "Hamilton, Frederick" <frederick.hamilton@jccal.org>, "Nigel P. Roberts" <nigel.roberts@birminghamal.gov>, Jeff Bowman <jeff@urban-ministry.org>, Gayle Watts <g watts@childsensaid.org>, "adam@churchofthereconciler.com" (adam@churchofthereconciler.com)
< adam@churchofthereconciler.com>, Bridge Ministries <bridgemin@southbom.net>, Rana Cowan <director@familypromisebham.org>, beth.bachelor@fshbhm.org, Lula Skowronek <lskowronek@priori tyveteran.org>, Wendy Hicks <whicks@familyendeavors.org>, REGINALD HOLLOWAY <RHOLLOWAY@shelbyal.com>, Shonda Gray <shonda.gray@adea.alabama.gov>, Alice Westery <alicewestery@gmail.com>, Dana Chavers <dchavers@thefoundryonline.org>, Brandon Lackey <blackey@thefoundryonline.org>, Melody Echols <mdscholes@nonwoodresourcecenter.org>, Anthony Gardner <agardner@arms.healthcare>, Amy Sparks <asparka@arms.healthcare>, Karen Musgrove <karen@birminghamaidssoutreach.org>, Amanda Keller <amanda@mcac-bao.org>, Adrian Peterson-Fields <apeterson-fields@habd.net>, Sharron M Rowser <rowser@uab.edu>
Cc: Hope May <hope@oneroofonline.org>, Deborah Joy Van Horn <deborah@oneroofonline.org>, Jeri Tindal <jeri@oneroofonline.org>

Good afternoon. The Scoring and Ranking process for the One Roof Continuum of Care is complete. The information is attached below in two documents. The information has also been posted to the One Roof website per HUD requirements.

Thank you for your dedication to ending homelessness as we know it today.

Michelle

Michelle Farley
Executive Director
One Roof
1515 6th Avenue South
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205.254.8833
uniting central alabama to end homelessness

DONATE NOW

One Roof
Smart Solutions Network for Good

7 of 9

9/18/2018, 1:25 PM
1 E-5. Notifications Outside esnaps – Projects Accepted

See attached email from August 23, 2018
**HUD grant (NOFA) items.**

Michelle Farley <michelle@oneroofonline.org>  
Thu, Aug 23, 2018 at 5:02 PM

To:  
Kathie Hiers <kathie@aidssalabama.org>, Nathan Salter <nathan.salter@aidssalabama.org>, Christopher Retan <cretan@specialkindofcaring.org>, Gloria Howard <ghoward@specialkindofcaring.org>, awright@firehouseshelter.com, Valencia Green, MSW <vgreen@firehouseshelter.com>, "Ruth G. Crosby" <ruth.croby@firstlightshelter.org>, Sherry Webb <sherry.webb@firstlightshelter.org>, Larry Dancy <Larry.Dancy@uss.salvationarmy.org>, John Stamps <JStamps@uss.salvationarmy.org>, Dan Kessler <dan.kessler@dradvocates.org>, "Craig, Richard" <rcraig@bsmha.com>, James Gregg <jgreg@bsmha.com>, Robin McCarty <mccarty@bsmha.com>, Solonia Mack <SMack@jcha.com>, Ken Vaughan <kvaughan@jcha.com>, Carrie Leland <pathwayshome.org>, Deisha Rosser <Deisha.Rosser@pathwayshome.org>, Dotti Bailey <dottib@safehouse.org>, Melissa Romeo <mromer@safeshouse.org>, Kimberly Callines <kcallines@birminghamal.gov>, Deborah Spencer <dspencer@birminghamal.gov>, Jean <jeanmoneyproject.org>, kerri@dannonproject.org, Phillip R Gurley <philip@dannonproject.org>, Phil Cain <phil@familyconnection-inc.org>, Susan Johnston <susans@familyconnection-inc.org>, Parrish Knorr <PKnorr@ywcabham.gov>, Yolanda Sullivan <ysullivan@ywcabham.gov>, "Stitt, Adrienne" <adienne.stitt@birminghamal.gov>, "Hall, Veronica L." <Veronica.Hall@birminghamal.gov>, "Burrells, Yolanda" <burrells@jccal.org>, "Smith, Felicia" <Felicia.Smith@jccal.org>, "Hamilton, Frederick" <frederick.hamilton@jccal.org>, "Nigel P. Roberts" <nigel.roberts@birminghamal.gov>, Jeff Bowman <jeff@urban-ministry.org>, Gayle Watts <gwatts@childrensaid.org>  
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<RHOLLOWAY@stebbyal.com>, Shonda Gray <shonda.gray@adeca.alabama.gov>, Alice Westery <alicewestery@gmail.com>, Dana Chavers <dchavers@thefoundryonline.org>, Brandon Lackey <blackey@thefoundryonline.org>, Melody Echols <mdechols@norwoodresourcecenter.org>, Anthony Gardner <agardner@arms.healthcare>, Amy Sparks <asparks@arms.healthcare>, Karen Musgrove <karen@birminghammaidsoutreach.org>, Amanda Keller <Amanda@mcac-boa.org>, Adrian Peterson-Fields <apeterson-fields@habd.net>, Sharron M Rowser <rowser@uab.edu>  
Cc:  
Hope May <hope@oneroofonline.org>, Deborah Joy Van Horn <deborah@oneroofonline.org>, Jeri Tindal <jeri@oneroofonline.org>

Good afternoon. The Scoring and Ranking process for the One Roof Continuum of Care is complete. The information is attached below in two documents. The information has also been posted to the One Roof website per HUD requirements.  
Thank you for your dedication to ending homelessness as we know it today.  
Michelle

Michelle Farley  
Executive Director  
One Roof  
1515 6th Avenue South  
Birmingham, AL 35233  
205.254.8833  
unifying central alabama to end homelessness

---

**Donate Now**

Secure donations through Network for Good

---

9/18/2018, 4:10 PM
Final Ranking for Publication.xlsx
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</table>

2018 Ranking:

- New
- Renewal
- Highest
- Lowest
- Middle

Note: The table includes various rows with different ranks, applicants, project names, types, and housing details.
1 E-5. Notifications Outside esnaps – Projects Rejected or Reduced

See attached email from August 23, 2018

Additionally, see Membership Minutes from August 2, 2018 in which the vote was had to Reduce the JCHA PH (Reallocate).

No projects were rejected.
Good afternoon. The Scoring and Ranking process for the One Roof Continuum of Care is complete. The information is attached below in two documents. The information has also been posted to the One Roof website per HUD requirements.

Thank you for your dedication to ending homelessness as we know it today.

Michelle

Michelle Farley
Executive Director
One Roof
1515 6th Avenue South
Birmingham, AL 35233
205.254.8833
uniting central alabama to end homelessness
Final Ranking for Publication.xlsx
<table>
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Note: The table contains data regarding housing requests and award rankings for the year 2018.
It is the mission of One Roof to equip and empower our community to prevent and end homelessness through advocacy, education and coordination of services.

**MINUTES**  Membership Meeting  August 2, 2018  Cooper Green Health Services

I. Welcome and Roundtable Introductions
   - Membership sign-in-8.2.18.pdf

II. Special Topics

III. Old Business

IV. Continuum Business
   -
      - Continuum of Care 2018 NOFA – Michelle Farley
         - Review of projects performance and outcomes
           1. Michelle went over columns A-H
           2. Jeri went over columns I-AH
           3. Are we going to reallocate?
           4. Jeff Bowman-motion; Ruth 2nd.
           5. Discussion-no questions
           6. Vote: 23 yes; 0 opposed to Reallocation
         - Discuss proposed new projects
           1. Lisa Maher asked about money from JCHA?
           2. Is this a pattern of returning funds?
           3. Will leaving you $80,000 cushion be enough.-Nathan Salter
           4. Solonia is questionable. Is there enough extra money for those who have $0 income.
           5. 1.5% needs to be left for those not available to pay rent. $80,000 will have 2.5% left.
           6. Val- Look at why Shelter+Care is not being used.
           7. Michelle went over care part of program.
           8. Ann made motion made to take $588,014 funds from JCHA S+Ç.
           9. Ruth-2nd
           10. 19-yes; 1-abstained; 0-no
           11. Motion carries
           12. Michelle-4th year done reallocating.
         - Project Score and Ranking
V. New Business

- Next Membership Meeting – September 6, 2018, 2 p.m. in 2nd floor cafeteria of Cooper Green Health Services. Topic: Review of projects performance and outcomes & project Ranking. An official membership vote will be taken.

- Monthly Legal Help Desk: August 7, 2018 8:30 am - Noon, Located in the One Roof Office, 5th Floor Cooper Green Mercy Health Services.

- New Hours for Faith Chapel Care Center: Tuesdays 8:30 am – 1:30 pm & Saturdays 8 am – 2 pm

- If you experience any PromisSE / HMIS related issues, please email the PromisSE team at promisSE@oneroofonline.org for assistance.

- Please let One Roof know what’s going on in your agency! Send info, flyers, announcements to info@oneroofonline.org to be included in One Roof’s weekly newsletter. Remember, One Roof will not send out information for a fundraiser event benefiting a nonmember agency.
1E – 5: Public Posting – Local Competition Deadline

First notice of Local Competition Deadline went out to major stakeholders, including non-funded ones, by email on June 26, 2018. Attached Page 1.

Schedule of Local Competition Deadline was posted to One Roof website on June 28, 2018. Attached Page 3.

Link to Schedule of Local Competition Deadline was put on FaceBook on July 2, 2018. This also linked to inclusion of non-funded agencies. Attached Page 4.
HUD grant (NOFA) items.

Michelle Farley <michelle@oneroofonline.org>  
To: Kathie Hiers <kathie@aidsalabama.org>, Nathan Salter <nathan.salter@aidsalabama.org>, Christopher Retan <cretar@specialkindofcaring.org>, Gloria Howard <ghoward@specialkindofcaring.org>, awright@firehouseshelter.com, "Valencia Green, MSW" <vgreen@firehouseshelter.com>, "Ruth G. Crosby" <ruth.crosby@firstlightsheelter.org>, Sherry Webb <sherry.webb@firstlightsheelter.org>, Larry Dancy <Larry.Dancy@uss.salvationarmy.org>, John Stamps <John.Stamps@uss.salvationarmy.org>, Dan Kessler <dan.kessler@dradvocates.org>, "Craig, Richard" <rcraig@ibsama.com>, James Crego <jcrego@ibsma.com>, Robin McCarty <rmccarty@ibsma.com>, Solonia Mack <SMack@icha.com>, Ken Vaughan <kvaughan@icha.com>, carrie.ileand@pathwayshome.org, Deisha Rosser <Deisha.Rosser@pathwayshome.org>, Dotti Bailey <dottib@safhouse.org>, Melissa Romeo <melissar@safhouse.org>, Kimberly Callines <kcallines@birmingham.al.gov>, Deborah Spencer <dspencer@birmingham.al.gov>, Jean@dannonproject.org, kerni@dannonproject.org, Phillip R Gurlay <philip@dannonproject.org>, Phil Cain <phil@familyconnection-inc.org>, Susan Johnston <susan@familyconnection-inc.org>, Parrish Knorr <PKnorr@ywcahb.com>, Yolanda Sullivan <ysullivan@ywcahb.com>, "Stitt, Adrienne" <Adrienne.Stitt@birmingham.al.gov>, "Hall, Veronica L." <Veronica.Hall@birmingham.al.gov>, "Burrells, Yolanda" <burrells@jccal.org>, "Smith, Felicia" <Felicia.Smith@jccal.org>, "Hamilton, Frederick" <Frederick.Hamilton@jccal.org>, "Nigel P. Roberts" <Nigel.Roberts@birmingham.al.gov>, Jeff Bowman <jeff@urban-ministry.org>, Gayle Watts <gwatts@childrensadmin.org>, "adam@churchofthereconciler.com" (adam@churchofthereconciler.com)  
adam@churchofthereconciler.com, Bridge Ministries <bridgenn@bellsouth.net>, Rana Cowan <director@familypromiseprevention.org>, beth.bachler@fhbh.org, Lula Skowronek <lskowronek@priorityveteran.org>, Wendy Hicks <whicks@familyendeavors.org>, REGINALD HOLLOWAY <RHOLLOWAY@shelbyal.gov>, Shonda Gray <shonda.gray@adea.ala.gov>, Alice Westery <alicewestery@birmingham.al.gov>, Dana Chavers <dchavers@thefoundryonline.org>, Brandon Lackey <blackey@thefoundryonline.org>, Melody Echols <mdechols@norwoodresourcecenter.org>, Anthony Gardner <agardner@arms.healthcare>, Amy Sparks <asparks@arms.healthcare>, Karen Musgrove <karen@birminghammaidsoutreach.org>, Amanda Keller <Amanda@mcac-bao.org>, Adrian Peterson-Fields <apeterson-fields@habd.net>, Sharron M Rowser <rowser@uab.edu>  
Cc: Hope May <hope@oneroofonline.org>, Gordon Sullivan <gordon@oneroofonline.org>, Deborah Joy Van Horn <deborah@oneroofonline.org>, Jeri Tindal <Jeri@oneroofonline.org>  

Good afternoon.

Some of you on this distribution list have submitted grant proposals previously for funding consideration in the HUD Continuum of Care (CoC) Notice of Funding Availability (NOFA) competition.

Some of you have never submitted projects but are interested in this particular competition. Some of you may NOT be interested in submitting a project for consideration, but you know a nonprofit agency that WOULD be interested in submitting a project. Please pass this email along to those people. Please CAREFULLY read the documents linked above to see if your agency is eligible. Please remember that this Continuum of Care is only accepting applications that are in line with Continuum priorities.

By now each of you has had the opportunity to read the NOFA and all linked documents. Below is the schedule for this competition:

(1) The membership meeting normally scheduled for July 5 has been RESCHEDULED to Thursday, July 12 at the normal 2pm time. During this meeting we will discuss the NOFA, any changes that need attention and we will discuss the theory of reallocation and of new bonus money. If you intend to submit an application or if you are simply interested in possibly submitting an application, I STRONGLY suggest that you attend this meeting.

(2) ALL projects (RENEWAL and NEW) are to be completed in esnaps and released to One Roof NO LATER than NOON Monday the 30th. There are NO exceptions. Any projects not available for One Roof review by
noon on that date will not be submitted to HUD for funding consideration.

(3) Membership will meet on **Thursday August 2** to review outcomes on renewals and to consider need of new projects submitted. The SCORING AND RANKING done by membership will be completed this day. **Your agency must be a current, participating member of the One Roof Continuum of Care to submit new projects, to submit renewal projects, AND to vote during this Scoring and Ranking meeting.** If you are not certain about your agency being a current, participating member of One Roof, please check with Gordon or Hope asap. Gordon may be reached at Gordon@oneroofoffine.org and Hope may be reached at Hope@oneroofoffline.org. Either may be reached at our office number 205.254.8833.

(4) The One Roof board, or at least a committee of the board, will meet to do Scoring and Ranking between August 9th and 16th. The board scores will equal 2/3 of the final score and will be added to the membership scores which equal 1/3. The final score for each project, it's rank, and whether or not it will be submitted to HUD, will be released no later than **August 23rd**. It is my goal to get all of the projects, whether funded or not, and any of the HUD-required project documentation uploaded to the One Roof website the same day as the final ranking and scoring is released.

(5) **ALL pieces of the application, the final ranking and scoring, all submitted projects whether funded or not, all of the former Exhibit 1, and any HUD-required supplemental documentation MUST be posted to the One Roof website on or before September 13.**

(6) The entire application will be submitted to HUD by or before the deadline of **September 18, 2018.**

Please note that there will be a list One Roof-required documentation that I will send out in a few days.

---

**Michelle Farley**
Executive Director
One Roof
1515 6th Avenue South
Birmingham, AL 35233
205.254.8833
uniting central alabama to end homelessness

![One Roof Donate Now](image)
CoC Application Info

Permalink: http://oneroofonline.org/2015-coc-application-info/  Edit

Click here to view information about the NOFA 2018.

Click here to view 2017 completed NOFA application.

Click here for 2017 priority listing.

Click here to view 2016 priority listing.

Word count: 33  Last edited by admin2 on September 18, 2018 at 11:31 am

SuperSlider-Show

id:  folder:  show height:  show width:  Trans style
select  image size select  Linked to  select  limit slides:

advanced

This shortcode helper presently only works for the Html view.
One Roof: Uniting Central Alabama to End Homelessness

Posted by DeShunn Wilkerson

July 2

If you are interested in submitting a grant proposal for funding for the 2018 HUD Continuum of Care (CoC) Notice of Funding Availability (NOFA) competition, go to our website oneroofonline.org, click on the drop down menu CoC Homeless Info and select CoC Application info.

ONEROOFONLINE.ORG
oneroofonline.org

1 Share

👍 Like  🗣 Comment  ➡️ Share

* Social Media Posting RFP (4)
PromisSE Policies and Procedures

PromisSE Lead Agency
One Roof
1515 6th Avenue South 5th Floor
Birmingham, Alabama 35233
Phone: 205.254.8833 • Fax: 205.502.4600
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PromisSE Lead Agency Contact Information

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<tr>
<th>PromisSE Team</th>
<th>One Roof HMIS Team</th>
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<td>Director of Operations</td>
<td>Gordon Sullivan</td>
<td><a href="mailto:gordon@oneroofonline.org">gordon@oneroofonline.org</a></td>
</tr>
<tr>
<td>Executive Director</td>
<td>Michelle Farley</td>
<td><a href="mailto:michelle@oneroofonline.org">michelle@oneroofonline.org</a></td>
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Introduction

The purpose of the HMIS (Homeless Management Information System) is to record and store client-level information about the numbers, characteristics, and needs of persons who use homeless housing and supportive services, to produce an unduplicated count of homeless persons for each Continuum of Care; to understand the extent and nature of homelessness locally, regionally and nationally; and to understand patterns of service usage and measure the effectiveness of programs and systems of care. The following operating policies and procedures apply to all designated HMIS participating CoCs and Agencies (Contributing HMIS Organizations – CHOs).

PromisSE Continuums of Care (CoCs)

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<td>CHALENG of Tuscaloosa</td>
<td>Tuscaloosa, AL</td>
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<td>Alabama Rural Coalition for the Homeless (ARCH)</td>
<td>Montgomery, AL</td>
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<td>FL-505</td>
<td>Homelessness And Housing Alliance (HHA)</td>
<td>Fort Walton Beach, FL</td>
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<tr>
<td>FL-511</td>
<td>Opening Doors Northwest Florida</td>
<td>Pensacola, FL</td>
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PromisSE Steering Committee

The PromisSE Steering Committee is the governing agency of the PromisSE implementation.

- The Steering Committee structure will be as follows: one voting seat will be provided to each participating HMIS Lead Agency and one voting seat will be provided to each participating CoC. The Steering Committee can add non-voting advisory seats as needed for additional partners and subject matter experts.
- The Steering Committee will be responsible for developing and revising PromisSE HMIS Policies and Procedures and their enforcement; expansion of the implementation; determining the HMIS software for the state; determining the Statewide Lead HMIS Agency, and identifying an HMIS Coordinator in addition to the Statewide Lead HMIS Agency to facilitate Mediware/Bowman support.
- The Steering Committee will participate in monthly calls and will meet in person twice per year. All meetings will open with a roll call of PromisSE CoCs.
- The Steering Committee will identify three officers to serve a one-year term and they will be as follows:
  - The Steering Committee Chair will be responsible for calling and facilitating meetings, designating committees, and assigning committee duties.
  - The Steering Committee Vice-Chair will be responsible for assuming the duties of the Chair in the event the Chair is unable to fulfill them.
  - The Steering Committee Secretary will be responsible for maintaining minutes and documentation relating to the Steering Committee.
- PromisSE Steering Committee Officers will be elected annually.
### Key Terms and Acronyms

<table>
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<th>Term</th>
<th>Acronym (if used)</th>
<th>Brief Definition or Link</th>
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<td>Balance of State CoC</td>
<td>BOS</td>
<td>A large area within a state that is often rural in nature, which is not covered by regional, county, or city continuums.</td>
</tr>
<tr>
<td>Chronic Homeless Definition</td>
<td></td>
<td>See Appendix S</td>
</tr>
<tr>
<td>Community Partner</td>
<td></td>
<td>A Community Partner is an agency that is not a PromisSE Member Agency or a Contributing HMIS Organizations. A Community Partner is unable to participate as a PromisSE Member Agency due to internal or external restrictions. Community Partners are often state and local government agencies. HMIS information may be released to a Community Partner in a life-threatening situation or upon a client’s death. A Community Partner must sign non-participating agency and confidentiality agreement [Appendix Q].</td>
</tr>
<tr>
<td>Contributing HMIS Organizations</td>
<td>CHO</td>
<td>An organization that participates in the HMIS. All Contributing HMIS Organizations must be PromisSE Member Agencies. All Contributing HMIS Organizations must meet the requirements of their Local CoC to be a PromisSE Member Agency.</td>
</tr>
<tr>
<td>Coordinated Entry/Coordinated Access/Coordinated Assessment/Coordinated Intake</td>
<td></td>
<td>Coordinated entry is a process developed to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs.</td>
</tr>
<tr>
<td>Coverage Rate</td>
<td></td>
<td>For Continuum Designated HMIS Lead Agency - The percent of the Homeless Population that is measured in HMIS. Coverage estimates are used to project a total homeless count that includes those served in Domestic Violence Providers and other non-participating Shelters or Outreach Programs. HUD also defines Bed Coverage (beds covered on the HMIS) and Service Coverage (person coverage for non-residential programs).</td>
</tr>
<tr>
<td>Electronic Data Interchange</td>
<td>EDI</td>
<td>The direct computer-to-computer exchange of standard formatted business transactions between one or more business partners, known as trading partners. EDI permits organizations to generate, receive, and process data without human intervention.</td>
</tr>
<tr>
<td>HMIS Lead Agency</td>
<td></td>
<td>Agency, organization or government department designated by CoC to administer and manage the HMIS.</td>
</tr>
</tbody>
</table>
Hearth defines 4 categories of homelessness. Not all programs can serve all categories and some may utilize a different definition when delivering services. PromisSE has adopted the HUD definition for counting the homeless.

- **Category 1: Literally Homeless** - Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
  - (i) Has a primary nighttime residence that is a public or private place not meant for human habitation;
  - (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
  - (iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

- **Category 2: Imminent Risk of Homelessness** - Individual or family who will imminently lose their primary nighttime residence, provided that:
  - (i) Residence will be lost within 14 days of the date of application for homeless assistance;
  - (ii) No subsequent residence has been identified; and
  - (iii) The individual or family lacks the resources or support networks needed to obtain other permanent housing

- **Category 3: Homeless under other Federal Statute** - Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
  - (i) Are defined as homeless under the other listed federal statutes;
  - (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;
  - (iii) Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and
  - (iv) Can be expected to continue in such status for an extended period of time due to special needs or barriers

- **Category 4: Fleeing/Attempting to Flee DV** - Any individual or family who:
  - (i) Is fleeing, or is attempting to flee, domestic violence;
  - (ii) Has no other residence; and
  - (iii) Lacks the resources or support networks to obtain other permanent housing
**PromisSE Policies and Procedures**

- **Homeless Management Information System (HMIS)**
  - Data systems that meet HUD requirements and are used throughout the nation to measure homelessness and the effectiveness of related service delivery systems. The HMIS is also the primary reporting tool for HUD homeless service grants as well as other public monies related to homelessness.

- **Housing Inventory Chart (HIC)**
  - All residential programs (both HMIS and non-participating) must specify the number of beds and units available to homeless persons. The numbers are logged into related Provider Pages where the corresponding person data is recorded (for participating programs).

- **Housing Opportunities for Persons with AIDS (HOPWA)**
  - The Housing Opportunities for Persons With AIDS (HOPWA) Program is the only Federal program dedicated to the housing needs of people living with HIV/AIDS. Under the HOPWA Program, HUD makes grants to local communities, States, and nonprofit organizations for projects that benefit low-income persons living with HIV/AIDS and their families. HUD’s eligibility requirements for HOPWA can be found at https://www.hudexchange.info/programs/hopwa/hopwa-eligibility-requirements/.

- **Length of Stay (LOS)**
  - The number of days between the beginning of services and the end of services. It is calculated using entry and exit dates or shelter stay dates. The HMIS offers calculations for discrete stays as well as the total stays across multiple sheltering events.

- **Local HMIS Lead Agency**
  - The agency that is designated to carry out the activities of the CoC or grant including fiscal and compliance activities. Regular administrative tasks may include, but are not limited to: management of the annual HUD application, coordination of other funding opportunities, project and system monitoring, meeting management, etc.

- **Continuum of Care Participation Agreement**
  - The Agreement between all participating Continuum Designated HMIS Lead Agencies and PromisSE’s HMIS Lead Agency that specifies the rights and responsibilities of PromisSE’s HMIS Lead Agency and participating Continuum Designated HMIS Lead Agencies. This document also outlines privacy, inter-Agency sharing, custody of data, data entry standards, and reporting standards. The Agreement prevents the re-release of data and, in combination with the PromisSE License Agreement, defines the rules of sharing. The Agreement between each Continuum Designated HMIS Lead Agency and PromisSE’s HMIS Lead Agency that supports a regional HMIS operating in a single system environment. *(Appendix L)*

- **Point In Time Count**
  - An annual count during the last ten days in January that is required for all Continuums of Care (CoCs). Every odd-numbered year, that count also includes a required “unsheltered” or street count.

  PIT count may need to be performed more frequently depending on the needs of the community.

- **PromisSE Steering Committee**
  - 1. The Steering Committee will designate a PromisSE HMIS Lead Agency.
  - 2. The PromisSE HMIS Lead Agency will be responsible for ascertaining contractual obligations are fulfilled relating to the HMIS software:
    a. Establishing a fee structure.
    b. Invoicing participating Local CoCs.
    c. Ordering End User licenses as requested by local HMIS Lead Agencies.
Projects for Assistance in Transition from Homelessness

PATH

The Health & Human Services’ Substance Abuse and Mental Health Services Administration (SAMHSA) funds PATH. It provides services to mentally ill homeless people, primarily through street outreach, to link them to permanent community housing. This program has different reporting requirements than HUD-funded programs and uses HMIS to collect this information. HUD released a PATH reporting manual that can be found at https://www.hudexchange.info/news/hmis-clarification-on-reporting-for-path/

HUD Program Types

PromisSE License Agreement

The Agreement signed by each end user and Agency manager that outlines guidelines for use including; individual privacy, Agency privacy and other PromisSE policy and procedure for use of the System. This document sets the standards of conduct for each HMIS user.

PromisSE Member Agency

A PromisSE Member Agency is an organization that has completed the Agency Participation Agreement (Appendix A) and utilizes the PromisSE System within their agency for the purposes of sharing client data. Member agencies are also referred to as Service Providers throughout this document.

Release of Information

ROI

A signed PromisSE Release of Information (Appendix G) must be completed to share or enter any client’s data in the System. ROIs must also be documented in ServicePoint after the client has signed the paper form.

SSI/SSDI Outreach, Access and Recovery

SOAR

SOAR is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder.

Visibility

Visibility refers to the ability to see a client’s data between provider pages on the System. Visibility is configured in the System on each Provider Page.

Visibility Groups

Visibility Groups are defined groups of Provider Pages where data is shared. Internal Visibility Groups control internal sharing.

Policy Disclaimers and Updates

Operating policies and procedures defined in this document represent the minimum standards of participation in the PromisSE Implementation (regional), and general best-practice operations procedures. PromisSE CoCs and AL-500 Local Participating Agencies, in coordination with their Continuum-designated HMIS Lead Agency (One Roof), may include additional standards, as long as those additional standards do not affect general best practices, procedures, or operation of ServicePoint.

Operation standards in this document are not intended to supersede grant-specific requirements and operating procedures as required by funding entities. Non-HUD funded federal partners, PATH, RHY, HOPWA, and VA providers have operating rules that are specific to HHS and VA.
The PromisSE Policies and Procedures are updated routinely as HUD publishes additional guidance or as part of the annual review. Updates will be reviewed by One Roof administration. Any further and/or additional changes to the PromisSE HMIS Policies & Procedures will be noted by highlighted text. Additional changes that are made will supersede previous PromisSE HMIS Policies & Procedures. All changes made in compliance with HIPAA regulations or additional federal statues will also be highlighted. A current copy of the PromisSE HMIS Policy and Procedures may also be found on One Roof’s website www.oneroofonline.org.

Privacy Statement

One Roof, PromisSE’s and AL-500’s HMIS Lead Agency, is committed to making the HMIS safe for all types of programs in the PromisSE service area, and the clients whose information is recorded, with the goal of maximizing opportunities to improve services through automation.

The purpose of these HMIS Policies and Standard Procedures is to provide guidelines, requirements, responsibilities, processes, and procedures governing the operation of the HMIS, with an emphasis on protecting the privacy of Clients and the security of Client information. These Policies and Procedures apply to One Roof and HMIS Staff, Agencies utilizing HMIS, Agency Users, the HMIS Software Vendor, and any other entity involved in the administration of HMIS.

The HMIS database is operated in a secure environment which requires a personally assigned login and password to access. Each HMIS user must complete the License Agreement and Statement of Confidentiality, which confirms the User’s responsibility to protect the client’s Protected Personal Information. Each new HMIS user must complete training. Security and privacy training is also provided to new users and performed annually thereafter.

Sharing information is a planned activity guided by Participation Agreements between Continuum-Designated HMIS Lead Agencies and local participating agencies. The Continuum Designated HMIS Lead Agency may elect to keep private some or all of the client record, including all identifying data. If the client requests their personal data release, it may be given at the agency level. The CoC Lead must approve any other requests for client-level information to be shared outside of PromisSE. If approval is granted, the Community Partner Agreement must be signed (Appendix Q). If a client is able, they must sign a statement releasing their information to a non-Contributing HMIS Organization. Upon receiving their signed statement, the Local Lead System Administrator will upload the statement in the System. HMIS information may be released to a Community Partner in a life-threatening situation or upon a client’s death.

Agreements, Certifications, Licenses, and Disclaimers

1) Each Continuum Designated HMIS Lead Agency signs an Agreement and Authorization that designates the use of a Statewide HMIS Vendor and identifies PromisSE’s HMIS Lead Agency as the lead Agency for the administration of the regional database. Each Continuum Designated HMIS Lead Agency will also collaborate with PromisSE’s HMIS Lead Agency. PromisSE’s HMIS Lead Agency is responsible for specific tasks. The Agreement and Authorization supports the ability for multiple jurisdictions to participate in a single HMIS information System.
2) PromisSE’s HMIS Lead Agency will keep all Continuum Designated HMIS Lead Agency Partnership Agreements on file. Continuum Designated HMIS Lead Agencies will keep all PromisSE License Agreement and Agency Participation Agreements on file. Training Certifications are kept by the Continuum Designated HMIS Lead Agency, and partner Agencies are given a copy for reference and maintenance of their files.

3) All Continuum Designated HMIS Lead Agencies and Agencies must have fully executed, and be in compliance with, the following Agreements and Policies:
   a) Participation Agreement (See Appendix A for Agencies and Appendix L for Continuum Designated HMIS Lead Agencies) governing the basic operating principles of the System and rules of membership.
   b) A Board of Directors approved Confidentiality Policy governing the Privacy and Security standards for the Agency or Continuum Designated HMIS Lead Agency.
   c) User Agreement governing the individual’s participation in the System.
   d) Agency Administrator Agreement for Agencies (See Appendix B) or HMIS System Administrator Agreement for Continuum Designated HMIS Lead Agencies (See Appendix M) governing the role and responsibility thereof.
   e) Security Officer Agreement (See Appendix C for Agencies or Appendix N for Continuum Designated HMIS Lead Agencies) governing the role and responsibility thereof.

4) Continuum Designated HMIS Lead Agencies must have an assigned System Administrator. The System Administrator:
   a) Has completed, at a minimum, System Admin training.
   b) Ensures that all Agency End Users have signed User Agreements documents on file.
   c) Ensures that all Agency Administrators have signed Agency Admin agreements on file.
   d) Ensures that all Security Officers have signed Security Officer agreements on file.
   e) Ensures that all End Users complete an annual End User Certification Test, which includes Privacy and Security training.
   f) Ensures that all End Users have completed workflow training and related updates, and have documentation of training.
   g) Ensures that the Continuum Designated HMIS Lead Agency is in compliance with the Continuum Designated HMIS Lead Agency Data Security standards.
   h) Ensures that the Continuum Designated HMIS Lead Agency is in compliance with the PromisSE Policies and Procedures.
   i) Ensures that all End Users have submitted a criminal background check.

5) Agencies must have an assigned Agency Administrator. The Agency Administrator:
   a) Has completed, at a minimum, basic HMIS data entry training. HMIS data entry training must include at a minimum: basic data quality, an overview of data quality reports, and common processes such as the proper procedures for password resets.
   b) Ensures that all Agency End Users have signed User Agreements documents on file.
   c) Ensures that all End Users will complete an annual End User Certification Test, which includes Privacy and Security training.
   d) Ensures that all End Users have completed workflow training and related updates, and have documentation of training.
   e) Ensures that the Agency is in compliance with the Continuum Designated HMIS Lead Agency Data Security standards.
   f) Ensures that the Agency is in compliance with the HMIS Policies and Procedures, has completed the Compliance Checklist (see Appendix D), and is responsible for returning it to the local Lead Agency System Administrator.
   g) Ensures that all End Users have submitted a criminal background check to the local Lead Agency System Administrator.
   h) Resets the password of all non-Agency Administrators at your agency, unless an HMIS Lead System Administrator assumes the role of resetting passwords if they so choose.
Privacy and Security Plan:

All records entered into the HMIS and downloaded from the HMIS are required to be kept in a confidential and secure manner.

Oversight

1) All Continuum Designated HMIS Lead Agencies must assign a System Security Officer. The System Security Officer:
   a) Ensures that all users/agents using the System complete annual privacy and security training. Training must be provided by PromisSE’s HMIS Lead Agency and be based on the PromisSE Privacy and Security standards.
   b) Conducts an annual security review of the Continuum Designated HMIS Lead Agency that includes reviewing compliance with the Privacy and Security sections of this document. The Continuum Designated HMIS Lead Agency must document the findings of the review on the Privacy and Security Checklist (see Appendix E). The Agency must submit the findings to the Lead HMIS Administrator no later than December 31st of each year.
   c) Notifies the Lead Agency System Administrator when a System Administrator leaves the organization or when revision of the user’s access level is needed because of changes in job responsibilities. The written notification must be made immediately or within 24 hours. If termination is for cause, then written notification must be made prior to termination. If the local Lead HMIS System Administrator is unable to remove End User from the System, the PromisSE Lead Agency System Administrator can remove the user.
   d) Reports any security or privacy incidents to the local Lead HMIS System Administrator for the Continuum Designated HMIS Lead Agency Jurisdiction. The System Administrator investigates the incident, including running applicable audit reports. If the System Administrator and Security Officer determine that a breach has occurred and/or the users/agents involved violated privacy or security guidelines, the System Administrator will report to the chair of the Continuum Designated HMIS Lead Agency. A Corrective Action Plan will be implemented. Components of the Plan must include, at a minimum, internal due diligence. It may also include removal of HMIS license, client notification if a breach has occurred, supervision, retraining, and any appropriate legal action.

2) All Agencies must assign an Agency Security Officer. The Security Officer:
   a) Ensures that all users/agents using the System complete annual privacy and security training. Training must be provided by the local System Administrator or designated users/agents and be based on the PromisSE Privacy and Security standards.
   b) Conducts an annual security review of the Agency that includes reviewing compliance with the Privacy and Security sections of this document. The Agency must document the findings of the review on the Privacy and Security Checklist (see Appendix E). The Agency must submit the findings to the local Lead HMIS System Administrator no later than December 31st of each year.
   c) Notifies the local Lead Agency System Administrator when a staff person leaves the organization or when revision of the user’s access level is needed because of changes in job responsibilities. The written notification must be made immediately, if not within 24 hours of the change. And if the termination is for cause, then the local Lead HMIS System Administrator should be notified in writing prior to the termination.
   d) Reports any security or privacy incidents to the local Lead HMIS System Administrator for the Continuum Designated HMIS Lead Agency Jurisdiction. The HMIS System Administrator investigates the incident, including running applicable audit reports. If the System Administrator and Security Officer determine that a breach has occurred and/or the users/agents involved violated privacy or security guidelines, the System Administrator will report to the chair of the Continuum Designated HMIS Lead
Agency. A Corrective Action Plan will be implemented. Components of the Plan must include, at a minimum, supervision and retraining. It may also include removal of HMIS license, client notification if a breach has occurred, and any appropriate legal action.

3) National criminal background checks must be completed on all End Users and the background check or the certification (see Appendix R) of the background check must be submitted to the local Lead Agency System Administrator prior to End Users gaining access to the System. For current End Users, the background check must be submitted on or before the date of the next End User Agreement.
   a) If a national background check has been completed within 30 days of the training request for a new End User an additional background check does not need to be completed.
   b) Any prior convictions of either embezzlement or identity theft forbid an End User from using the System permanently.
   c) Any convictions of domestic violence, fraud, or any other crime of a predatory nature within the past seven years forbid an End User from using the System. Exemptions may be made on a case-by-case basis to allow the End User to utilize the System. If an end user with a history of any of these offenses requests access to the system, a written statement from the Local CoC must be submitted to the PromisSE Lead CoC Agency Executive Director. As of December 6, 2017, that person is Michelle Farley. Written statements should be submitted via email to michelle@oneroofonline.org.
   d) Background checks must be safeguarded according to local HMIS Agency policy for confidential information.
   e) Sufficient documentation of a cleared background check includes either the full background check maintained by the HMIS Lead or a background check certification maintained by the HMIS Lead that explicitly states that the prohibited offenses were checked and cleared for the user (see Appendix R).

4) PromisSE’s HMIS Lead Agency conducts routine audits to ensure compliance with the HMIS Policies and Procedures. The audit could include a mix of System and on-site reviews. PromisSE’s HMIS Lead Agency will make recommendations for corrections as needed.

Privacy Standards
1) All Agencies and Continuum Designated HMIS Lead Agencies are required to have the HUD Public Notice (see Appendix H) posted and visible to clients where information is collected.
2) All Agencies and Continuum Designated HMIS Lead Agencies must have a Privacy Notice (see Appendix I). They may adopt the PromisSE sample notice or integrate the sample into their existing Notice. All Privacy Notices must define the uses and disclosures of data collected on HMIS including:
   a) The purpose of collection of client information.
   b) A brief description of Policies and Procedures governing privacy, including protections for vulnerable populations.
   c) Data collection, use and purpose limitations. The Uses of data must include de-identified data.
   d) The client right to copy/inspect/correct their record.
   e) The client complaint procedure.
   f) Notice to the consumer that the Privacy Notice may be updated over time and that the Privacy Notice applies to all client information held by the Agency or Continuum Designated HMIS Lead Agency.
3) All Notices must be posted on the Agency’s or Continuum Designated HMIS Lead Agency’s website.
4) All Agencies and Continuum Designated HMIS Lead Agencies are required to have a Privacy Policy (see Appendix I). Agencies and Continuum Designated HMIS Lead Agencies may elect to use the Sample Privacy Policy provided by PromisSE. All Privacy Policies must include:
   a) Procedures defined in the Agency’s or Continuum Designated HMIS Lead Agency's Privacy Notice
   b) Protections afforded those with increased privacy risks such as protections for victims of domestic violence, dating violence, sexual assault, and stalking. At the Agency’s or Continuum Designated HMIS Lead Agency's request, protection could include at a minimum:
      i) Setting closed visibility so that only the serving Agency may see the record.
      ii) The right to have a record marked as inactive.
iii) The right to remove their record from the System, upon presentation of written authorization.

c) Security of hard copy files.
d) The policy covers client data generated from the HMIS.
e) Client Information Storage and Disposal.
f) Remote Access and Usage.
g) Use of Portable Storage/Media (Significant Security Risk).
   i) Downloads of any identifiable client information to any portable media or cloud-based system are strictly prohibited.

5) Agencies and Continuum Designated HMIS Lead Agencies must protect hard copy data that includes client identifying information from unauthorized viewing or access.
   a) Client files are locked in a drawer/file cabinet.
   b) Offices that contain files are locked when not occupied.
   c) Files are not left visible to unauthorized individuals.

6) Agencies and Continuum Designated HMIS Lead Agencies must have appropriate Release(s) of Information.
   a) The Agency or the Continuum Designated HMIS Lead Agency has adopted the PromisSE Release of Information (see Appendix G) as their Release.
   b) The Agency or the Continuum Designated HMIS Lead Agency can integrate the PromisSE Release of Information into their existing Releases.

7) Agencies and Continuum Designated HMIS Lead Agencies are required to maintain a culture that supports privacy.
   a) Users/Agents do not discuss client information in the presence of others without a need to know.
   b) Users/Agents will eliminate unique client identifiers before releasing data to the public.
   c) The Agency configures intake workspaces that support the privacy of client interaction and data entry.
   d) User accounts and passwords are not shared among End Users or left visible for others to see. (see Appendix F).
   e) Program staff is educated to not save reports with client identifying data on portable media or cloud-based storage.
   f) Staff is trained regarding appropriate use of email communication.
   g) Any users who have the ability to modify data must log in every 30 days, with the exception of End Users who have read-only access levels. If an End User exceeds 30 days without logging in, they may have their system access revoked and may be required to complete retraining.

8) All users/agents using the System must complete an annual End User Certification Test, which includes Privacy and Security training. Certificates documenting completion of training must be stored for review upon audit.

9) Domestic Violence Victim Service Providers are precluded from entering client-level data in the System or providing client identified data to the System.

Data Security Standards

Information security is the responsibility of all End Users with access to the System. The risk of a data breach is the burden of each End User and all other individuals with whom they collaborate. If a data breach occurs, the knowledgeable party is required to notify the PromisSE’s HMIS Lead Agency immediately. A complete investigation into the End User’s access to the system will be completed.

1) All licensed End Users of the System must be assigned Access Levels that are consistent with their job responsibilities and their business “need to know”.

2) All computers have virus protection with automatic updates.
   a) System Administrators or designated staff are responsible for monitoring all computers that connect to the HMIS to ensure:
      i) The Anti-Virus Software is using the up-to-date virus database.
      ii) That updates are automatic.
3) All computers are protected by a Firewall.
   a) System Administrators or designated staff are responsible for monitoring all computers that connect to the HMIS to ensure:
      i) For Single Computers, the Software and Version are current.
      ii) For Network Computers, the Firewall Model and Version are current.
      iii) That updates are automatic.

4) Physical access to computers that connect to the HMIS is controlled.
   a) All workstations are in secured locations (locked offices).
   b) Workstations are logged off when not manned.
   c) All workstations (computers, laptops, tablets, etc.) are password protected.
   d) All HMIS End Users are prohibited from using a computer that is available to the public or from accessing the System from a public location through an internet connection that is not secured. That is, staff are not allowed to use Internet Cafes, Libraries, Airport Wi-Fi or other non-secure internet connections to connect to the HMIS.

5) A plan for remote access if staff will be using the System outside of the office, such as doing entry from home. Concerns addressed in this plan should include the privacy surrounding the off-site entry.
   a) The computer and environment of data entry must meet all the standards defined above.
   b) Downloads from the computer may not include client identifying information.
   c) System access settings should reflect the job responsibilities of the person using the System. Certain access levels do not allow for downloads.

Bowman Systems Data Security

1) SSL Encryption - Data transported across the internet to the End User’s web browser is encrypted through a protected data transfer mechanism called Secure Socket Layer (SSL) encryption, which keeps data private while it is being transmitted. When an End User accesses their ServicePoint site, an SSL (encrypted) negotiation is performed between the server at Bowman System’s data center and the End User’s web browser. The traffic that then flows between the server and the End User’s workstation is encrypted using the SSL certificate installed on that server.

2) PKI Encryption - An additional layer of encryption in ServicePoint is provided by the use of a Public Key Infrastructure (PKI) Client Certificate, which requires a matching server certificate/client certificate pair, in order to decrypt the data that is sent from the End User’s ServicePoint site to their web browser. Without the appropriate PKI Client Certificate installed on the End User’s computer, their web browser isn’t able to decrypt the data, therefore prohibiting access the ServicePoint site. The PKI Client Certificate is installed on an End User’s computer before the End User can access ServicePoint, which allows agencies to regulate exactly which devices can and cannot access ServicePoint.

3) Two Factor Authentication - The requirement of a username and password to access ServicePoint along with the use of the PKI, is known as Two Factor Authentication, which makes it harder for potential hackers to gain access to and steal client information.

4) The ServicePoint database lives on a server protected by a firewall, which is a device meant to keep hackers and viruses away from the server. Firewalls are in place on all servers hosted by Bowman Systems.
5) Only authorized personnel at Bowman Systems have access to the equipment used to host the customer’s data.

Disaster Recovery Plan
Bowman Systems/Mediware is responsible for providing a disaster recovery plan, in cases of system outages. As outlined by Bowman Systems, the basic Disaster Recovery Plan is included in our ServicePoint contract and “includes the following:

- Nightly database backups.
- Offsite storage of backups.
- 7-day backup history stored locally on instantly accessible RAID storage.
- 1-month backup history stored off-site
- 24 x 7 access to Bowman Systems’ emergency line to provide assistance related to “outages” or “downtime”.
- 24 hours backed up locally on instantly-accessible disk storage

Standard Recovery: All customer site databases are stored online, and are readily accessible for approximately 24 hours; backups are kept for approximately one (1) month. Upon recognition of a system failure, a site can be copied to a standby server, and a database can be restored, and site recreated within three (3) to four (4) hours if online backups are accessible. As a rule, a site restoration can be made within six (6) to eight (8) hours. On-site backups are made once daily and a restore of this backup may incur some data loss between when the backup was made and when the system failure occurred.

All internal servers are configured in hot-swappable hard drive RAID configurations. All systems are configured with hot-swappable redundant power supply units. Our Internet connectivity is comprised of a primary and secondary connection with separate internet service providers to ensure redundancy in the event of an ISP connectivity outage. The primary Core routers are configured with redundant power supplies and are configured in tandem so that if one core router fails the secondary router will continue operation with little to no interruption in service. All servers, network devices, and related hardware are powered via APC Battery Backup units that in turn are all connected to electrical circuits that are connected to a building generator.

All client data is backed-up online and stored on a central file server repository for 24 hours. Each night an encrypted backup is made of these client databases and secured in an offsite datacenter.

Historical data can be restored from backups as long as the data requested is 30 days or newer. As a rule, the data can be restored to a standby server within 6-8 hours without affecting the current live site. Data can then be selectively queried and/or restored to the live site.

For power outage, our systems are backed up via APC battery back-up units, which are also in turn connected via generator-backed up electrical circuits. For a system crash, Non-Premium Disaster Recovery Customers can expect six (6) to eight (8) hours before a system restore with potential for some small data loss (data that was entered between the last backup and the failure occurred) if a restore is necessary. If the failure is not hard drive related these times will possibly be much less since the drives themselves can be repopulated into a standby server.

All major outages are immediately brought to the attention of executive management. Bowman Systems support staff helps manage communication or messaging to customers as progress is made to
address the service outage. Bowman Systems takes major outages seriously, understands, and appreciates that the customer becomes a tool and utility for daily activity and client service workflow.”

Communication between staff of PromisSE's HMIS Lead Agency, the Continuum Designated HMIS Lead Agency, and the Agencies in the event of a disaster is a shared responsibility and will be based on location and type of disaster.

**System Administration and Data Quality Plan**

**Provider Page Set-Up**

All ServicePoint providers are required to have provider pages accurately setup to properly record and report on data entered for that provider. **The local Lead Agency System Administrator is responsible for setting up and maintaining Provider pages.**

1) Provider Pages are appropriately named per the PromisSE naming standards: <CoC #/Name> - <Agency name> - <Program Name><Program Type>. Example: “AL501- Housing First – Victory (TH)”.
2) Inactive Provider Pages are properly identified with “ZZZ”<Provider Page Name.
3) Provider Pages maintained from Service Point, but not actively used by the local Lead HMIS Agency, are properly identified with the following prefix: “Historic<CoC #”>Provider Page Name. Example: “HistoricAL500 – Aletheia House – HUD Men (TH)”.
4) Provider Pages that are used as placeholders in ServicePoint are properly identified with the following prefix: “DB<CoC #> Only”> Provider Page Name. Example: “DBAL500 - Aletheia House”.
5) HUD Data Standards are fully completed on all Provider Pages:
   a) Operating Start and End Dates are set correctly.
   b) Organization Identifier is set correctly.
   c) Project Type is set correctly.
   d) “Affiliated with a Residential Project” is set correctly.
   e) Housing Type is set correctly.
   f) “Principal Site” is set correctly.
   g) Target Population is set correctly.
   h) “Victim Services Provider” is set correctly.
   i) “Method for Tracking Emergency Shelter Utilization” is set correctly.
   j) Continuum Project is set correctly.
   k) Provider Grant Type is set correctly for applicable programs.
   l) CoC Code is set correctly.
   m) Bed and Unit Inventories are set for applicable residential programs.
   n) Federal Partner Funding Sources are set correctly for federally funded programs.
   o) Static and Dynamic Visibility are set correctly.

**Data Quality Plan:**

1) Continuum Designated HMIS Lead Agencies must require documentation at intake of the homeless status of clients according to the reporting and eligibility guidelines issued by HUD. The “order of priority” for obtaining evidence of homeless status are (1) third-party documentation, (2) worker observations, and (3) certification from the person. Lack of third-party documentation may not be used to refuse emergency shelter, outreach or domestic violence services. 100% of the clients must be entered into the System immediately, and if not immediately, within 24 hours of client intake.
2) All staff are required to be trained on the definition of homelessness.
a) There is congruity between the following HMIS case record responses, based on the applicable homeless
definition: (Client Location, Residence Prior to Project Entry, Length of Stay in Previous Place, and
questions regarding Chronic Homelessness are being properly completed).
3) Continuum Designated HMIS Lead Agency has a process to ensure the First and Last Names are spelled
properly and the DOB is accurate.
   a) An ID is requested at intake to support proper spelling of the client’s name and accurate recording of
   the DOB.
   b) If no ID is available or ID is incorrect, staff will request the spelling of the client’s name.
   c) Programs that serve the chronic and higher risk populations are encouraged to use the Scan Card
   process within ServicePoint to improve de-duplication and to improve the efficiency of recording
   services.
   d) Income and non-cash benefits are being updated at least annually and at exit for Emergency Shelters,
   and at least quarterly through Interim Reviews and Follow Up Reviews for all other program types.
4) Continuum Designated HMIS Lead Agencies have an organized exit process that includes:
   a) Clients and staff are educated on the importance of planning and communicating regarding discharge.
   b) Discharge Destinations are properly mapped to the HUD Destination Categories.
   c) There is congruity between discharge destination and Housing Status at exit.
   d) There is a procedure for communicating exit information to the person responsible for data entry.
5) System Administrators will run data quality reports on a monthly basis unless mandated at a higher rate by
   individual grant requirements.
   a) Report frequency for funded programs will be governed by Grant Agreements, HUD reporting cycles,
   and local Continuum Designated HMIS Lead Agency Standards. However, all programs will be reviewed
   and asked to make corrections at least monthly.
   b) Data quality screening and correction activities must include the following:
      i) Data Completeness Report Card reports
      ii) COC-APR reports

Workflow Requirements:
1) Assessments set in the Provider Page Configuration are appropriate for the funding stream.
2) End Users performing data entry have latest copies of the workflow guidance documents.
3) If using paper, the intake data collection forms correctly align with the workflow.
4) 100% of clients are entered into the System immediately, and if not immediately, within 24 hours of client
   intake.
5) Continuum Designated HMIS Lead Agencies are actively monitoring program participation and existing
   clients. Clients are exited within 30 days of last contact unless program guidelines specify otherwise.
6) If exiting after 30 days without contact, exit date should reflect the last date of contact with client.
7) All required program information is being collected.
8) All HMIS participants are required to enter, at a minimum, the Universal Data Elements (Appendix K) as well
   as the program-specific data elements.
9) Programs that serve over time are required to complete additional program elements as defined by the
   funding stream.
10) Data sharing is properly configured for sharing information internally between programs, including the use
    of visibility groups.
11) External data sharing aligns with any local, state or Federal laws; including the use of visibility groups.

Electronic Data Interchange:
   Electronic Data Interchange (EDI) is the direct computer-to-computer exchange of standard formatted
   business transactions between one or more business partners, known as trading partners. EDI permits
   organizations to generate, receive, and process data without human intervention.
1) Agencies requesting the ability to import or export data from the HMIS must receive permission from the local Lead Agency before doing so.
   a) Importing data from one database to another (i.e. mass data dump) requires permission from the Lead HMIS System Administrator.
   b) Uploading client-specific documents such as case notes or identity documents such as birth certificates, marriage licenses, etc. do not require the permission of the local Lead Agency.
2) Continuum Designated HMIS Lead Agencies may elect to participate in de-identified research data sets to support research and planning.
   a) De-identification will involve the masking or removal of all identifying or potentially identifying information such as the name, Unique Client ID, SS#, DOB, address, Agency name, and Agency location.
   b) A geographic analysis will be restricted to prevent any data pools that are small enough to inadvertently identify a client by other characteristics or combination of characteristics.
   c) Programs used to match and/or remove identifying information will not allow a re-identification process to occur. If retention of identifying information is maintained by a “trusted party” to allow for updates of an otherwise de-identified data set, the organization/person charged with retaining that data set will certify that they meet medical/behavioral health security standards and that all identifiers are kept strictly confidential and separate from the de-identified data set.
   d) Continuum Designated HMIS Lead Agencies will be provided a description of each Study being implemented when including data from that Continuum Designated HMIS Lead Agency. Continuum Designated HMIS Lead Agencies may opt out of the Study through a written notice to the requesting Continuum Designated HMIS Lead Agency.

Staff Training and Required Meetings
1) All End Users are recertified through the End User Certification Test annually.
2) All End Users participate in Workflow Training and Training Updates for their assigned Workflows.
3) All End Users will have access to the list of HUD Data Standards Universal Data Elements (see Appendix K).
Appendix A – CoC and Agency Participation Agreement

Continuum of Care Program Management Information System of the Southeast

Participation Agreement between the CoC and

_________________________________________
(Name of Agency)

This agreement is entered into on _____________ (mm/dd/yy) between ____________________________ (CoC NAME), hereafter known as the CoC, and ____________________________ (Agency name), hereafter known as "Agency," regarding access and use of the CoC Program Management Information System of the Southeast, hereafter known as "PromisSE."

Introduction

PromisSE, a shared human services database, allows authorized personnel at homeless and human service provider agencies throughout the participating regions of the Southeast to enter, track, and report on information concerning their own clients and to share information, subject to appropriate inter-Agency agreements, on common clients.

PromisSE’s goals are to:

- Improve coordinated care for and services to homeless persons in the state of Alabama and Florida.
- Provide a user-friendly and high quality automated records System that expedites client intake procedures, improves referral accuracy, increases case management and administrative tools, creates a tool to follow demographic trends and service utilization patterns of families and individuals either currently experiencing or about to experience homelessness, and supports the collection of quality information that can be used for program improvement and service-planning.
- Meet the reporting requirements of the U.S. Department of Housing and Urban Development (HUD) and other funders as needed.

In compliance with all State and Federal requirements regarding client confidentiality and data security. PromisSE is designed to collect and deliver timely, credible, quality data about services and homeless persons or persons at risk of being homeless. The CoC administers PromisSE through a contract with HUD.

COC Responsibilities

1) The CoC will provide the Agency 24-hour access to PromisSE data-gathering System via an internet connection, with which the Agency is responsible for maintaining connectivity.
2) The CoC will provide model Privacy Notices, Client Release forms and other templates for agreements that may be adopted or adapted at the participating Agency.
3) The CoC will provide both initial training and periodic updates to that training for core Agency staff regarding the use of PromisSE, with the expectation that the Agency will take responsibility for conveying this information to all Agency staff using the System.

4) The CoC will provide basic user support and technical assistance (i.e., general troubleshooting and assistance with standard report generation). Access to this basic technical assistance will normally be available from 8:30 AM. to 4:30 PM. on Monday through Friday (with the exclusion of holidays) and limited availability after regular hours.

5) The CoC will not publish reports on client data that identify specific agencies or persons, without prior Agency (and where necessary, client) permission. Public reports otherwise published will be limited to the presentation of aggregated data within the PromisSE database.

Agency Responsibilities

1) The Agency will comply with the PromisSE Homeless Management Information System (HMIS) Operating Policy and Procedure.

2) The Agency will designate and staff one HMIS Agency Administrator who shall abide by the policies and procedures set out in the PromisSE Homeless Management Information System (HMIS) Operating Policy and Procedure.

3) The Agency will designate and staff one HMIS Security Officer who shall abide by the policies and procedures set out in the PromisSE Homeless Management Information System (HMIS) Operating Policy and Procedure.

4) The Agency will ensure that both initial training and periodic updates to that training for core Agency staff regarding the use of PromisSE is completed in accordance with the requirements set out in the CoC Homeless Management Information System (HMIS) Operating Policy and Procedure.

5) Agencies serving clients in more than one CoC must participate in each CoC where clients are located. Participation necessitates that the agency must adhere to each CoC’s procedures, policies, participation requirements, etc.

Privacy and Confidentiality

Protection of Client Privacy

1) The Agency will comply with all applicable Federal and State laws regarding the protection of client privacy.

2) The Agency will comply specifically with Federal confidentiality regulations as contained in the Code of Federal Regulations, 42 CFR Part 2, regarding disclosure of alcohol and/or drug abuse records. A general authorization for the release of medical or other information is NOT sufficient for this purpose. Member Agencies shall recognize that Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patients.


4) The Agency will comply with all policies and procedures established by the CoC pertaining to the protection of client privacy.

5) Each Member Agency will abide specifically by Alabama and Florida State Laws, which in general terms, require an individual to be informed that any and all medical records she/he authorizes to be released, whether related to physical or mental health, may include information indicating the presence of a communicable or venereal disease. The Agency is required to inform the individual that these records may include, but are not limited to, the inclusion of information on diseases such as hepatitis, syphilis, gonorrhea, tuberculosis, and HIV/AIDS.
6) Each Member Agency will abide specifically by local Mental Health Law. In general terms, this law prohibits agencies from releasing any information that would identify a person as a client of a mental health facility, unless client consent is granted.

**Client Confidentiality**

1) The Agency agrees to provide a copy of the CoC Privacy Notice (Appendix I) or an acceptable Agency-specific alternative to each client. The Agency will provide a verbal explanation of PromisSE and arrange for a qualified interpreter/translator in the event that an individual is not literate in English or has difficulty understanding the Privacy Notice or associated Consent Form(s).

2) The Agency will not solicit or enter information from clients into the PromisSE database unless it is essential to provide services or conduct evaluation or research.

3) The Agency will not divulge any confidential information received from PromisSE to any organization or individual without proper written consent by the client unless otherwise permitted by applicable regulations or laws.

4) The Agency will ensure that all persons who are issued an End User Identification and Password to PromisSE abide by this Participation Agreement, including all associated confidentiality provisions. The Agency will be responsible for oversight of its own related confidentiality requirements.

5) The Agency agrees that it will ensure that all persons issued an End User ID and Password complete a formal training on privacy and confidentiality, demonstrate mastery of that information, and sign a PromisSE End User Agreement prior to activation of the End User License.

6) The Agency acknowledges that ensuring the confidentiality, security, and privacy of any information downloaded from the System by the Agency is strictly the responsibility of the Agency.

**Inter-Agency Sharing of Information**

1) The Agency acknowledges that all forms provided by PromisSE regarding client privacy and confidentiality are shared with the Agency as generally applicable models that may require specific modification in accord with Agency-specific rules. The Agency will review and revise (as necessary) all forms provided by PromisSE to assure that they comply with the laws, rules, and regulations that govern its organization.

2) The Agency acknowledges that informed client consent is required before any basic identifying client information is shared with other Agencies in the System. The Agency will document client consent on the PromisSE Client Release of Information Form.

3) If the client has given approval through a completed PromisSE Client Release of Information Form, the Agency may elect to share information with other partnering agencies in PromisSE.

4) The Agency will incorporate a PromisSE release clause into its existing Agency Authorization for Release of Information Form(s) if the Agency intends to share restricted client data within PromisSE. Restricted information, including progress notes and psychotherapy notes about the diagnosis, treatment, or referrals related to a mental health disorder, drug or alcohol disorder, HIV/AIDS, and domestic violence concerns shall not be shared with other participating Agencies without the client’s written, informed consent. Agencies with visibility set to “closed” may not share “closed” client information without the client’s written, informed consent, as well as a fully executed inter-Agency “closed” data sharing agreement.

5) Agencies with which information is shared are each responsible for obtaining, at a minimum, an updated PromisSE Release of Information, before allowing further sharing of client records. The local System Administrator will facilitate any sharing of “closed” data in PromisSE.

6) The Agency acknowledges that the Agency itself bears primary responsibility for oversight of the sharing of all data it has collected via PromisSE.

7) The Agency agrees to place all Client Authorization for Release of Information forms related to PromisSE in a file to be located at the Agency's business address and that such forms will be made available to the CoC for periodic audits. The Agency will retain these PromisSE-related Authorizations for Release of Information forms for a period of 7 years, after which time the forms will be discarded in a manner that ensures client confidentiality is not compromised.
8) The Agency acknowledges that clients who choose not to authorize sharing of information cannot be denied services for which they would otherwise be eligible.

**Custody of Data**

1) The Agency and the CoC understand that the Agency and the CoC as an administrator are custodians – NOT owners - of the data.

2) In the event that the PromisSE Lead Agency ceases to exist, Member Agencies will be notified and provided reasonable time to access and save client data on those served by the Agency, as well as statistical and frequency data from the entire System. Thereafter, the information collected on the centralized server will be purged or appropriately stored.

3) In the event that the CoC ceases to exist, the custodianship of the data within PromisSE will be transferred to another authorized organization for continuing administration, and all PromisSE Member Agencies will be informed in a timely manner.

**Data Entry and Regular Use of PromisSE**

1) The Agency will not permit End User IDs and Passwords to be shared among End Users.

2) If a client has previously given the Agency permission to share information with multiple agencies (beyond basic identifying information and non-restricted service transactions), and then chooses to revoke that permission with regard to one or more of these agencies, the Agency will contact its partner Agency/agencies and explain that, at the client's request, portions of that client record will no longer be shared. The Agency will then “lock” those portions of the record impacted by the revocation to the other Agency or agencies.

3) If the Agency receives information that necessitates a client’s information be entirely removed from the PromisSE, the Agency will work with the client to complete a brief Delete Request Form, which will be sent to the CoC for de-activation of the client record.

4) The Agency will enter all minimum required data elements as defined for all persons who are participating in services funded by the U.S. Department of Housing and Urban Development (HUD) Permanent Housing Program, Permanent Supportive Housing Program, Supportive Services Program, Transitional Housing Program, Safe Haven Program, Joint Transitional Housing and Rapid Rehousing Program, Housing Opportunities for Persons with HIV/AIDS Program, or Emergency Shelter Grant Program.

5) The Agency will enter data in a consistent manner and will strive for real-time, or close to real-time, data entry.

6) The Agency will routinely review records it has entered in PromisSE for completeness and data accuracy. The review and data correction process will be made according to PromisSE published Data Quality Policies and Procedures.

7) The Agency will not knowingly enter inaccurate information into PromisSE, with the exception of specific clients for which the agency is permitted to input coded data into the System.

8) The Agency acknowledges that with a current standard PromisSE Client Release of Information form on file, it can update, edit, and print out a client's information. Once the PromisSE Client Release of Information expires, the Agency can no longer edit or print the record.

9) The Agency acknowledges that once that Client Release of Information expires, any new information entered into the database will be closed to sharing until a new Client Release of Information is signed. Information entered before the date of the expired release will continue to be available to the sharing partners.

10) The Agency acknowledges that a modified Agency Authorization to Release Information form, with a PromisSE clause, permits it to share restricted client information with select agencies in compliance with the Agency's approved Confidentiality Policies and Procedures.

11) The Agency will prohibit anyone with an Agency-assigned End User ID and Password from entering offensive language, profanity, or discriminatory comments based on race, color, religion, national origin, ancestry, handicap, age, sex, and sexual orientation.
12) The Agency will utilize PromisSE for business purposes only.
13) The Agency will keep updated virus protection software on Agency computers that access PromisSE.
14) Transmission of material in violation of any United States Federal or State regulations is prohibited.
15) The Agency will not use PromisSE with intent to defraud the Federal, State, or local government, or an individual entity, or to conduct any illegal activity.
16) The Agency agrees that PromisSE or the local Continuum of Care PromisSE Planning Committee may convene local or regional End User Meetings to discuss procedures, updates, policy and practice guidelines, data analysis, and software/hardware upgrades. The Agency will designate at least one specific Staff member to regularly attend End User Meetings.
17) Notwithstanding any other provision of this Participation Agreement, the Agency agrees to abide by all policies and procedures relevant to the use of PromisSE that the CoC publishes from time to time.

Publication of Reports
The Agency agrees that it may release only aggregated information generated by PromisSE that is specific to its own services.

Database Integrity
1) The Agency will not share assigned End User IDs and Passwords to access PromisSE with any other organization, governmental entity, business, or individual.
2) The Agency will not intentionally cause corruption of PromisSE in any manner. Any unauthorized access or unauthorized modification to the System information or interference with normal System operations will result in immediate suspension of services, and, where appropriate, legal action against the offending entities.

HMIS Fee Schedule
1) The CoC has adopted the CoC HMIS fee schedule for all participating Agencies.
2) The lead agency will provide the specified amount of End User licensing, training, technical assistance, and other services or activities relevant to the participation in PromisSE as listed in the CoC HMIS fee schedule.

Hold Harmless
1) The CoC makes no warranties, expressed or implied. The Agency, at all times, will indemnify and hold the CoC harmless from any damages, liabilities, claims, and expenses that may be claimed against the Agency; or for injuries or damages to the Agency or another party arising from participation in the PromisSE; or arising from any acts, omissions, neglect, or fault of the Agency or its agents, employees, licensees, or clients; or arising from the Agency’s failure to comply with laws, statutes, ordinances, or regulations applicable to it or the conduct of its business. This Agency will also hold the CoC harmless for loss or damage resulting in the loss of data due to delays, non-deliveries, misdeliveries, or service interruption caused by Mediware/Bowman Information Systems, by the Agency’s or other member Agency’s negligence or errors or omissions, as well as natural disasters, technological difficulties, and/or acts of God. The CoC shall not be liable to the Agency for damages, losses, or injuries to the Agency or another party other than if such is the result of gross negligence or willful misconduct of the CoC. The CoC agrees to hold the Agency harmless from any damages, liabilities, claims or expenses caused solely by the negligence or misconduct of the CoC.
2) It is the responsibility of each Agency to maintain a current insurance policy that is sufficient to cover theft of or damage to ALL PromisSE-related hardware and software.
Terms and Conditions

1) The parties hereto agree that this agreement is the complete and exclusive statement of the agreement between parties and supersedes all prior proposals and understandings, oral and written, relating to the subject matter of this agreement.

2) The Agency shall not transfer or assign any rights or obligations under the Participation Agreement without the written consent of the CoC.

3) This agreement shall remain in force until revoked in writing by either party, with 30 days advance written notice. The exception to this term occurs if allegations or actual incidences arise regarding possible or actual breaches of this agreement. Should such situations arise, the PromisSE System Administrator may immediately suspend access to PromisSE until the allegations are resolved in order to protect the integrity of the System.

4) This agreement may be modified or amended by written agreement executed by both parties with 30 days advance written notice.

5) The parties agree that the CoC, Inc. is a third-party beneficiary of this contract and may enforce the terms and provisions of this contract as applicable.

IN WITNESS WHEREOF, the parties have entered into this Agreement:

CoC Name ______________________ Agency Name ______________________

CoC Address ______________________ Agency Address ______________________

CoC Representative Printed Name ______________________ Agency Representative Printed Name ______________________

CoC Representative Title ______________________ Agency Representative Title ______________________

CoC Representative Signature ______________________ Agency Representative Signature ______________________

Date (mm/dd/yy) ______________________ Date (mm/dd/yy) ______________________
ASSURANCE

_________________________________________ (Name of Agency) assures that the following fully executed documents will be on file and available for review.

- The Agency’s official Privacy Notice for PromisSE clients.
- Executed PromisSE Client Release of Information forms.
- Executed Agency Authorizations for Release of Information as needed.
- Certificates of Completion for required training for all PromisSE System End Users.
- A fully executed End User Agreement for all PromisSE System End Users.

By: _____________________________________

Title: _____________________________________
Appendix B – CoC Agency Administrator Agreement

Name

Agency

All HMIS participating agencies must designate and staff one HMIS Agency Administrator. Agency Administrator requirements and responsibilities include, but are not limited to, the following:

- Has completed, at a minimum, basic system data entry training.
- Ensure that all Agency users have signed End User Agreement documents on file.
- Ensure that all Users complete an annual End User Certification Test, which includes Privacy and Security training.
- Ensure that all Users have completed workflow training and related updates, and have documentation of training.
- Ensure that the Agency complies with the CoC Data Security standards.
- Ensure that the Agency complies with the HMIS Policies and Procedures, has completed the Compliance Checklist, and is responsible for returning it to the local Lead Agency System Administrator.
- Ensure that all Users have submitted a criminal background check to the local Lead Agency System Administrator.

The original Agency Administrator Agreement shall be kept on file at the Agency. Forms completed by individuals no longer employed by the Agency shall be kept on file for a minimum of five years.

The CoC makes no warranties, expressed or implied. The Agency, at all times, will indemnify and hold the CoC harmless from any damages, liabilities, claims, and expenses that may be claimed against the Agency; or for injuries or damages to the Agency or another party arising from participation in PromisSE; or arising from any acts, omissions, neglect, or fault of the Agency or its agents, employees, licensees, or clients; or arising from the Agency’s failure to comply with laws, statutes, ordinances, or regulations applicable to it or the conduct of its business. This Agency will also hold the CoC harmless for loss or damage resulting in the loss of data due to delays, non-deliveries, misdeliveries, or service interruption caused by Mediware/Bowman Information Systems, by the Agency’s or other member agency’s negligence or errors or omissions, as well as natural disasters, technological difficulties, and/or acts of God. The CoC shall not be liable to the Agency for damages, losses, or injuries to the Agency or another party other than if such is the result of gross negligence or willful misconduct of the CoC. The CoC agrees to hold the Agency harmless from any damages, liabilities, claims or expenses caused solely by the negligence or misconduct of the CoC.

This agreement is in effect for a period of one (1) year after the date of signing. Agency Administrators are required to complete HMIS End User Certification testing and to document compliance monitoring annually, at which time a new agreement will be provided. Failure to participate in annual Certification and/or maintain a current agreement may result in immediate termination or suspension of the user’s ServicePoint license and access to ServicePoint. Failure to comply with the provisions of this Agency Administrator Agreement is grounds for immediate termination. Your signature below indicates your agreement to comply with this Agency Administrator Agreement.

Employee Printed Name

Agency Official Printed Name

Employee Signature

Agency Official Signature

Date (mm/dd/yy)

Date (mm/dd/yy)
# Appendix C – Agency Security Officer Agreement

### Name

All HMIS participating agencies must designate and staff one HMIS Security Officer. Security Officer requirements and responsibilities include, but are not limited to, the following:

- Ensures that all staff using the System complete annual privacy and security training. Training must be provided by the CoC designated trainers and be based on the CoC Privacy and Security standards.
- Conducts an annual security review of the agency that includes reviewing compliance with the Privacy and Security sections of the CoC Homeless Management Information System (HMIS) Operating Policy and Procedure. The Agency must document the findings of the review on the Privacy and Security Checklist and submit the findings to the local Lead HMIS System Administrator no later than December 31st of each year.
- Notifies the local Lead Agency System Administrator when a staff person leaves the organization or when revision of the user’s access level is needed because of a change in job responsibilities. The notification must be made within 24 hours of the change, if not immediately. If a staff person is being terminated for cause, then notification to the Lead HMIS Agency must be made prior to termination.
- Reports any security or privacy incidents to the local Lead HMIS System Administrator for the CoC Jurisdiction. The System Administrator investigates the incident including running applicable audit reports. If the System Administrator and Security Officer determine that a breach has occurred and/or the staff involved violated privacy or security guidelines, the System Administrator will report to the head of the CoC. A Corrective Action Plan will be implemented. Components of the Plan must include, at a minimum, supervision and retraining. It may also include removal of HMIS license, client notification if a breach has occurred, and any appropriate legal action.

The original Security Officer Agreement shall be kept on file at the Agency. Forms completed by individuals no longer employed by the Agency shall be kept on file for a minimum of five years.

The CoC makes no warranties, expressed or implied. The Agency, at all times, will indemnify and hold the CoC harmless from any damages, liabilities, claims, and expenses that may be claimed against the Agency; or for injuries or damages to the Agency or another party arising from participation in PromisSE; or arising from any acts, omissions, neglect, or fault of the Agency or its agents, employees, licensees, or clients; or arising from the Agency’s failure to comply with laws, statutes, ordinances, or regulations applicable to it or the conduct of its business. This Agency will also hold the CoC harmless for loss or damage resulting in the loss of data due to delays, non-deliveries, misdeliveries, or service interruption caused by Mediware/Bowman Information Systems, by the Agency’s or other member agency’s negligence or errors or omissions, as well as natural disasters, technological difficulties, and/ or acts of God. The CoC shall not be liable to the Agency for damages, losses, or injuries to the Agency or another party other than if such is the result of gross negligence or willful misconduct of the CoC. The CoC agrees to hold the Agency harmless from any damages, liabilities, claims or expenses caused solely by the negligence or misconduct of the CoC.

This agreement is in effect for a period of one (1) year after the date of signing. Security Officers are required to complete HMIS End User Certification testing and documented Privacy & Security compliance monitoring annually, at which time a new agreement will be provided. Failure to participate in annual Certification, Privacy & Security monitoring, and/or maintain a current agreement may result in immediate termination or suspension of the user’s ServicePoint license and access to ServicePoint. Failure to comply with the provisions of this Security Officer Agreement is grounds for immediate termination. Your signature below indicates your agreement to comply with this Security Officer Agreement.

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# Appendix D – CoC Policies and Procedures Compliance Checklist

**Agency Name:** __________________________________________

- (Int.) Agency has received a copy of the CoC Operating Policies and Procedures
- (Int.) Agency has a fully executed Agency Participation Agreement
- (Int.) Agency has a Board-approved Confidentiality Policy governing HMIS Privacy and Security Standards
- (Int.) Agency has assigned an HMIS Agency Administrator with an executed agreement
- (Int.) Agency has assigned an HMIS Security Officer with an executed agreement
- (Int.) Agency has submitted all End User criminal background checks
- (Int.) Agency has provided End Users with the HUD Data Elements
- (Int.) Agency has provided End User with training on the HUD definition of homelessness and the priority of homelessness documentation
- (Int.) Agency and End Users understand and will comply with the CoC Data Quality Plan

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### Appendix E – Privacy and Security Checklist

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- _____ (Int.) Agency has the HUD Public Notice posted in an area visible to clients.
- _____ (Int.) Agency has an HMIS Privacy Notice that complies with the requirements set forth by the CoC HMIS Operating Policies and Procedures and is available to all clients.
- _____ (Int.) Agency has a copy of the HUD Public Notice and the Privacy Notice on its website.
- _____ (Int.) Client files with hard copy data that includes client identifying information are protected behind one lock, at a minimum, from unauthorized access.
- _____ (Int.) Offices that contain client files are locked when not occupied.
- _____ (Int.) Client files are not left visible to unauthorized individuals.
- _____ (Int.) Agency has adopted the PromisSE Release of Information and requests this for every client.
- _____ (Int.) HMIS workspaces are configured to support the privacy of client interaction and data entry.
- _____ (Int.) User accounts and passwords are not shared or left visible for others to see.
- _____ (Int.) End Users do not save HMIS reports with identifying client information on portable media.
- _____ (Int.) All HMIS workstations, including laptops and remote workstations, have virus protection and automatic updates.
- _____ (Int.) End Users are not accessing the HMIS on a public computer or from an internet connection that is not secured.
- _____ (Int.) Agency has a documented plan for remote access if End Users are accessing the HMIS outside of the office setting.

**Findings**

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Appendix F – License Agreement and Statement of Confidentiality

Employees, volunteers, staff and any persons with access to the Program Management Information System Southeast (PromisSE) are subject to certain guidelines regarding its use. PromisSE contains a wide range of personal and private information on individuals and ALL such information must be treated carefully, confidentially, and professionally by those who access it. Guidelines for use of PromisSE include, but are not limited to, the following:

- User IDs and passwords must be kept secure and confidential and shall not be shared.
- Current client or Legal Guardian consent, as documented by a Release of Information (ROI), is required before entering, updating, editing, printing, or disclosing basic identifying and non-confidential service transactions/information with other Member Agencies and/or their employees, volunteers and/or staff. Otherwise, limited visibility must be coordinated with the CoC.
- Only general, non-confidential information is to be entered in the “other notes/comments” section of the Client Profile in PromisSE. Confidential information, including TB diagnosis, domestic violence, and mental/physical health information shall not be entered in this section.
- Confidential information obtained via PromisSE is to remain confidential, even if the end user’s relationship with the Agency changes or concludes for any reason.
- Information beyond basic identifying data, which includes all assessment screens (all screens beyond profile, agency, and community fields), is not to be edited. If an update or correction is needed, a new assessment must be created.
- The agency/organization end user is allowed to enter or modify data ONLY for clients being served by that agency.
- Misrepresentation of the client through the deliberate entry of inaccurate information is prohibited.
- Client records shall NOT be deleted from PromisSE. If a client or legal guardian of a client chooses to rescind PromisSE Release of Information, the appropriate record shall immediately become "inactive".
- Discriminatory comments based on race, color, religion, creed, national origin, ancestry, handicap, socioeconomic status, marital status, age, gender, and/or sexual orientation are NOT permitted in PromisSE. Profanity and offensive language are NOT permitted in PromisSE. Violators shall have their System privileges revoked and they will NOT be allowed further access to HMIS.
- All end users who have the ability to enter data into PromisSE must log in to ServicePoint at least ONCE every 30 days. Failure to log in for 30 days may result in the revocation of access to PromisSE/ServicePoint. Basic training may be required to regain access, as determined by the CoC/HMIS Lead Administrator.
- PromisSE is to be used for business purposes only. Transmission of material in violation of any United States Federal or State of Alabama regulation/laws is prohibited, including material that is copyrighted, legally judged to be threatening or obscene, and/or considered protected by trade secret. PromisSE shall NOT be used to defraud the Federal, State, Local or City government nor any individual entity nor to conduct any illegal activity.
- Users must log off of the System before leaving their computer/workstation unattended; Failure to log off the System appropriately may result in a breach of client confidentiality and System security.
- Hard copies of ServicePoint information must be kept in a secure file.
When hard copies of ServicePoint information are no longer needed, they must be properly destroyed to maintain confidentiality.

Any unauthorized access or unauthorized modification to the System information/PromisSE database or interference with normal System operations will result in immediate suspension of your access to the PromisSE and may jeopardize your employment status with the Agency.

I have submitted a national background check to the Local Lead System Administrator and verify that I have never been convicted of identity theft or embezzlement. I verify that I have not been convicted of a domestic violence, fraud offense, or any other crime of a predatory nature within the past seven years. The PromisSE Lead CoC Agency Executive Director must give any waiver of this requirement. As of December 6, 2017, that person is Michelle Farley. Written requests should be submitted via email to michelle@oneroofonline.org.

The original PromisSE License Agreement & Statement of Confidentiality shall be kept on file at the Agency. Forms completed by individuals no longer employed by the Agency shall be kept on file for a minimum of five years.

The CoC makes no warranties, expressed or implied. The Agency, at all times, will indemnify and hold the CoC harmless from any damages, liabilities, claims, and expenses that may be claimed against the Agency; or for injuries or damages to the Agency or another party arising from participation in PromisSE; or arising from any acts, omissions, neglect, or fault of the Agency or its agents, employees, licensees, or clients; or arising from the Agency’s failure to comply with laws, statutes, ordinances, or regulations applicable to it or the conduct of its business. This Agency will also hold the CoC harmless for loss or damage resulting in the loss of data due to delays, non-deliveries, misdeliveries, or service interruption caused by Mediware/Bowman Information Systems, by the Agency’s or other member agency’s negligence or errors or omissions, as well as natural disasters, and/or technological difficulties. The CoC shall not be liable to the Agency for damages, losses, or injuries to the Agency or another party other than if such is the result of gross negligence or willful misconduct of the CoC. The CoC agrees to hold the Agency harmless from any damages, liabilities, claims or expenses caused solely by the negligence or misconduct of the CoC.

This agreement is in effect for a period of one (1) year after the date of signing. End users are required to complete HMIS End User Certification testing annually, at which time a new agreement will be provided. Failure to participate in annual Certification and/or maintain a current agreement may result in immediate termination or suspension of the user’s ServicePoint license and access to ServicePoint. Failure to comply with the provisions of this Statement of Confidentiality is grounds for immediate termination. Your signature below indicates your agreement to comply with this Statement of Confidentiality.

__________________________________________  __________________________________________
Employee Printed Name                          Agency Official Printed Name

__________________________________________  __________________________________________
Employee Signature                             Agency Official Signature

__________________________________________  __________________________________________
Date (mm/dd/yy)                                 Date (mm/dd/yy)
Appendix G – PromisSE Release of Information (ROI)

Continuum of Care (CoC) Program Management Information System of the Southeast (PromisSE)

Client’s Last Name ___________________________  First Name ___________________________  MI __________

Date of Birth ___________________________  Social Security Number ___________________________

* The Federal Privacy Act of 1974 requires that you be notified that disclosure of your Social Security number is voluntary under this record-keeping System. This System was authorized pursuant to directives from Congress and the Department of Housing and Urban Development (HUD). The Social Security number is used to verify identity, assure timely delivery of services, prevent duplication of services, and generate accurate required reports to HUD.

PromisSE is a shared, electronic record keeping System that captures information about people experiencing homelessness or near homelessness, including their service needs. Our Agency is participating in PromisSE, a database that collects information on clients served by its member agencies and the services they provide.

I understand that all information gathered about me is personal and private and that I do not have to share information collected in PromisSE. It has been explained to me that all information collected will serve for reporting purposes and as a precaution to prevent duplication of services to ineligible individuals and families. I have had an opportunity to ask questions about PromisSE and to review the identifying information, which is authorized by this release for the PromisSE Member Agencies to share. I also understand that information about non-confidential services provided to me by human service agencies in the CoC may be shared with other participating in PromisSE agencies. This Release of Information will remain in effect for 5 (five) years and will expire on ______________ unless I make a formal request to this Agency that I no longer wish to participate in PromisSE.

Upon a life-threatening emergency or death, my System information will be used for identification purposes.

Upon written consent, a community partner that is a non-System participating agency, including many state or local service agencies can utilize your System information to provide additional services. This is dependent upon the receipt of a signed document verifying your consent to release your information to a Community Partner.

_____ I authorize sharing my data.

_____ I do not authorize sharing my data,

The CoC, as PromisSE Member Agency, to share my information between all participating PromisSE agencies. I authorize the use of a copy of this original document to serve as a verification for the purposes stated above.

______________________________  ______________________________
Client’s (Head of Household) Printed Name  Other Adult in HH Printed Name

______________________________  ______________________________
Client’s (Head of Household) Signature  Other Adult in HH Signature

______________________________  ______________________________
Date (mm/dd/yy)  Date (mm/dd/yy)
Based on the information on the previous page:

_____ I authorize sharing my dependent’s data.

_____ I do not authorize sharing my dependent’s data.

The CoC, as PromisSE Member Agency, to share my information between all participating PromisSE agencies. I authorize the use of a copy of this original document to serve as a verification for the purposes stated above.

__________________________________________  _______________  ____________________________  _______________
Dependent’s Name                          DOB                                        Dependent’s Name                          DOB

__________________________________________  _______________  ____________________________  _______________
Dependent’s Name                          DOB                                        Dependent’s Name                          DOB

__________________________________________  _______________  ____________________________  _______________
Dependent’s Name                          DOB                                        Dependent’s Name                          DOB

__________________________________________  _______________  ____________________________  _______________
Dependent’s Name                          DOB                                        Dependent’s Name                          DOB

__________________________________________  _______________  ____________________________  _______________
Dependent’s Name                          DOB                                        Dependent’s Name                          DOB

__________________________________________  _______________  ____________________________  _______________
Dependent’s Name                          DOB                                        Dependent’s Name                          DOB

_______________________________  ____________________________  ____________________________
Legal Guardian’s Authorizing Signature                          Date (mm/dd/yy)

_______________________________
Agency Representative’s Authorizing Signature

_______________________________
Agency Representative’s Printed Name

_______________________________
Date (mm/dd/yy)
Appendix H – Public Notice

Continuum of Care

Program Management Information System of the Southeast (PromisSE)

Also known as Homeless Management Information System (HMIS)

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

The collection and use of all personal information is guided by strict standards of confidentiality. A copy of our Privacy Notice describing our privacy practice is available to all clients upon request.
Appendix I – Privacy Notice to Clients

The Homeless Management Information System (HMIS) was developed to meet a data collection requirement made by the United States Congress to the Department of Housing and Urban Development (HUD). Congress passed this requirement in order to get a more accurate count of individuals who are homeless and to identify the need for and use of different services by those individuals and families. Several CoCs in the Southeast share a single HMIS implementation. The CoC Lead Entity designates the HMIS Lead Agency for that CoC.

Many Agencies in this area use the HMIS to keep computerized case records. With client permission as indicated by a signed Release of Information, client information can be shared with other HMIS participating Agencies throughout the Implementation. The information entered by participating providers and shared with client consent includes basic identifying demographic data (e.g., name, birth date, and gender), the nature of the client’s situation, and the services and referrals received from the participating Agency.

Participating Agencies collect personal information directly from you for reasons that are discussed in their privacy notice. They may be required to collect some personal information by law or by the organizations that give money to operate their program. Other personal information that is collected is important to operate programs, to improve services, and to better understand client needs. They only collect information that they consider to be appropriate and accurate. **The collection and use of all personal information is guided by strict standards of confidentiality.**

Maintaining the privacy and safety of those clients whose records reside in HMIS and the /Agencies that use the HMIS is very important to us. Information gathered about each client and each Agency is personal and private. We collect information only when appropriate to provide services, manage our organization and the Database, or as required by law. The ownership of all records contained within the HMIS is retained by the organization/Agency that collected and entered or updated the client’s information.

**CONFIDENTIALITY RIGHTS**

Each participating Agency is required to have a confidentiality policy that has been approved by its Board of Directors. ______________ (HMIS Lead Entity) must also have a Board Approved confidentiality policy. ______________ (HMIS Lead Entity) operates the HMIS in accordance with HUD and HIPAA confidentiality regulations, including those covering programs that receive HUD funding for homeless services (Federal Register/Vol. 69, No. 146), and those covered under the HIPAA privacy and security rules which govern confidential health information such as the diagnosis, treatment, of a mental health disorder, a drug or alcohol disorder, and AIDS/HIV condition or a domestic violence situation. Other rules that may also apply include 42 CFR Part 2 governing drug and alcohol records.
(CoC #) is restricted to using or disclosing personal information from the HMIS to the following circumstances:

- For functions related to payment or reimbursement for services.
- For functions related to helping Agencies operate the System.
- For functions related to the development of reports to better plan services.
- To carry out administrative functions including but not limited to legal, audit, personnel, planning, oversight and management functions;
- To develop databases used for research, where all identifying information has been removed.
- To support contractual research where privacy conditions are met with an approved Institutional Review Board (IRB), and only if the shared information includes no identifying information about the client.
- Where a disclosure is required by law and disclosure complies with, and is limited to, the requirements of the law. Instances where this might occur are during a medical emergency, to report a crime against the staff of the Agency, or to avert a serious threat to health or safety.

YOUR INFORMATION RIGHTS

All requests for client personal information located within the HMIS will be routed to the Agency/organization that collected and entered or updated the information.

(CoC #) may not disclose your personal protected information located within the HMIS except as required by law or to help the participating Agency/organization that collected/entered/updated the information operate the System.

(CoC #) may not publish reports on client data that identifies specific Agencies or persons. Public reports otherwise published will be limited to the presentation of aggregated data that does not disclose personal identifying information.

Please contact the Agency to which you gave your personal information in order to:

- Access or see your record.
- Correct your record
- Request that your record be shared with another person or organization.
- Terminate or withdraw a consent to release information.
- File a grievance if you feel that your rights have been violated.

Please note that you have the right to refuse consent to share your information between participating Agencies. You cannot be denied services that you would otherwise qualify for if you refuse to share information. Please note that if you refuse this permission, information will still be entered into the System for statistical purposes, but your information will be closed so that only that Agency you gave the information to and System Administrators operating the Database may see your information.
Please feel free to contact us if you feel that your information rights have been violated. Please address your written communication to the CoC (One Roof 1515 6th Ave S 5th Floor, Birmingham, AL 35233). Please include your contact information. We will respond in writing within 7 working days of the receipt of your letter.

HOW YOUR INFORMATION WILL BE KEPT SECURE
Protecting the safety and privacy of individuals receiving services and the confidentiality of their records is of paramount importance to us. Through training, policies and procedures, and software we have done several things to make sure your information is kept safe and secure:

- The computer program we use has the highest degree of security protection available.
- Only trained and authorized individuals will enter or view your personal information.
- Your name and other identifying information will not be contained in HMIS reports that are issued to local, state, or national Agencies.
- Employees receive training in privacy protection and agree to follow strict confidentiality standards before using the System.
- The server/database/software only allows authorized individuals access to the information. Only those who should see certain information will be allowed to see that information.
- The server/database will communicate using 128-bit encryption – an Internet technology intended to keep information private while it is transported back and forth across the Internet. Furthermore, identifying data stored on the server is also encrypted or coded so that it cannot be recognized.
- The server/database exists behind a firewall – a device meant to keep hackers/crackers/viruses/etc. away from the server.
- The main database will be kept physically secure, meaning only authorized personnel will have access to the server/database.
- System Administrators employed by ____________ (HMIS Lead Agency) support the daily operation of the database. Administration of the database is governed by agreements that limit the use of personal information to providing administrative support and generating reports using aggregated information. These agreements further ensure the confidentiality of your personal information.

BENEFITS OF HMIS AND AGENCY INFORMATION SHARING
The information you provide us can play an important role in our ability and the ability of other Agencies to continue to provide the services that you and others in our community are requesting.
Allowing us to share your real name, even in the absence of other information, results in a more accurate count of individuals and the services they use. The security system is designed to create a code that will protect your identity on the System. A more accurate count is important because it can help us and other Agencies:

- Better demonstrate the need for services and the specific types of assistance needed in our area.
- Obtain more money and other resources to provide services.
- Plan and deliver quality services to you and your family.
- Assist the Agency to improve its work with families and individuals who are homeless.
- Keep required statistics for state and federal funders (such as HUD).

**RISKS IN SHARING INFORMATION**

While the HMIS was designed to promote better services for those who are homeless or might become homelessness, there are risks that may lead some individuals to choose to do one or more of the following:

- Allow only your name, gender, year of birth, and partial social security number (optional) to be shared with all participating Agencies. All other information, including your date of birth, full SS#, where you are being served and your particular situation, is kept confidential or shared with only select Agencies.
- Allow some statistical or demographic information to be shared with select other Agencies, but do not allow other more personal data such as health, mental health, drug/alcohol use history or domestic violence information to be shared.
- Close all information including identifying information from all sharing. Only the Agency that collects the information and System Administrative staff may see the information.

**PRIVACY NOTICE AMENDMENTS:** The policies covered under this Privacy Notice may be amended over time and those amendments may affect information obtained by the Agency before the date of the change. All amendments to the Privacy Notice must be consistent with the requirements of the Federal Standards that protect the privacy of clients and guide the HMIS implementation and operation.
Appendix J – Partner Agency Privacy Policy

REASONS FOR POLICY:
1) To protect the privacy of Agency clients
2) To comply with applicable laws and regulations
3) To ensure fair information practices as to:
   a) Openness
   b) Accountability
   c) Collection limitations
   d) Purpose and use limitations
   e) Access and correction
   f) Data Quality
   g) Security

STATEMENT OF POLICY:
1) **Compliance**: Agency privacy practices will comply with all applicable laws governing the HMIS client privacy/confidentiality. Applicable standards include, but are not limited to the following:
   a) Federal Register Vol. 69, No. 146 (HMIS FR 4848-N-02) - Federal statute governing HMIS information.
   b) HIPAA - the Health Insurance Portability Act.
   d) CoC HMIS Policy and Procedures

12) **NOTE**: HIPAA statutes are more restrictive than the HMIS FR 4848-N-02 standards and in cases where both apply, HIPAA over-rides the HMIS FR 4848-N-02 standards. In cases where an Agency already has a confidentiality policy designed around the HIPAA standards, that policy can be modified to include the HMIS data collection, or can be amended to create one set of standards for clients covered under HIPAA, and a second set of standards for those covered only under HMIS FR 4848-N-02. Agencies should indicate in their Privacy Notice which standards apply to their situation.

2) **Use of Information**: PII (personally identifiable information - information which can be used to identify a specific client) can be used only for the following purposes:
   a) To provide or coordinate services to a client.
   b) For functions related to payment or reimbursement for services.
   c) To carry out administrative functions such as legal, audit, personnel, planning, oversight and management functions.
   d) For creating de-personalized client identification for unduplicated counting.
   e) Where disclosure is required by law.
   f) To prevent or lessen a serious and imminent threat to the health or safety of an individual or the public.
   g) To report abuse, neglect, domestic violence, or any other crime of a predatory nature as required or allowed by law.
   h) Contractual research where privacy conditions are met (including a written agreement).
   i) To report criminal activity on Agency premises.

**NOTE**: HMIS FR 4848-N-02 standards list items a-d above as allowable reasons for disclosing PII but make provisions for additional uses to meet individual Agency obligations. In some cases these uses (e-i above) have
additional conditions, and HMIS FR 4848-N-02 4.1.3 should be consulted if any of these optional items are to be included in an Agency’s policy. It also states that “except for first party access to information and required disclosures for oversight and compliance auditing, all uses and disclosures are permissive and not mandatory.”

3) **Collection and Notification:** Information will be collected only by fair and lawful means with the knowledge or consent of the client.
   a) PII will be collected only for the purposes listed above.
   b) Clients will be made aware that personal information is being collected and recorded.
   c) A written sign will be posted in locations where PII is collected. This written notice will read:

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

   "The collection and use of all personal information is guided by strict standards of confidentiality. Our Privacy Notice is posted. A copy of our Privacy Notice is available to all clients upon request."

   d) This sign will be explained in cases where the client is unable to read and/or understand it.
   e) NOTE: Under HMIS FR 4848-N-02, Agencies are permitted to require a client to express consent to collect PII verbally or in writing, however, this is optional and not a requirement of the statute.

4) **Data Quality:** PII data will be accurate, complete, timely, and relevant.
   a) All PII collected will be relevant to the purposes for which it is to be used.
   b) Data will be entered in a consistent manner by authorized End Users.
   c) Data will be entered in as close to real-time data entry as possible.
   d) Measures will be developed to monitor data for accuracy and completeness and for the correction of errors.
      i) The Agency runs reports and queries at least monthly to help identify incomplete or inaccurate information.
      ii) The Agency monitors the correction of incomplete or inaccurate information.
      iii) By the 20th of the following month, all monitoring reports will reflect corrected data.
   e) Data quality is subject to routine audit by System Administrators who have administrative responsibilities for the database.

5) **Privacy Notice, Purpose Specification, and Use Limitations:** The purposes for collecting PII data, as well as its uses and disclosures, will be specified and limited.
   a) The purposes, uses, disclosures, policies, and practices relative to PII data will be outlined in an Agency Privacy Notice.
   b) The Agency Privacy Notice will comply with all applicable regulatory and contractual limitations.
   c) The Agency Privacy Notice will be made available to Agency clients, or their representative, upon request and explained/interpreted as needed.
d) Reasonable accommodations will be made with regards to the Privacy Notice for persons with disabilities and non-English speaking clients as required by law.

e) PII will be used and disclosed only as specified in the Privacy Notice, and only for the purposes specified therein.

f) Uses and disclosures not specified in the Privacy Notice can be made only with the consent of the client.

g) The Privacy Notice will be posted on the Agency website.

h) The Privacy Notice will be reviewed and amended as needed.

i) Amendments to, or revisions, of the Privacy Notice will address the retroactivity of any changes.

j) Permanent documentation of all Privacy Notice amendments/revisions will be maintained.

k) All access to and editing of PII data will be tracked by an automated audit trail and will be monitored for violations use/disclosure limitations.

NOTE: Items above are required by HMIS FR 4848-N-02, and/or AL-501 HMIS policy, but Agencies can restrict and limit the use of PII data further by requiring express client consent for various types of uses/disclosures, and/or by putting restriction or limits on various kinds of uses/disclosures.

6) **Record Access and Correction:** Provisions will be maintained for the access to, and corrections of, PII records.

   a) Clients will be allowed to review their HMIS record within 5 working days of a request to do so.

   b) During a client review of their record, an Agency staff person must be available to explain any entries the client does not understand.

   c) The client may request to have their record corrected so that information is up-to-date and accurate to ensure fairness in its use.

   d) When a correction is requested by a client, the request will be documented and the staff will make a corrective entry if the request is valid.

   e) A client may be denied access to their personal information for the following reasons:

      i) Information is compiled in reasonable anticipation of litigation or comparable proceedings;

      ii) Information about another individual other than the Agency staff would be disclosed; and/or

      iii) Information, the disclosure of which would be reasonably likely to endanger the life or physical safety of any individual.

   f) A client may be denied access to their personal information in the case of repeated or harassing requests for access or correction. However, if denied, documentation will be provided regarding the request and reason for denial to the individual and be made a part of the client’s record.

   g) A grievance process may be initiated if a client feels that their confidentiality rights have been violated, if access has been denied to their personal records, or if they have been put at personal risk, or harmed.

   h) Any client grievances relative to the HMIS will be processed and resolved according to Agency grievance policy.

   i) A copy of any client grievance relative to the HMIS data or other privacy/confidentiality issues and Agency response are forwarded to the CoC.

7) **Accountability:** Processes will be maintained to ensure that the privacy and confidentiality of client information is protected and staff is properly prepared and accountable to carry out Agency policies and procedure that govern the use of PII data.

   a) Grievances may be initiated through the Agency grievance process for considering questions or complaints regarding privacy and security policies and practices. All End Users of the HMIS must sign an End Users Agreement that specifies each staff person’s obligations with regard to protecting the privacy
of PII and indicates that they have received a copy of the Agency’s Privacy Notice and that they will comply with its guidelines.

b) All System End Users must complete formal Privacy Training.

c) A process will be maintained to document and verify completion of training requirements.

d) A process will be maintained to monitor and audit compliance with basic privacy requirements including, but not limited to, auditing clients entered against signed HMIS Releases.

e) A copy of any staff grievances initiated relative to privacy, confidentiality, or HMIS data will be forwarded to the CoC.

8) **Sharing of Information:** Client data may be shared with any Contributing HMIS Organization within the PromisSE implementation, unless entered by a provider with “closed” or partially “closed” visibility.

a) Agency defaults within the System will be set to “open” unless otherwise requested by the Agency.

b) A completed PromisSE HMIS Client Release of Information (ROI) Form is needed before information may be shared electronically. If the client refuses to have their information shared, their information is still entered into the HMIS but “closed” so that only that Agency and the System Administrators have access.

i) PromisSE HMIS release informs the client about what is shared and with whom it is shared.

c) Clients will be informed about and understand the benefits, risks, and available alternatives to sharing their information prior to signing an ROI, and their decision to sign or not sign shall be voluntary.

d) Clients who choose not to authorize sharing of information cannot be denied services for which they would otherwise be eligible.

e) All Client ROI forms related to the HMIS will be placed in a file to be located on premises and will be made available to the CoC for periodic audits.

f) PromisSE ROI forms will be retained for a period of 7 years, while they are active, after which time the forms will be discarded in a manner that ensures client confidentiality is not compromised.

g) No confidential/restricted information received from the HMIS will be shared with any organization or individual without proper written consent by the client unless otherwise permitted by applicable regulations or laws.

h) Client information, including progress notes and psychotherapy notes, about the diagnosis, treatment, or referrals related to a mental health disorder, drug or alcohol disorder, HIV/AIDS, and domestic violence entered by Agencies with “closed” visibility shall not be shared with other participating Agencies without the client’s written, informed consent. Sharing of “closed” information must also be planned and documented through a fully executed agreement between Agencies, as documented through an inter-Agency “closed” data sharing agreement.

i) Sharing of “closed” information is not covered under the general PromisSE ROI.

ii) Once the client has provided written consent, and the involved PromisSE Member Agencies have executed a sharing of “closed” information agreement for an individual client or household, a copy of those documents must be sent to the local System Administrator (SA), along with a ticket outlining the information to be shared and the receiving Agency. The SA will then “open” that information only to the Receiving Agency.

i) If a client has previously given permission to share “closed” information with multiple Agencies and then chooses to revoke that permission with regard to one or more of these Agencies, the affected Agency/Agencies will be contacted accordingly, and those portions of the record, impacted by the revocation, will be “closed” from further sharing.

j) All client ROI forms will include an expiration date, and once a Client ROI expires, the Agency must contact the client in order to execute a new ROI. If the Agency is not able to contact the client, or if the client refuses to sign a new ROI, the Agency must notify the local SA within 48 hours so that the client record can be “closed”.
9) **System Security:** The System security provisions will apply to all Systems where PII is stored: Agency networks, desktops, laptops, minicomputers, mainframes, and servers.
   a) **Password Access:**
      i) Only individuals who have completed Privacy and basic System training may be given access to the System through End User IDs and Passwords.
      ii) Temporary/default passwords will be changed on first use.
      iii) Access to PII requires an End Username and password at least 8 characters long and using at least two numbers and/or special characters.
      iv) End User Name and password may not be stored or displayed in any publicly accessible location.
      v) End Users must not be able to log onto more than one workstation or location at a time.
      vi) Individuals with End User IDs and Passwords will not give or share assigned End User ID and Passwords to access the System with any other organization, governmental entity, business, or individual.
   b) **Virus Protection and Firewalls:**
      i) Commercial virus protection software will be maintained to protect the System from a virus attack.
      ii) Virus protection will include automated scanning of files as they are accessed by End Users.
      iii) Virus Definitions will be updated regularly.
      iv) All workstations will be protected by a firewall either through a workstation firewall or a server firewall.
   c) **Physical access to computers and other devices where System data is stored and/or accessible.**
      i) Computers stationed in public places must be secured when workstations are not in use and staff are not present.
      ii) After a short period of time, a password protected screen saver will be activated during the time that the System is temporarily not in use.
      iii) Staff must log out of the System when leaving the workstation.
   d) **Stored Data Security and Disposal:**
      i) All HMIS data downloaded onto a data storage medium must be maintained and stored in a secure location.
      ii) Data downloaded for purposes of statistical analysis will exclude PII whenever possible.
      iii) HMIS data downloaded onto a data storage medium must be disposed of by reformatting as opposed to erasing or deleting.
      iv) A data storage medium will be reformatted a second time before the medium is reused or disposed of.
   e) **Hard Copy Security:**
      i) Any paper or other hard copy containing PII that is either generated by or for the HMIS, including, but not limited to reports, data entry forms and signed consent forms will be secured.
      ii) Agency staff will supervise at all times a hard copy with identifying information generated by or for the HMIS when the hard copy is in a public area. If the staff leaves the area, the hard copy must be secured in areas not accessible by the public.
      iii) All written information pertaining to the End Username and password must not be stored or displayed in any publicly accessible location.
   f) **Remote Access to the HMIS:**
      i) All HMIS End Users are prohibited from using a computer that is available to the public or from accessing the System from a public location through an internet connection that is not secured. End Users are not allowed to use Internet Cafes, Libraries, Airport Wifi or other non-secure internet connections.
      ii) Staff must use remote laptops or desktops that meet the same security requirements as those office HMIS workstations.
      iii) Downloads from the HMIS may not include client PII.
iv) Remote System access should be limited to situations in which it is imperative that the End User access the System outside of the normal office setting.

v) Remote System access should reflect the requirements of job responsibilities.

NOTE: Various important aspects of System security are the contracted responsibility of Mediware/Bowman Systems and are therefore not covered by the Agency policy. These involve procedures and protections that take place at the site of the central server and include data backup, disaster recovery, data encryption, binary storage requirements, physical storage security, public access controls, location authentication etc.

PROCEDURES:
NOTE: Procedures and roles relative to this policy should be defined in a procedure section. These will vary significantly from Agency to Agency but may include the following.

1) Participating Agencies may integrate the System into the Agency’s existing Privacy Notice. If the Agency does not have an existing Privacy Notice, Agencies may adopt the HMIS Privacy Notice Example in this manual or may use it as a model. The Privacy Notice must reflect the Agency’s privacy policy.

2) Board approval of your Confidentiality/Privacy Policy is required. Copies of the Participation Agreement, the End User Agreement, Agency Administrator Agreement, Security Officer Agreement, and Inter-Agency “Closed” Data Sharing Agreement may be attachments to your Policy.
Appendix K – HUD Universal Data Elements

The HUD Universal Data Elements include:

3.1 Name
3.2 Social Security Number
3.3 Date of Birth
3.4 Race
3.5 Ethnicity
3.6 Gender
3.7 Veteran Status
3.8 Disabling Condition
3.10 Project Start Date
3.11 Project Exit Date
3.12 Destination
3.15 Relationship to Head of Household
3.16 Client Location
3.20 Housing Move-in Date
3.9 L Living Situation

Appendix L – PromisSE and CoC Participation Agreement

This agreement is entered into on _______________(mm/dd/yy) between One Roof, designated as PromisSE's HMIS Lead Agency, and the above-stated Continuum designated Lead HMIS Agency hereafter known as "HMIS Lead," regarding access and use of the Program Management Information System, hereafter known as "PromisSE."

I. Introduction
The purpose of HMIS is to record and store client-level information about the numbers, characteristics, and needs of persons who use homeless housing and supportive services, to produce an unduplicated count of homeless persons for each Continuum of Care in addition to the implementation; to understand the extent and nature of homelessness locally, regionally and nationally; and to understand patterns of service usage and measure the effectiveness of programs and systems of care.

PromisSE’s goals are to:

• Improve coordinated care for and services to homeless and at-risk persons in the PromisSE service area,
• Provide a user-friendly and high quality automated records system that expedites client intake procedures, improves referral accuracy, increases case management and administrative tools, creates a tool to follow demographic trends and service utilization patterns of families and individuals either currently experiencing or at risk of experiencing homelessness, and supports the collection of quality information that can be used for program improvement and service-planning.
• Meet the reporting requirements of the U.S. Department of Housing and Urban Development (HUD) and other funders as needed.

In compliance with all state and federal requirements regarding client/consumer confidentiality and data security, the PromisSE is designed to collect and deliver timely, credible, quality data about services and homeless persons or persons at risk of being homeless.

II. One Roof Responsibilities
A. One Roof, as PromisSE’s HMIS Lead Agency, will offer initial training for the HMIS Coordinator of each local HMIS Lead Agency, regarding the use of the HMIS compliant software used by PromisSE, so that the HMIS Coordinator will take responsibility for training end users within their Continuum. One Roof will provide notification of any Regional and other periodic training offered to HMIS Lead Agencies electronically at least two weeks in advance, barring extenuating circumstances.
B. One Roof, as PromisSE’s HMIS Lead Agency, will provide PromisSE software support and technical assistance (i.e., general troubleshooting and assistance with standard report generation) to the HMIS Coordinator of each local HMIS Lead Agency. Access to this basic technical assistance will be available during normal business hours Monday through Friday (with the exclusion of holidays) and limited availability outside of normal business hours.
C. One Roof will establish a fee structure for financing the software utilized by PromisSE, including an administrative fee.
D. One Roof will invoice participants in a timely manner.
E. One Roof will order user licenses at the request of the HMIS Coordinator of each local HMIS Lead Agency.
III. HMIS Lead Agency's Responsibilities
   A. The HMIS Lead Agency agrees to maintain documentation of their annual designation as HMIS Lead Agency by their local Continuum of Care as established by HUD and notify One Roof, as PromisSE’s HMIS Lead Agency, within 48 hours of any changes in this designation.
   B. The HMIS Lead Agency agrees to participate as a member of the Program Management Information System of the Southeast’s Steering Committee, the governing entity of PromisSE.
   C. The HMIS Lead Agency agrees to designate and provide training for a Continuum System Administrator responsible for administering the PromisSE within the Continuum.
   D. The HMIS Lead Agency agrees to support the HMIS Coordinator to ensure the Continuum Agencies who participate in PromisSE follow the basic standards as described in the PromisSE Policy and Procedure Manual and any Federal standards that supersede the Policies and Procedures.
   E. The HMIS Lead Agency agrees to pay One Roof in full and on time for use of the PromisSE software and services associated with the HMIS software.
   F. The HMIS Lead Agency agrees to make end user license and reporting license requests through One Roof.
   G. The HMIS Lead Agency agrees to make Mediware/Bowman requests through One Roof.
   H. The HMIS Lead Agency agrees that agencies serving clients in more than one CoC must participate in each CoC where clients are located. Participation necessitates that the agency must adhere to each CoC’s procedures, policies, participation requirements, etc.

IV. Custody of Data
   A. The HMIS Lead Agency and One Roof understand that the HMIS Lead Agency, agencies, and One Roof as administrators, are custodians – NOT owners - of the data on behalf of the PromisSE participating agencies, or Contributing HMIS Organizations (CHOs).
   B. In the event that PromisSE ceases to exist, Continuums will be notified and provided reasonable time to access and save client data on those served by their Contributing HMIS Organizations (CHOs), as well as statistical and frequency data from the entire system. Thereafter, the information collected by the centralized server will be purged or appropriately stored.
   C. In the event that One Roof ceases to exist, the custodianship of the data within PromisSE will be transferred to the agency designated as the new PromisSE HMIS Lead Agency by the PromisSE Steering Committee for continuing administration, and all PromisSE Continuums will be informed in a timely manner.
   D. In the event that the HMIS Lead Agency ceases to exist, the custodianship of the data within PromisSE will be transferred to either the local Continuum of Care or the organization designated by the local Continuum of Care as the new HMIS Lead Agency for continuing administration.

V. Hold Harmless
   A. One Roof makes no warranties, expressed or implied. The HMIS Lead Agency, at all times, will indemnify and hold One Roof harmless from any damages, liabilities, claims, and expenses that may be claimed against the HMIS Lead; or for injuries or damages to the HMIS Lead Agency or another party arising from participation in the PromisSE; or arising from any acts, omissions, neglect, or fault of the HMIS Lead Agency or its agents, employees, licensees, or clients; or arising from the HMIS Lead Agency's failure to comply with laws, statutes, ordinances, or regulations applicable to it or the conduct of its business. This HMIS Lead Agency will also hold One Roof harmless for loss or damage resulting in the loss of data due to delays, non-deliveries, misdeliveries, or service interruption caused by the chosen software vendor for PromisSE by the HMIS Lead Agency's or other member agency's negligence or errors or omissions, as well as natural disasters, and/or technological difficulties. One Roof shall not be liable to the HMIS Lead Agency for damages, losses, or injuries to the HMIS Lead Agency or another party other than if such is
the result of gross negligence or willful misconduct of One Roof. One Roof agrees to hold the HMIS Lead Agency harmless from any damages, liabilities, claims or expenses caused solely by the negligence or misconduct of One Roof.

B. It is the responsibility of the HMIS Lead Agency to ensure that each participating Agency within the Continuum maintains compliance with all PromisSE Policies and Procedures in addition to any required by Federal standards.

VI. Terms and Conditions

A. The HMIS Lead Agency shall not transfer or assign any rights or obligations under the Participation Agreement without the written consent of One Roof.

B. This agreement shall remain in force until revoked in writing by either party, with 30 days advance written notice. The exception to this term occurs if allegations or actual incidences arise regarding possible or actual breaches of this agreement. Should such situations arise, the One Roof PromisSE System Administrator may immediately suspend access to PromisSE until the allegations are resolved in order to protect the integrity of the System.

C. This agreement may be modified or amended by written agreement executed by both parties with 30 days advance written notice.

IN WITNESS WHEREOF, the parties have entered into this Agreement:

(205)254-8833
One Roof Telephone Number

__________________________
HMIS Lead Agency Name

__________________________
One Roof Representative Printed Name

__________________________
HMIS Lead Agency Address

__________________________
One Roof Representative Title

__________________________
HMIS Lead Agency City, State ZIP

__________________________
One Roof Representative Signature

__________________________
HMIS Lead Agency Telephone Number

__________________________
Date (mm/dd/yy)

__________________________
HMIS Lead Agency Rep. Printed Name

__________________________
HMIS Lead Representative Title

__________________________
HMIS Lead Representative Signature

__________________________
Date (mm/dd/yy)
Assurance

(Name of HMIS Lead) assures that the following fully executed documents will be on file and available for review.

- Documentation of the designation of the HMIS Lead Agency’s by the local Continuum of Care.
- The HMIS Lead Agency’s Board Approved Confidentiality Policy.
- The HMIS Lead Agency’s Official Privacy Notice for PromisSE clients.
- Documentation authenticating completion of required training for all PromisSE System Users in the Continuum.
- A fully executed User Agreement for all PromisSE End Users in the Continuum.
- A fully executed participation agreement for all PromisSE Contributing HMIS Organizations (CHOs)
- The HMIS Lead Agency’s Conflict of Interest Policy.
- The HMIS Lead Agency’s Whistleblower Policy.

By:  
Title:  
Signature:  
Date:
Appendix M – CoC System Administrator Agreement

Name: ____________________________________________

CoC Name: ____________________________________________

All HMIS participating CoCs must designate and staff one HMIS System Administrator. System Administrator requirements and responsibilities include, but are not limited to, the following:

- Has completed, at a minimum, System Administrator training.
- Ensure that all Agency users have signed End User Agreement documents on file.
- Ensure that all Users complete an annual End User Certification Test, which includes Privacy and Security training.
- Ensure that all Users have completed workflow training and related updates, and have documentation of training.
- Ensure that the CoC is in compliance with the CoC Data Security standards.
- Ensure that the CoC is in compliance with the PromisSE HMIS Policies and Procedures.
- Ensure that all Users have submitted a criminal background check.

The original System Administrator Agreement shall be kept on file at the CoC. Forms completed by individuals no longer employed by the CoC shall be kept on file for a minimum of five years.

One Roof makes no warranties, expressed or implied. The CoC, at all times, will indemnify and hold the One Roof harmless from any damages, liabilities, claims, and expenses that may be claimed against the CoC; or for injuries or damages to the CoC or another party arising from participation in the PromisSE; or arising from any acts, omissions, neglect, or fault of the Agency or its agents, employees, licensees, or clients; or arising from the CoC's failure to comply with laws, statutes, ordinances, or regulations applicable to it or the conduct of its business. This CoC will also hold One Roof harmless for loss or damage resulting in the loss of data due to delays, non-deliveries, misdeliveries, or service interruption caused by Mediware/Bowman Information Systems, by the CoC's or other member agency's negligence or errors or omissions, as well as natural disasters, and/or technological difficulties. One Roof shall not be liable to the CoC for damages, losses, or injuries to the CoC or another party other than if such is the result of gross negligence or willful misconduct of One Roof. One Roof agrees to hold the CoC harmless from any damages, liabilities, claims or expenses caused solely by the negligence or misconduct of One Roof.

This agreement is in effect for a period of one (1) year after the date of signing. Failure to comply with the provisions of this System Administrator Agreement is grounds for immediate termination of access. Your signature below indicates your agreement to comply with this System Administrator Agreement.

Employee Printed Name ________________________________ CoC Official Printed Name ________________________________

Employee Signature ________________________________ CoC Official Signature ________________________________

Date (mm/dd/yy) ________________________________ Date (mm/dd/yy) ________________________________
Appendix N – CoC System Security Officer Agreement

Name:  

CoC Name:  

All HMIS participating CoCs must designate and staff one CoC HMIS Security Officer. Security Officer requirements and responsibilities include, but are not limited to, the following:

- Ensures that all staff using the System complete annual privacy and security training. Training must be provided by the CoC designated trainers and be based on the CoC Privacy and Security standards.
- Conducts an annual security review of the CoC that includes reviewing compliance with the Privacy and Security sections of the PromisSE Homeless Management Information System (HMIS) Operating Policy and Procedure. The CoC must document the findings of the review on the Privacy and Security Checklist and submit the findings to the Lead HMIS System Administrator no later than December 31st of each year.
- Notifies the local Lead Agency System Administrator when a System Administrator leaves the organization or revision of the user’s access level is needed because of a change in job responsibilities. The notification must be made within 48 hours of the change.
- Reports any security or privacy incidents to the local Lead HMIS System Administrator for the CoC Jurisdiction. The System Administrator investigates the incident including running applicable audit reports. If the System Administrator and Security Officer determine that a breach has occurred and/or the staff involved violated privacy or security guidelines, the System Administrator will report to the chair of the CoC. A Corrective Action Plan will be implemented. Components of the Plan must include at minimum supervision and retraining. It may also include removal of HMIS license, client notification if a breach has occurred, and any appropriate legal action.

The original Security Officer Agreement shall be kept on file at the CoC. Forms completed by individuals no longer employed by the Agency shall be kept on file for a minimum of five years.

One Roof makes no warranties, expressed or implied. The CoC, at all times, will indemnify and hold the One Roof harmless from any damages, liabilities, claims, and expenses that may be claimed against the CoC; or for injuries or damages to the CoC or another party arising from participation in PromisSE; or arising from any acts, omissions, neglect, or fault of the Agency or its agents, employees, licensees, or clients; or arising from the CoC’s failure to comply with laws, statutes, ordinances, or regulations applicable to it or the conduct of its business. This CoC will also hold One Roof harmless for loss or damage resulting in the loss of data due to delays, non-deliveries, misdeliveries, or service interruption caused by Mediware/Bowman Information Systems, by the CoC’s or other member agency’s negligence or errors or omissions, as well as natural disasters, technological difficulties, and/or acts of God. One Roof shall not be liable to the CoC for damages, losses, or injuries to the CoC or another party other than if such is the result of gross negligence or willful misconduct of One Roof. One Roof agrees to hold the CoC harmless from any damages, liabilities, claims or expenses caused solely by the negligence or misconduct of One Roof.

This agreement is in effect for a period of one (1) year after the date of signing. Failure to comply with the provisions of this System Security Officer Agreement is grounds for immediate termination of access. Your signature below indicates your agreement to comply with this System Security Officer Agreement.

Employee Printed Name  

CoC Official Printed Name  

Employee Signature  

CoC Official Signature  

Date (mm/dd/yy)  

Date (mm/dd/yy)  

PromisSE Policies and Procedures - Updated 12/6/17  52
Appendix O – Sample CoC Agency Audit Checklist

____ Has completed annual Privacy and Security Checklist.

____ All End Users have executed End User Agreement.

____ HUD Public Notice is posted and visible to clients.

____ Has HMIS Privacy Notice and is available to clients.

____ Has HMIS Privacy Policy which details the procedures of the Privacy Notice.

____ HMIS Privacy Policy includes a remote access plan.

____ Hard copy data is secure.

____ HMIS workstations are password protected.

____ HMIS workstations are locked when not in use and have a locking capability.

____ All clients are entered into the System within 24 hours, if not immediately.

____ All End Users have access to a copy of the HUD Universal Data Elements and Program Specific Elements.

____ Staff members have been trained on the HUD definition of homelessness and understand the priority of homelessness documentation.

____ Agency has a process to ensure clients name is spelled properly and DOB is accurate.

____ End Users update client information as required for program type through Interim Reviews and Follow-Ups.

____ Agency Admins or assigned staff are running monthly data quality reports and taking corrective action in accordance with the requirements of the CoC Policies and Procedures.

____ All End Users have had at least general System training.
### Appendix P – Sample Agency HMIS Performance Evaluation

Date: 

Project: 

Program Manager: 

| Score the Project on each of the following performance measures on a scale of 0-4. | 4 = Far exceeds expectation  
3= Exceeds expectation  
2= Expected performance  
1 = Marginal performance  
0= Unsatisfactory |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Timeliness</td>
<td></td>
</tr>
<tr>
<td>B. Completeness</td>
<td></td>
</tr>
<tr>
<td>C. Accuracy</td>
<td></td>
</tr>
<tr>
<td>D. Consistency</td>
<td></td>
</tr>
<tr>
<td>E. Utilization of Service Point Modules</td>
<td></td>
</tr>
</tbody>
</table>

Overall Data Quality Score (sum of items A-E) 

Does the project meet HUD data quality standards? Yes No

Reviewer Signature: 

Date: 

Appendix Q – Community Partnership Agreement

Continuum of Care

Program Management Information System of the Southeast

Community Partnership Agreement Between

_________________________(The CoC) and

_________________________________________

(Name of Agency)

This agreement is entered into on ____________ (mm/dd/yy) between the CoC, hereafter known as the CoC, and ________________________________ (Community Partner) establishes a unique, one-time only partnership agreement between the aforementioned agencies for the sole purpose of sharing Client-level data.

The Community Partner for reasons beyond their immediate control is unable to become a Contributing HMIS Organization or a PromisSE Member Agency. The release of client data to the Community Partner is for the sole purpose of providing services or benefits to the client that would otherwise not be possible without the release of System data. The Community Partner shall not benefit in any way.

The Client who wishes for their data to be released to the Community Partner has signed a written statement authorizing the release of data. Their signed release will be uploaded to the System before their client data is released to the Community Partner.

The Community Partner will destroy the client data that has been released to them immediately after the interpretation and application System data.

__________________________________  __________________________________
Community Partner Name               Local Lead CoC

__________________________________  __________________________________
Community Partner Representative Printed Name  Local Lead CoC Official Name

__________________________________  __________________________________
Community Partner Representative Signature  Local Lead CoC Official Signature

___________________________  ___________________________
Date (mm/dd/yy)                           Date (mm/dd/yy)
Appendix R – Sample HMIS Criminal Background Check Certification

The Program Management Information System of the Southeast (“PromisSE”) contains a wide range of personal and private information on individuals, and all such information must be treated carefully, confidentially, and professionally by those who have the ability to access it. As such, an Agency’s employees, volunteers, and any persons requesting access to the PromisSE must comply with the PromisSE License Agreement & Statement of Confidentiality (Appendix F) and the requirements set forth in the PromisSE Policies and Procedures, including the successful clearance of a national criminal background check, which must be certified by the Agency Administrator and Executive Director of the agency. This form must be submitted to the HMIS Lead Agency before access is granted in HMIS.

It is noted the HMIS Lead Agency may request an updated criminal background check on any end user suspected of violating any standard or requirement outlined in the PromisSE Policies and Procedures and the PromisSE License Agreement & Statement of Confidentiality (Appendix F).

________________________  ______________________________
Prospective HMIS End User Name                                    Today’s Date

I affirm the Prospective HMIS End User referenced above has successfully cleared a national criminal background completed check that was within 30 days of the PromisSE Training request.

________________________  ______________________________
Training Request Date                                                Background Check Complete Date

I affirm the background check for the Prospective HMIS End User referenced above successfully cleared the following parameters, as set by the PromisSE Implementation. (Initial each parameter to signify certification).

_______ Prospective HMIS End User DOES HAVE / DOES NOT HAVE (circle appropriate answer) any prior convictions of either embezzlement or identity theft.

_______ Prospective HMIS End User HAS/ HAS NOT (circle appropriate answer) been convicted of domestic violence, fraud offense, or any other crime of a predatory nature within the past seven (7) years of today’s date.

Note: If a Prospective End User with a history of any of these offenses requests access to the system, a written statement from the Local CoC must be submitted to the PromisSE Lead CoC Agency Executive Director. As of December 6, 2017, that person is Michelle Farley. Written statements of explanation and this attached document should be submitted via email to michelle@oneroofonline.org.

________________________
Agency/ Program Name

________________________                             ____________________________
Agency Administrator Name                                     Executive Director Name

________________________                             ____________________________
Agency Administrator Signature                                Executive Director Signature

________________________                             ____________________________
Today’s Date                                                        Today’s Date
Appendix S – Flowchart of HUD’s Definition of Chronic Homelessness

Instructions: Based on your navigation of the flowchart on the previous page, locate the appropriate numbered situation on this page and follow the documentation standards noted. This tool summarizes the criteria for the new Chronically Homeless Definition. To review the exact language, please refer to 24 CFR Parts 91 & 578 and the HUD Exchange (https://www.hudexchange.info/homelessness-assistance/resources/for-chronically-homelessness/)

<table>
<thead>
<tr>
<th>Situation</th>
<th>Documentation of Homelessness</th>
<th>Documentation of Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Household is Chronically Homeless (12 Consecutive Months)</td>
<td>□ HUD record or record from a comparable database; or □ Written observation by an outreach worker of the conditions where the individual was living; or □ Written referral by another housing or service provider; or □ Where the evidence above is unavailable, there must be a certification by the individual seeking assistance, accompanied by the intake worker’s documentation of the living situation and the steps taken to obtain the evidence listed above.</td>
<td>□ Documentation of the head of household’s disability, including: □ Written verification of the disability from a licensed professional; □ Written verification from the Social Security Administration; □ The receipt of a disability check; or □ Inaccessible written statement of disability that, no later than 45 days from the application for assistance, accompanied by supporting evidence.</td>
</tr>
<tr>
<td>2. Household is Chronically Homeless (4+ Occasions totaling 15 months over 3 years) <em>May include institutional stays of &lt;90 days</em></td>
<td>□ HUD record or record from a comparable database; or □ Written observation by an outreach worker of the conditions where the individual was living; or □ Written referral by another housing or service provider; or □ Discharge paperwork or written/oral referral from a social worker or appropriate official of the institutional facility, with stated dates of client’s residence; or □ Where the evidence above is unavailable, there must be a certification by the individual seeking assistance, accompanied by the intake worker’s documentation of the living situation and the steps taken to obtain the evidence listed above.</td>
<td>□ Documentation of the head of household’s disability, including: □ Written verification of the disability from a licensed professional; □ Written verification from the Social Security Administration; □ The receipt of a disability check; or □ Inaccessible written statement of disability that, no later than 45 days from the application for assistance, accompanied by supporting evidence.</td>
</tr>
</tbody>
</table>

Important Notes:
- Each individual occasion needs to be fully documented.
- Breaks can be documented by self-report.
- For each Project:
  - 100% of households served can use self-certification for 3 months of their 12 months.
  - 75% of households served need to use 3rd party documentation for 9 months of their 12 months, and
  - 25% of households served can use self-certification as documentation for any and all months.

## Appendix T - HUD Program Types

### HUD Program Types

<table>
<thead>
<tr>
<th>Term</th>
<th>Acronym (if used)</th>
<th>Brief Definition or Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Housing</td>
<td>PH</td>
<td>Housing that may be supported by a voucher but does not have services attached to the housing.</td>
</tr>
<tr>
<td>Supportive Services Only</td>
<td>SSO/SSO</td>
<td>A program that provides services with no residential component. These programs often provide case management and other forms of support and meet with clients in an office, at the household’s home, or in a shelter. The only HUD-funded SSO is Coordinated Assessment.</td>
</tr>
<tr>
<td>Transitional Housing</td>
<td>TH</td>
<td>Transitional environments that have a planned length of stay of not more than 2 years and provide supportive services.</td>
</tr>
<tr>
<td>Safe Haven</td>
<td>SH</td>
<td>A program that provides low-demand shelter for hard-to-serve persons with severe disabilities. The clients have often failed in other sheltering environments.</td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td>PSH</td>
<td>Permanent Housing for the formerly homeless with services attached to persons served under this program.</td>
</tr>
<tr>
<td>Rapid Rehousing</td>
<td>RRH</td>
<td>A program that rapidly rehouses those that are identified as Literally Homeless.</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>ES</td>
<td>Overnight shelters or shelters with a planned length of stay of fewer than 3 months.</td>
</tr>
<tr>
<td>Street Outreach</td>
<td>STO</td>
<td>A program that serves homeless persons who are living on the street or other places not meant for habitation.</td>
</tr>
<tr>
<td>Homeless Prevention</td>
<td>HP</td>
<td>A program that helps persons at imminent risk of losing housing, to retain their housing.</td>
</tr>
<tr>
<td>CoC Program, formerly known as Shelter Plus Care</td>
<td>S+C (formerly)</td>
<td>A voucher system that provides Permanent Supportive Housing to disabled persons throughout the catchment area and reports to the System.</td>
</tr>
</tbody>
</table>
## Total Population PIT Count Data

<table>
<thead>
<tr>
<th></th>
<th>2016 PIT</th>
<th>2017 PIT</th>
<th>2018 PIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count</td>
<td>1228</td>
<td>1092</td>
<td>901</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>531</td>
<td>540</td>
<td>431</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>34</td>
<td>31</td>
<td>32</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>467</td>
<td>304</td>
<td>219</td>
</tr>
<tr>
<td>Total Sheltered Count</td>
<td>1032</td>
<td>875</td>
<td>682</td>
</tr>
<tr>
<td>Total Unsheltered Count</td>
<td>196</td>
<td>217</td>
<td>219</td>
</tr>
</tbody>
</table>

## Chronically Homeless PIT Counts

<table>
<thead>
<tr>
<th></th>
<th>2016 PIT</th>
<th>2017 PIT</th>
<th>2018 PIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count of Chronically Homeless Persons</td>
<td>92</td>
<td>92</td>
<td>119</td>
</tr>
<tr>
<td>Sheltered Count of Chronically Homeless Persons</td>
<td>29</td>
<td>31</td>
<td>95</td>
</tr>
<tr>
<td>Unsheltered Count of Chronically Homeless Persons</td>
<td>63</td>
<td>61</td>
<td>24</td>
</tr>
</tbody>
</table>
### Homeless Households with Children PIT Counts

<table>
<thead>
<tr>
<th></th>
<th>2016 PIT</th>
<th>2017 PIT</th>
<th>2018 PIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children</td>
<td>101</td>
<td>60</td>
<td>54</td>
</tr>
<tr>
<td>Sheltered Count of Homeless Households with Children</td>
<td>98</td>
<td>60</td>
<td>54</td>
</tr>
<tr>
<td>Unsheltered Count of Homeless Households with Children</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### Homeless Veteran PIT Counts

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count of the Number of Homeless Veterans</td>
<td>281</td>
<td>158</td>
<td>40</td>
<td>133</td>
</tr>
<tr>
<td>Sheltered Count of Homeless Veterans</td>
<td>110</td>
<td>156</td>
<td>29</td>
<td>116</td>
</tr>
<tr>
<td>Unsheltered Count of Homeless Veterans</td>
<td>171</td>
<td>2</td>
<td>11</td>
<td>17</td>
</tr>
</tbody>
</table>
## HMIS Bed Coverage Rate

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Total Beds in 2018 HIC</th>
<th>Total Beds in 2018 HIC Dedicated for DV</th>
<th>Total Beds in HMIS</th>
<th>HMIS Bed Coverage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ES) Beds</td>
<td>569</td>
<td>86</td>
<td>444</td>
<td>91.93%</td>
</tr>
<tr>
<td>Safe Haven (SH) Beds</td>
<td>34</td>
<td>0</td>
<td>34</td>
<td>100.00%</td>
</tr>
<tr>
<td>Transitional Housing (TH) Beds</td>
<td>308</td>
<td>14</td>
<td>179</td>
<td>60.88%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) Beds</td>
<td>191</td>
<td>0</td>
<td>191</td>
<td>100.00%</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) Beds</td>
<td>1768</td>
<td>0</td>
<td>1277</td>
<td>72.23%</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) Beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>NA</td>
</tr>
<tr>
<td><strong>Total Beds</strong></td>
<td><strong>2,870</strong></td>
<td><strong>100</strong></td>
<td><strong>2125</strong></td>
<td><strong>76.71%</strong></td>
</tr>
</tbody>
</table>
2018 HDX Competition Report
HIC Data for AL-500 - Birmingham/Jefferson, St. Clair, Shelby Counties CoC

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

<table>
<thead>
<tr>
<th>Chronically Homeless Bed Counts</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
<th>2018 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC</td>
<td>506</td>
<td>668</td>
<td>299</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Households with Children</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
<th>2018 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH units available to serve families on the HIC</td>
<td>34</td>
<td>79</td>
<td>13</td>
</tr>
</tbody>
</table>

Rapid Rehousing Beds Dedicated to All Persons

<table>
<thead>
<tr>
<th>All Household Types</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
<th>2018 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH beds available to serve all populations on the HIC</td>
<td>374</td>
<td>525</td>
<td>191</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.
### Universe (Persons) | Average LOT Homeless (bed nights) | Median LOT Homeless (bed nights)
---|---|---
1.1 Persons in ES and SH | 3811 | 43 | 2 | 13 | 14 | 15 | 1
1.2 Persons in ES, SH, and TH | 4109 | 71 | -7 | 18 | 18 | 17 | -1

b. This measure is based on data element 3.17.

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

The construction of this measure changed, per HUD’s specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.
# Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

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

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

<table>
<thead>
<tr>
<th>Exit was from SO</th>
<th>Exit was from ES</th>
<th>Exit was from TH</th>
<th>Exit was from SH</th>
<th>Exit was from PH</th>
<th>TOTAL Returns to Homelessness</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)</td>
</tr>
<tr>
<td>Exit was from SO</td>
<td>Exit was from ES</td>
<td>Exit was from TH</td>
<td>Exit was from SH</td>
<td>Exit was from PH</td>
<td>TOTAL Returns to Homelessness</td>
</tr>
<tr>
<td>28</td>
<td>20</td>
<td>12</td>
<td>8</td>
<td>40%</td>
<td>0</td>
</tr>
<tr>
<td>Exit was from ES</td>
<td>222</td>
<td>429</td>
<td>55</td>
<td>131</td>
<td>31%</td>
</tr>
<tr>
<td>Exit was from TH</td>
<td>80</td>
<td>108</td>
<td>16</td>
<td>26</td>
<td>24%</td>
</tr>
<tr>
<td>Exit was from SH</td>
<td>8</td>
<td>13</td>
<td>4</td>
<td>4</td>
<td>31%</td>
</tr>
<tr>
<td>Exit was from PH</td>
<td>266</td>
<td>166</td>
<td>21</td>
<td>36</td>
<td>22%</td>
</tr>
</tbody>
</table>

# Measure 3: Number of Homeless Persons

## Metric 3.1 – Change in PIT Counts

9/18/2018 1:57:15 PM
2018 HDX Competition Report

**FY2017 - Performance Measurement Module (Sys PM)**

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

<table>
<thead>
<tr>
<th></th>
<th>January 2016 PIT Count</th>
<th>January 2017 PIT Count</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT Count of sheltered and unsheltered persons</td>
<td>1228</td>
<td>1092</td>
<td>-136</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>531</td>
<td>540</td>
<td>9</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>34</td>
<td>31</td>
<td>-3</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>467</td>
<td>304</td>
<td>-163</td>
</tr>
<tr>
<td>Total Sheltered Count</td>
<td>1032</td>
<td>875</td>
<td>-157</td>
</tr>
<tr>
<td>Unsheltered Count</td>
<td>196</td>
<td>217</td>
<td>21</td>
</tr>
</tbody>
</table>

**Metric 3.2 – Change in Annual Counts**

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Unduplicated Total sheltered homeless persons</td>
<td>4508</td>
<td>4436</td>
<td>4150</td>
<td>-286</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>3970</td>
<td>4060</td>
<td>3972</td>
<td>-88</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>56</td>
<td>56</td>
<td>63</td>
<td>7</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>538</td>
<td>521</td>
<td>293</td>
<td>-228</td>
</tr>
</tbody>
</table>
2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)

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

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>514</td>
<td>590</td>
<td>564</td>
<td>-26</td>
</tr>
<tr>
<td>Number of adults with increased earned income</td>
<td>4</td>
<td>48</td>
<td>44</td>
<td>-4</td>
</tr>
<tr>
<td>Percentage of adults who increased earned income</td>
<td>1%</td>
<td>8%</td>
<td>8%</td>
<td>0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>514</td>
<td>590</td>
<td>564</td>
<td>-26</td>
</tr>
<tr>
<td>Number of adults with increased non-employment cash income</td>
<td>4</td>
<td>113</td>
<td>122</td>
<td>9</td>
</tr>
<tr>
<td>Percentage of adults who increased non-employment cash income</td>
<td>1%</td>
<td>19%</td>
<td>22%</td>
<td>3%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>514</td>
<td>590</td>
<td>564</td>
<td>-26</td>
</tr>
<tr>
<td>Number of adults with increased total income</td>
<td>8</td>
<td>146</td>
<td>161</td>
<td>15</td>
</tr>
<tr>
<td>Percentage of adults who increased total income</td>
<td>2%</td>
<td>25%</td>
<td>29%</td>
<td>4%</td>
</tr>
</tbody>
</table>
Metric 4.4 – Change in earned income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>241</td>
<td>270</td>
<td>294</td>
<td>24</td>
</tr>
<tr>
<td>Number of adults who exited with increased earned income</td>
<td>45</td>
<td>41</td>
<td>50</td>
<td>9</td>
</tr>
<tr>
<td>Percentage of adults who increased earned income</td>
<td>19%</td>
<td>15%</td>
<td>17%</td>
<td>2%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>241</td>
<td>270</td>
<td>294</td>
<td>24</td>
</tr>
<tr>
<td>Number of adults who exited with increased non-employment cash income</td>
<td>47</td>
<td>44</td>
<td>38</td>
<td>-6</td>
</tr>
<tr>
<td>Percentage of adults who increased non-employment cash income</td>
<td>20%</td>
<td>16%</td>
<td>13%</td>
<td>-3%</td>
</tr>
</tbody>
</table>

Metric 4.6 – Change in total income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>241</td>
<td>270</td>
<td>294</td>
<td>24</td>
</tr>
<tr>
<td>Number of adults who exited with increased total income</td>
<td>83</td>
<td>78</td>
<td>82</td>
<td>4</td>
</tr>
<tr>
<td>Percentage of adults who increased total income</td>
<td>34%</td>
<td>29%</td>
<td>28%</td>
<td>-1%</td>
</tr>
</tbody>
</table>
Measure 5: Number of persons who become homeless for the 1st time

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Person with entries into ES, SH or TH during the reporting period.</td>
<td>3997</td>
<td>4056</td>
<td>3870</td>
<td>-186</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>1334</td>
<td>1301</td>
<td>1299</td>
<td>-2</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>2663</td>
<td>2755</td>
<td>2571</td>
<td>-184</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Person with entries into ES, SH, TH or PH during the reporting period.</td>
<td>4717</td>
<td>4667</td>
<td>4406</td>
<td>-261</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>1611</td>
<td>1546</td>
<td>1468</td>
<td>-78</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>3106</td>
<td>3121</td>
<td>2938</td>
<td>-183</td>
</tr>
</tbody>
</table>
Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD’s Homeless Definition in CoC Program-funded Projects

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

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

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons who exit Street Outreach</td>
<td>580</td>
<td>569</td>
<td>504</td>
<td>-65</td>
</tr>
<tr>
<td>Of persons above, those who exited to temporary &amp; some institutional destinations</td>
<td>315</td>
<td>314</td>
<td>118</td>
<td>-196</td>
</tr>
<tr>
<td>Of the persons above, those who exited to permanent housing destinations</td>
<td>55</td>
<td>26</td>
<td>21</td>
<td>-5</td>
</tr>
<tr>
<td>% Successful exits</td>
<td>64%</td>
<td>60%</td>
<td>28%</td>
<td>-32%</td>
</tr>
</tbody>
</table>

Metric 7b.1 – Change in exits to permanent housing destinations
## FY2017 - Performance Measurement Module (Sys PM)

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2016</th>
<th>Revised FY 2016</th>
<th>FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Universe:</strong> Persons in all PH projects except PH-RRH</td>
<td>1662</td>
<td>1388</td>
<td>1360</td>
<td>-28</td>
</tr>
<tr>
<td>Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations</td>
<td>1537</td>
<td>1258</td>
<td>1281</td>
<td>23</td>
</tr>
<tr>
<td>% Successful exits/retention</td>
<td>92%</td>
<td>91%</td>
<td>94%</td>
<td>3%</td>
</tr>
</tbody>
</table>

| Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing | 4234              | 4361            | 3901    | -460       |
| Of the persons above, those who exited to permanent housing destinations | 995               | 1031            | 900     | -131       |
| % Successful exits | 24%               | 24%             | 23%     | -1%        |
This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

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

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.
### 2018 HDX Competition Report
#### FY2017 - SysPM Data Quality

<table>
<thead>
<tr>
<th></th>
<th>All ES, SH</th>
<th>All TH</th>
<th>All PSH, OPH</th>
<th>All RRH</th>
<th>All Street Outreach</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of non-DV Beds on HIC</td>
<td>375</td>
<td>381</td>
<td>467</td>
<td>569</td>
<td>603</td>
</tr>
<tr>
<td>2. Number of HMIS Beds</td>
<td>365</td>
<td>369</td>
<td>438</td>
<td>497</td>
<td>458</td>
</tr>
<tr>
<td>3. HMIS Participation Rate from HIC (%)</td>
<td>97.33</td>
<td>96.85</td>
<td>93.79</td>
<td>87.35</td>
<td>75.95</td>
</tr>
<tr>
<td>4. Unduplicated Persons Served (HMIS)</td>
<td>4096</td>
<td>4115</td>
<td>4098</td>
<td>3997</td>
<td>868</td>
</tr>
<tr>
<td>5. Total Leavers (HMIS)</td>
<td>3763</td>
<td>3711</td>
<td>3710</td>
<td>3684</td>
<td>549</td>
</tr>
<tr>
<td>6. Destination of Don't Know, Refused, or Missing (HMIS)</td>
<td>1250</td>
<td>1105</td>
<td>1152</td>
<td>902</td>
<td>59</td>
</tr>
<tr>
<td>7. Destination Error Rate (%)</td>
<td>33.22</td>
<td>29.78</td>
<td>31.05</td>
<td>24.48</td>
<td>10.75</td>
</tr>
</tbody>
</table>

9/18/2018 1:57:15 PM
## 2018 HDX Competition Report

*Submission and Count Dates for AL-500 - Birmingham/Jefferson, St. Clair, Shelby Counties CoC*

### Date of PIT Count

| Date CoC Conducted 2018 PIT Count | 1/23/2018 |

### Report Submission Date in HDX

<table>
<thead>
<tr>
<th>Submitted On</th>
<th>Met Deadline</th>
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</thead>
<tbody>
<tr>
<td>2018 PIT Count Submittal Date</td>
<td>4/30/2018</td>
</tr>
<tr>
<td>2018 HIC Count Submittal Date</td>
<td>4/30/2018</td>
</tr>
<tr>
<td>2017 System PM Submittal Date</td>
<td>5/18/2018</td>
</tr>
</tbody>
</table>
Written Standards for Prioritization/Assistance are as follows:

1. Chronically Homeless Clients will be top priority
   a) First: Chronically homeless Individuals and Families with the Longest History of Homelessness and with the most Severe Service Needs.
   b) Second: Chronically homeless Individuals and Families with the Longest History of Homelessness.
   c) Third: Chronically homeless Individuals and Families with the Most Severe Service Needs will be the third priority.
   d) Chronically homeless Individuals and Families of all other definitions will be the fourth priority.

2. All non-dedicated CH beds will be prioritized for CH. The CoC voted to follow this suggestion and hereby incorporates this into our Governance Charter.

If there should be resources available and there are no CH people of any vulnerability on the numbered waiting list, the CoC will determine vulnerability of anyone on the wait list and follow the Priority Listing in Notice CPD-16-11 which is:

Priority One: Homeless individuals and families with a disability with long periods of episodic homelessness and severe service needs.
Priority Two: Homeless individuals and families with a disability with severe service needs.
Priority Three: Homeless individuals and families with a disability coming from places not meant for human habitation, safe haven, or emergency shelter without severe service needs.
Priority Four: Homeless Individuals and families with a disability coming from transitional housing.

The CoC Coordinated Assessment will follow the above Priority listings to maintain a Single Prioritized Waiting List for Permanent Supportive Housing. This List will be made following all HUD and One Roof nondiscrimination requirements including, but not limited to, the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act and Titles II or III of the Americans with Disabilities Act, as applicable.
Not Applicable at this time. While this geography has never shown any racial disparity in the population of people experiencing homelessness, we are just beginning to look into the provision of services and the possibility of racial disparity.
Not Applicable