Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

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

2. Ensuring all questions are answered completely.

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

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

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

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

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

For CoC Application Detailed Instructions click here.

1A. Continuum of Care (CoC) Identification

Instructions:

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

1A-1. CoC Name and Number: CA-512 - Daly City/San Mateo County CoC

1A-2. Collaborative Applicant Name: San Mateo County Human Services Agency

1A-3. CoC Designation: CA

1A-4. HMIS Lead: San Mateo County Human Services Agency

1B. Continuum of Care (CoC) Engagement

Instructions:

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

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

Organization/Person Categories	Participates in CoC Meetings	Votes, including electing CoC Board Members
Local Government Staff/Officials	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes
Law Enforcement	Yes	Yes
Local Jail(s)	Yes	Yes
Hospital(s)	Yes	Yes
EMT/Crisis Response Team(s)	Yes	Yes
Mental Health Service Organizations	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes
Disability Service Organizations	Yes	Yes
Disability Advocates	No	No
Public Housing Authorities	Yes	Yes
CoC Funded Youth Homeless Organizations	Yes	Yes
Non-CoC Funded Youth Homeless Organizations	Yes	Yes
Youth Advocates	Yes	Yes
School Administrators/Homeless Liaisons	Yes	Yes
CoC Funded Victim Service Providers	Yes	Yes
Non-CoC Funded Victim Service Providers	Yes	Yes
Domestic Violence Advocates	Yes	Yes
Street Outreach Team(s)	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	Yes	Yes
LGBT Service Organizations	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes
Other:(limit 50 characters)		

Seniors	Yes	Yes
Veterans	Yes	Yes

Applicant must select Yes, No or Not Applicable for all of the listed organization/person categories in 1B-1.

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

The CoC considers a full range of opinions by involving diverse stakeholders with knowledge and interest in homelessness. The Governance Charter specifies that the CoC Steering Committee is composed of members with different expertise, including homeless service providers, mainstream services, funders, CDBG entitlement cities, people who have experienced homelessness, and others. Meetings are open to the public and the CoC Lead Agency maintains a list of a large number of community members who are notified of CoC meetings and sent information on CoC activities, trainings, and system updates. All interested parties are encouraged to participate in CoC meetings, whether or not they are voting members. Meeting agendas include opportunities for all attendees to present information or provide input on CoC policies. At a recent meeting, a DV provider shared suggestions about DV screening during Coordinated Entry (CE) assessment, which led to the development of DV screening questions.

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

The CoC Steering Committee membership represents a wide array of stakeholders. On at least an annual basis, the Lead Agency staff and Steering Committee members review membership and solicit new members for any vacancies that are open as a result of resignations or term limits; or to identify individuals to represent specific stakeholder groups. Outreach is conducted through emails and phone calls to service providers, community based organizations, City and County departments and other stakeholder groups. Interested individuals can also contact the CoC Lead Agency or Steering Committee Chair to request to join the committee; a new member was recently added via this process. The Lead Agency staff also conduct special outreach to people who have experienced homelessness by contacting advocacy groups, homeless service providers, and local boards that have consumer representatives. There are currently three members of the steering committee who have experienced homelessness.

1B-3. Describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding in the FY 2017 CoC Program Competition, even if the CoC is not applying for new projects in FY 2017. The response must

include the date(s) the CoC made publicly knowing they were open to proposals.
(limit 1000 characters)

The CoC Lead Agency broadly announced the availability of CoC funding via the agency website (7/27/17), an email blast (7/27/17), and social media (8/10/17). The CoC encourages new organizations to apply for CoC funds and existing grantees do not receive preferential scoring. An information session was announced on 7/25/17 and held on 7/31/17 for potential applicants; in attendance were CoC-funded and non-CoC funded agencies. The process used to determine which new project applications to include in the Collaborative Application is documented in the Project Review and Ranking Policy approved by the CoC Steering Committee on 8/7/17, published on the Lead Agency website and distributed via email. The scoring criteria for new projects are based on project quality and feasibility and do not give preferential treatment to existing grantees. In the 2017 and 2016 NOFAs, the CoC received new project applications from 2 organizations that had not previously received CoC funding.

1C. Continuum of Care (CoC) Coordination

Instructions:

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

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

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

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

The San Mateo County Department of Housing (DOH) is the only entity in the CoC that receives an ESG allocation. DOH is also the administrative entity for CDBG and for state ESG funds received by San Mateo County. The CoC Lead

Agency and Steering Committee review and edit the ESG sections of the DOH Consolidated Plan to ensure it incorporates information and input from the CoC, particularly in relation to funding priorities. Lead Agency staff provide input on ESG and CDBG services funding decisions,which are then approved by the HCDC which includes representation from the CoC Steering Committee. Funding criteria for ESG projects include performance measures which are developed by DOH and the CoC Steering Committee. The Lead Agency provides HMIS data, PIT and HIC data to all Consolidated Plan jurisdictions annually (County DOH, Cities of South San Francisco, San Mateo, Redwood City, and Daly City). The Lead Agency also provides performance data on ESG funded programs to DOH.

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

The CoC is committed to ensuring the safety of households fleeing DV while respecting their housing choices. If a household directly contacts CORA (the local victim services provider), CORA provides a trauma-informed 24-hour hotline with access to safe housing options. Households contacting the Coordinated Entry System (CES) rather than CORA are screened using victim-centered practices to determine if there is a safety issue and receive referrals to DV or non-DV shelter and housing. In all cases, households are referred to housing that takes into consideration their unique circumstances (e.g. zero income, behavioral health needs, proximity to schools). Both CORA and CES can make referrals to DV-specific housing programs, including those receiving ESG, CoC, DOJ/OVW, HHS and other funds. For households served by CORA, data is securely entered into an HMIS compatible database. DV households in homeless programs are never denied assistance if they do not wish to participate in HMIS.

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

The CoC Lead Agency and Coordinated Entry(CE) agency provide ongoing training for all CE staff on CE procedures, including safety screenings and protocols designed by CORA, the community's DV provider. CORA provides training to CE staff semi-annually, including trauma-informed care, DV screening questions, interviewing, and safety planning. The Lead Agency analyzes data from HMIS and CORA service usage (e.g. calls to DV hotline, program outcome data) to assess needs to determine if additional resources are needed. Lead Agency staff sit on the County's DV Council to review DV services and needs with partners. In FY16-17 the Lead Agency determined that

the current inventory of DV ES and TH is sufficient to meet the need in the community. CE policies and procedures include a safety screening as part of the initial screening for homelessness. Clients identified as having potential safety issue are connected to the DV hotline for DV assessment and connection to shelter/housing services.

1C-4. Using the chart provided, for each of the Public Housing Agency's (PHA) in the CoC's geographic area: (1) identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA's that were homeless at the time of admission; and (2) indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV program.
Attachment Required: If the CoC selected, "Yes-Public Housing", "Yes-HCV" or "Yes-Both", attach an excerpt from the PHA(s) written policies or a letter from the PHA(s) that addresses homeless preference.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry	PHA has General or Limited Homeless Preference
Housing Authority of San Mateo County	29.60%	Yes-HCV

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

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

N/A

1C-5. Describe the actions the CoC has taken to: (1) address the needs of Lesbian, Gay, Bisexual, Transgender (LGBT) individuals and their families experiencing homelessness, (2) conduct regular CoC-wide training with providers on how to effecctively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Idenity, including Gender Identify Equal Access to Housing, Fina Rule; and (3) implementation of an anti-discrimination policy.
(limit 1000 characters)

The CoC has informed all homeless system providers of the requirements of the Equal Access rule and is providing ongoing TA to implement the rule. Lead agency staff presented at the CoC Steering meeting in Oct 2016 and

consultants made a presentation about the rule at the Steering meeting in January 2017. Homeless service providers received training in July 2017 on the Equal Access rule and LGBTQ cultural competence. The training included presentations from LGBTQ advocates and service providers on reducing documentation barriers and providing culturally sensitive services. The CoC Lead Agency coordinated individual technical assistance visits with providers in Spring 2017 that offered additional TA on needs of LGBTQ households and non-discrimination requirements. The CoC adopted an anti-discrimination policy on 9/12/17 which is incorporated in the Governance Charter and training is provided annually. An LGBTQ pride center operated by homeless youth provider StarVista recently opened.

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

Engaged/educated local policymakers:	X
Engaged/educated law enforcement:	X
Engaged/educated local business leaders	X
Implemented communitywide plans:	X
No strategies have been implemented	
Other:(limit 50 characters)	
Outreach team/law enforcement collaboration	X

When "No Strategies have been implemented" is selected no other checkbox may be selected.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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

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

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

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

Each system of care operates independently, so there are challenges such as system-specific protocols and funding limitations/requirements, which have been barriers to establishing CoC discharge policies. As part of its Strategic Plan to End Homelessness, the CoC Lead Agency is committed to ensuring individuals are not discharged into homelessness. The Lead Agency facilitates a monthly workgroup meeting with system partners (foster care, hospital, substance treatment programs, jail) focused on system alignment. The Lead Agency recently began collecting information from each system about current policies, practices, resources and challenges, and in the next 12 months will work individually with each system to help them create a discharge policy that ensures no one is discharged to homelessness. Support from the Lead Agency will include using best practices to enhance discharge planning services, supporting family reunification, and providing diversion training.

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

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

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

Instructions

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

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

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

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

1E-2. Severity of Needs and Vulnerabilities
CoCs must provide the extent the CoC considered the severity of needs and vulnerabilities experienced by program participants in their project ranking and selection process. Describe: (1) the specific vulnerabilities the CoC considered; and (2) how the CoC takes these vulnerabilities into account during the ranking and selection process. (See the CoC Application Detailed Instructions for examples of severity of needs and vulnerabilities.)
(limit 1000 characters)

One of the scoring factors in the project ranking process is whether the project is serving a high need, vulnerable population and is based on the following: extent to which the project serves individuals entering from literal homelessness (streets/shelters), have no income at entry, or have a disabling condition. The information is drawn from HMIS data. Projects serving more households with high needs and vulnerabilities receive higher scores. Also, project applicants are asked to provide a narrative describing how they target and prioritize high need households and if/how they take affirmative steps to make housing and services accessible to people with significant vulnerabilities, including having experienced abuse or victimization (including domestic violence, sexual assault, child abuse), criminal histories, chronic homelessness, low/no income, or current/past substance use. Projects are rated as highly accessible, accessible, or not accessible for highest need households.

1E-3. Using the following checklist, select: (1) how the CoC made publicly available to potential project applicants an objective ranking and selection process that was used for all project (new and renewal) at least 2 days before the application submission deadline; and (2) all parts of the CoC Consolidated Application, the CoC Application attachments, Priority Listing that includes the reallocation forms and Project Listings that show all project applications submitted to the CoC were either accepted and ranked, or rejected and were made publicly available to project applicants, community members and key stakeholders.

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

Public Posting	
CoC or other Website	X
Email	X
Mail	
Advertising in Local Newspaper(s)	
Advertising on Radio or Television	
Social Media (Twitter, Facebook, etc.)	

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

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

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

Reallocation: Option 1

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

1E-5. If the CoC rejected or reduced project application(s), enter the date the CoC and Collaborative Applicant notified project applicants their project application(s) were being rejected or reduced in writing outside of e-snaps. **Attachment Required: Copies of the written notification to project applicant(s) that their project application(s) were rejected. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.**	09/07/2017
1E-5a. Provide the date the CoC notified applicant(s) their application(s) were accepted and ranked on the Priority Listing, in writing, outside of e-snaps. **Attachment Required: Copies of the written notification to project applicant(s) their project application(s) were accepted and ranked on the Priority listing.**	09/07/2017

Reallocation Supporting Documentation

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

Document Type	Required?	Document Description	Date Attached
Reallocation Supporting Documentation	No		

Attachment Details

Document Description:

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

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

2A-1. Does the CoC have in place a Governance Charter or other written documentation (e.g., MOU/MOA) that outlines the roles and responsibilities of the CoC and HMIS Lead? **Attachment Required: If "Yes" is selected, a copy of the sections of the Governance Charter, or MOU/MOA addressing the roles and responsibilities of the CoC and HMIS Lead.**	Yes
2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA.	Governance charter pages 1, 2, 3, 7, 8, & 9 GC.
2A-2. Does the CoC have a HMIS Policies and Procedures Manual? Attachment Required: If the response was "Yes", attach a copy of the HMIS Policies and Procedures Manual.	Yes
2A-3. What is the name of the HMIS software vendor?	BitFocus
2A-4. Using the drop-down boxes, select the HMIS implementation Coverage area.	Single CoC

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

in that project type.

Project Type	Total Beds in 2017 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	223	28	195	100.00%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	414	25	379	97.43%
Rapid Re-Housing (RRH) beds	139	5	134	100.00%
Permanent Supportive Housing (PSH) beds	753	26	575	79.09%
Other Permanent Housing (OPH) beds	313	0	313	100.00%

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

Our goal as a CoC is to get as close as possible to 100% participation for each project type. Our PSH project type is below 85% due to having programs that are not funded through CoC or ESG or Lead Agency local funds and therefore not required to participate. The CoC Lead Agency is convening a regular inter-departmental meeting that includes leadership from our County's Behavioral Health Department (BHRS), one of the main funders of PSH in the community. The Lead Agency is engaging BHRS to help increase HMIS participation among their PSH providers. Lead Agency staff have also been meeting regularly with non-participating PSH providers to communicate benefits of having their data in our local HMIS system and also of receiving referrals from our CES. The CoC Lead Agency offers HMIS training and support to encourage participation. CoC Lead Agency staff are available to meet with executive leadership and funders of the provider agencies to encourage HMIS participation.

2A-6. Annual Housing Assessment Report (AHAR) Submission: How many Annual Housing Assessment Report (AHAR) tables were accepted and used in the 2016 AHAR? 12

2A-7. Enter the date the CoC submitted the 2017 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy) 04/28/2017

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

Instructions:

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

2B-1. Indicate the date of the CoC's 2017 PIT count (mm/dd/yyyy). If the PIT count was conducted outside the last 10 days of January 2017, HUD will verify the CoC received a HUD-approved exception.	01/25/2017
2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy)	04/28/2017

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

Instructions:

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

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

There were no changes to the CoC's sheltered PIT methodology or data quality between 2016 and 2017. The PIT count went up slightly from 2016 to 2017 due to small changes in program occupancy on the night of the count, and one program that was closed for renovation the night of the count in 2016 but had reopened by the 2017 count. The CoC continues to have high participation by providers and commitment to quality in the sheltered count. The CoC Lead Agency ensured there was open communication with providers regarding the sheltered PIT count methodology and procedures and also provided technical assistance to support providers and encourage timely, accurate data submissions.

2C-2. Did your CoC change its provider coverage in the 2017 sheltered count? No

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

Beds Added:	0
Beds Removed:	0
Total:	0

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

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

Beds Added:	0
Beds Removed:	0
Total:	0

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

Yes

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

Changes were made to the unsheltered PIT methodology in 2017 in order to improve data quality. In 2017, the CoC conducted the unsheltered count and survey simultaneously; in previous years, surveys were conducted in the days following the unsheltered count. In order to more efficiently and accurately capture data, the CoC Lead Agency used a survey on a mobile application that volunteers used to count unsheltered homeless people and at the same time, collect survey responses on tablets for those individuals who were interested in participating in a survey. The CoC recruited and trained hundreds of volunteers throughout all census tracts in the CoC, for complete geographic coverage. The number of volunteers was more than double the number from previous count. By implementing the survey and mobile app technology, the CoC was able to better capture information on the needs and characteristic of unsheltered homeless individuals and families and reduce duplication during the count.

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

Yes

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

In planning strategies to identify homeless youth in the 2017 PIT, as well as in ongoing development of homeless services, the CoC Lead Agency closely works with StarVista, the only youth-focused homeless provider in the county. In fall 2016, the CoC Lead Agency and StarVista reviewed best practices about strategies for counting youth. StarVista collected input from homeless youth

through informal discussions at their programs. The CoC Lead Agency and StarVista determined that the most effective strategies for our community were to hold a youth breakfast on the day of the PIT and including youth-specific questions in the PIT survey to get more information about youth identified during the count. Before the count, StarVista staff conducted outreach for the breakfast with their own clients, as well as at schools and youth-focused groups. At the breakfast, StarVista provided trained staff to oversee the event, administer surveys and count youth who identified as homeless at the event.

2C-6. Describe any actions the CoC implemented in its 2017 PIT count to better count individuals and families experiencing chronic homelessness, families with children, and Veterans experiencing homelessness. (limit 1000 characters)

The main strategy for improving the count of unsheltered people experiencing chronic homelessness, families, and veterans was to recruit “homeless guides,” who are currently or recently homeless individuals with strong knowledge about the locations where unsheltered people typically stay at night (encampments, underpasses, etc.). Having a homeless guide as part of enumeration teams helped ensure that these populations were not undercounted. The PIT survey tool included recommended HUD wording for questions about chronicity of homelessness, disability and veteran status to ensure quality data collection. A supplemental survey was also conducted at service locations to gather data on the characteristics of unsheltered families – many of whom live in vehicles and can be difficult to interview during street enumeration.

3A. Continuum of Care (CoC) System Performance

Instructions

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

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

From FY15-FY16, there was a decrease of 507 persons entering ES, SH, & TH projects and 331 entering ES, SH, TH & PH with no prior HMIS enrollments. The CoC Lead Agency Manager and Management Analyst and the CoC Performance Measurement Committee oversee the analysis of risk factors and implementing strategies to reduce first time homelessness. Risk factors are identified by analyzing data from Core Service Agencies (8 geographically distributed safety net agencies) and Homeless Outreach Teams to determine what factors are predictive of homelessness. The CoC Lead Agency has also engaged a consultant to conduct data matching across mainstream systems to determine where there is overlap, identify whether people are exiting institutions into homelessness, and inform prevention strategies. The CoC Lead Agency provides local funding to the Cores for homelessness prevention services and is also funding a new shelter diversion program as part of Coordinated Entry.

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

From FY15 to FY16, there was an increase of 7 days of the avg. LOT homeless of persons in ES and SH and an increase of 6 days for persons in ES, SH, and TH. The CoC has expanded RRH and housing locator capacity using local funding to help people exit homelessness more rapidly. The CoC Lead Agency also invests local funds in Homeless Outreach Teams that develop housing

plans for homeless individuals, targeting those who have been homeless the longest. Available PSH is prioritized for those with the longest LOT homeless and the highest needs. The Lead Agency has formed a workgroup and is analyzing data on shelter use to identify and target resources to long-term shelter stayers. CES for families is identifying families with longest LOT and referring them to housing interventions quickly; CES for adults/youth will do the same once implemented. The CoC Lead Agency Manager and Management Analyst and the CoC Performance Measurement Committee are responsible for overseeing these strategies.

3A-3. Performance Measures: Successful Permanent Housing Placement and Retention

Describe: (1) the numerical change the CoC experienced; (2) the CoCs strategy to increase the rate of which individuals and families move to permanent housing destination or retain permanent housing; and (3) the organization or position responsible for overseeing the CoC's strategy for retention of, or placement in permanent housing.
(limit 1000 characters)

From FY15 to FY16 there was an increase of 11% of persons who exited ES, TH and RRH to PH, and an increase of 2% of persons who remained in PH projects or exited to permanent housing. In the past year, the CoC has increased the inventory of RRH, PSH, and housing locator services and implemented CES for families. The Lead Agency requires that all shelters receiving local or ESG funding must offer housing-focused case management and implement housing first practices. The Lead Agency has provided CoC-wide trainings focused on building effective landlord partnerships and motivational interviewing, and providers have each received individualized TA to help improve performance. Trainings and TA visits will continue next year, and CES for adults/youth will be implemented. The CoC Lead Agency is working with the Housing Authority on a Moving Up program. The CoC Lead Agency Manager and Management Analyst and CoC Performance Measurement Committee are responsible for overseeing these strategies.

3A-4. Performance Measure: Returns to Homelessness.

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

From FY15 to FY16, there was a decrease of 4% in returns in 2 years, from 20% in FY15 to 16% in FY16. The CoC attributes this decrease to improved connections between housing programs (RRH and PSH) and mainstream services these households need to remain stable. The CoC is also prioritizing PSH for those with longest LOTH and highest needs so that they do not return to homelessness. Households who return to homelessness from housing are identified by the Homeless Outreach Team and prioritized for more intensive interventions. Fully implementing CES, with standardized matching of households to the most appropriate intervention, is a strategy to continue to

reduce returns. The CoC will continue to enrich services in PSH programs; this year's CoC application includes re-allocated funding for more supportive services for legacy PSH programs with limited service capacity. The CoC Lead Agency Manager and CoC Performance Measurement Committee are responsible for overseeing these strategies.

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

To assist clients in accessing employment and mainstream benefits, the CoC Lead Agency funds 8 Core Service Agencies to provide safety net services. The Cores' specialized staff assist clients with accessing mainstream public benefits (TANF, SNAP, GA, Disability, etc.) and a CoC-funded program has specialized staff to assist with SSI applications. The Lead Agency is also the home of the County's Employment Services Division providing homeless people with connections to employment services and a new locally funded vocational rehabilitation program for homeless people. CoC-funded programs, along with other providers, attended a training in the spring focused on increasing client income and mainstream benefits. CoC-funded projects also received TA in spring 2017 which included a deep dive into data and strategies related to income and benefits. The CoC Lead Agency Manager and Management Analyst and CoC Performance Measurement Committee are responsible for overseeing these strategies.

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

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

N/A

3A-7. Enter the date the CoC submitted the	06/01/2017

System Performance Measures data in HDX, which included the data quality section for FY 2016. (mm/dd/yyyy)	

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

Instructions

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

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	304	318	14

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

Total number of beds dedicated as Dedicated Plus	0
Total number of beds dedicated to individuals and families experiencing chronic homelessness	380
Total	380

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

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

History of or Vulnerability to Victimization	X
Number of previous homeless episodes	X

Unsheltered homelessness	X
Criminal History	X
Bad credit or rental history (including not having been a leaseholder)	X
Head of Household with Mental/Physical Disability	X

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

The San Mateo County Board of Supervisors and the CoC have committed to reaching a functional zero level of family homelessness by 2020, which we define as no family being homeless for longer than 30 days. The current length of time homeless for families is 89 days; the CoC is working to shorten this timeframe and progress is being made. At the Redwood TH program, the average LOS went from 120 days to 109 days over the past year. The County invests significant local funds in ES beds for families which are required to operate on a housing first model, as well as RRH and housing locator services to help families with higher needs exit homelessness quickly. The family CES includes a shelter diversion component designed to prevent families from entering homelessness. Those with higher needs are prioritized for housing interventions. The CoC Lead Agency and CoC Steering Committee are responsible for overseeing these strategies.

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.	22	31	9

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

The CoC's policies and procedures prohibit involuntary family separation and require compliance with HUD's Equal Access Rule. The policies specify that programs may not separate family members or deny admission based on age, sex, gender, LGBT status, sexual orientation, gender identity, marital status or disability. In 2016 and 2017, the CoC Lead Agency and TA provider made

presentations on the Equal Access Rule at CoC Steering Committee meetings and also provided training on the rule to provider staff in 2017. The training also covered LGBTQ cultural competence and was conducted by LGBTQ advocates. The CoC Lead Agency is also a local funder of homeless services – all contracts between the Lead Agency and homeless system providers require compliance with the Equal Access rule.

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

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

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

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

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

The CoC's strategies for addressing homeless youth are similar to the strategies for addressing all types of homelessness: targeting/prioritizing those who are unsheltered with highest needs; providing housing-first oriented shelter and housing interventions with the goal of helping youth secure permanent housing as rapidly as possible. The CoC Lead Agency (San Mateo County H.S.A.) provides funding for a youth transitional housing program, and in the past year has provided intensive TA to help this provider transition to a more housing-first oriented model, targeting unsheltered youth and providing housing-

focused services to reduce lengths of stay and increase exits to PH. Measures of effectiveness in the past year for this program were: % of youth participating in school and/or work (target 85%, actual 88%), % of youth who exit to perm housing (target 40%, actual 80%). In the current year we added increased income and shorter length of stay. These measures are appropriate as they promote housing first, measure housing outcomes, and align to HUD system performance measures. Planning for CES for adults and youth is now underway, and the CoC Lead Agency, along with youth and adult providers are developing a youth-specific prioritization tool. Our youth provider will be training the CE/Diversion Specialists on strategies to engage and problem solve with youth to identify housing solutions, including the possibility of family reunification where appropriate.

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

The CoC Lead Agency maintains a strong relationship with the San Mateo County Office of Education (SMCOE). The SMCOE Homeless Liaison is on the CoC Steering Committee, and CoC staff and the Liaison communicate regularly about resources for homeless students, CalPADS data on homeless students, and ensuring a coordinated system of care. CoC staff work with SMCOE colleagues on The Big Lift, a program of high quality early childhood education. Two of the family shelters have on-site early childhood education centers, and the Lead Agency provides funding to one of the sites. Recently, the CoC and providers have been working with school district leadership in a neighborhood with high needs to support families at risk of homelessness. In accordance with CoC policy, all shelters inform their residents about their eligibility for educational services; shelters also have child services coordinators to assist children with their educational and other needs.

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

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

First 5 (State funding for programs for children)	No	Yes
Family Connection (parent education program)	Yes	No

3B-3.1. Provide the actions the CoC has taken to identify, assess, and refer homeless Veterans who are eligible for Veterans Affairs services and housing to appropriate resources such as HUD-VASH and Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD).
(limit 1000 characters)

The CoC Lead Agency maintains and continuously updates a Veterans By-Name Master List which identifies all homeless veterans in the CoC. Veterans are placed on the list through a variety of mechanisms, but primarily as they are entered into HMIS by any participating provider, including the Homeless Outreach Team and the Coordinated Entry staff. The CoC Lead Agency facilitates collaborative monthly case conferencing meetings, whose participants include the County Veteran Service Office, VA staff, SSVF providers, Housing Authority (VASH and PSH), and others. The list is reviewed weekly to ensure that veterans are being connected to SSVF, VASH, and housing. Veterans who are not eligible for VA-funded programs are referred to regular PSH vacancies (if they are chronically homeless) or rapid re-housing. The list is also used to track and prioritize veterans who are chronically homeless and to track the progress towards reaching the benchmarks of ending veteran homelessness.

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

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

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

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

Instructions:

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

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

Type of Health Care	Yes/No	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, e.g. Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

4A-1a. Mainstream Benefits

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

The CoC Lead Agency is the County Human Services Agency, which also administers public benefit programs including SNAP, TANF and Medicaid and operates the County's employment programs. The Lead Agency is conducting a data analysis on how many homeless people are enrolled in public benefits and to then target more outreach and provider training to increase enrollment. The Lead Agency and CoC Performance Measurement Committee monitor the performance of CoC projects' clients in securing both employment and non-employment income. The Lead Agency and County Health Department have funded community health workers at a CoC agency to help homeless individuals apply for SSI, & accessing health/behavioral health services. The Lead Agency offers regular training for providers on accessing mainstream benefits, health, employment and aging services, including enrollment

processes and application tips. The CoC Lead Agency and CoC Steering Committee are responsible for overseeing these strategies.

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

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

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

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

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

The CoC lead agency funds and oversees the County's Homeless Outreach Team (HOT), which covers the whole county (100% of the CoC geographic area). Outreach is done on a continual basis, 5 days a week and some weekend coverage, with a focus on areas with high numbers of unsheltered people. HOT helps unsheltered people create and implement a services and housing plan. Multi-disciplinary team meetings are held which include behavioral health, law enforcement, and other service providers. HOT staff enter clients into HMIS to track contacts and make referrals to PSH and other housing. HOT tailors outreach to people who are least likely to request assistance by maintaining multi-lingual staff (including sign language capacity), meeting with clients where they are living, and providing transportation as needed. For clients with cognitive or physical disabilities, HOT coordinates with the Health Department's Street Medicine team and the PATH program to access clinical specialists.

4A-5. Affirmative Outreach
Specific strategies the CoC has implemented that furthers fair housing as

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

The CoC has adopted a system-wide affirmative marketing and anti-discrimination policy. The Homeless Outreach Team is the CoC's main strategy for engaging and connecting with those least likely to access services and who need specialized outreach. The Lead Agency's contracts with providers and the CoC's coordinated entry policies require homeless and housing programs to affirmatively market their housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, age, familial status, or disability. Providers maintain multi-lingual staff and provide sign language interpretation as needed. Providers also provide accommodations for individuals with disabilities. For any forms and documentation, provider staff are available to explain verbally to clients who prefer verbal communication or who have limited literacy.

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

	2016	2017	Difference
RRH beds available to serve all populations in the HIC	127	139	12

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

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

4B. Attachments

Instructions:

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

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	2016 CoC Consolid...	09/25/2017
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	CoC Rating and Re...	09/25/2017
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	CoC's Rating and ...	09/25/2017
05. CoCs Process for Reallocating	Yes	CoCs Process for ...	09/25/2017
06. CoC's Governance Charter	Yes	CoC's Governance ...	09/25/2017
07. HMIS Policy and Procedures Manual	Yes	HMIS Policy and P...	09/25/2017
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	PHA Administratio...	09/25/2017
10. CoC-HMIS MOU (if referenced in the CoC's Goverance Charter)	No		
11. CoC Written Standards for Order of Priority	No	CoC Written Stand...	09/25/2017
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	HDX-system Perfor...	09/25/2017
14. Other	No	Written documenta...	09/25/2017
15. Other	No		

Attachment Details

Document Description: 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants

Attachment Details

Document Description:

Attachment Details

Document Description: CoC Rating and Review Procedure

Attachment Details

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

Attachment Details

Document Description: CoCs Process for Reallocating

Attachment Details

Document Description: CoC's Governance Charter

Attachment Details

Document Description: HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: PHA Administration Plan (Applicable Section(s) Only)

Attachment Details

Document Description:

Attachment Details

Document Description: CoC Written Standards for Order of Priority

Attachment Details

Document Description:

Attachment Details

Document Description: HDX-system Performance Measures

Attachment Details

Document Description: Written documentation of accepted projects

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	09/09/2017
1B. Engagement	09/23/2017
1C. Coordination	09/23/2017
1D. Discharge Planning	09/20/2017
1E. Project Review	09/23/2017
1F. Reallocation Supporting Documentation	No Input Required
2A. HMIS Implementation	09/20/2017
2B. PIT Count	09/20/2017
2C. Sheltered Data - Methods	09/23/2017
3A. System Performance	09/23/2017
3B. Performance and Strategic Planning	09/21/2017

4A. Mainstream Benefits and Additional Policies	09/20/2017
4B. Attachments	Please Complete
Submission Summary	No Input Required

Evidence of the CoC's communication to rejected projects includes the following:

Section 1: Written notification (email and letter) including reason to rejected project applications and applicants that had their projects fully or partially reallocated *(9/7/17)*

- LifeMoves – Family Crossroads (partial reallocation)
- Retraining the Village (rejected new application)
- Samaritan House –Safe Harbor (full reallocation)

Section 2: Evidence of website posting of ranking *(screenshot from 9/9/17)*

Section 3: Email to CoC Steering Committee and other stakeholders with link to ranking/project priority list *(9/10/17)*

Section 4: Documentation of ranking decision-making process:

- minutes of the NOFA Review Panel meeting where ranking was completed *(9/5/17)*
- minutes of the CoC Steering Committee meeting where ranking was approved by Steering Committee *(9/12/17)*

Section 1: Written notification (email and letter) including reason to rejected project applications and applicants that had their projects fully or partially reallocated *(9/7/17)*

- LifeMoves – Family Crossroads (partial reallocation)
- Retraining the Village (rejected new application)
- Samaritan House –Safe Harbor (full reallocation)

Email notification to LifeMoves regarding ranking- Family Crossroads partial realloaction

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 8:50 PM
To: 'Katherine Finnigan'; 'Brian Greenberg'
Cc: Brian Eggers; 'Kate Bristol'; 'Jeannie Leahy'; Catherine Dreyer
Subject: CoC NOFA applications review
Attachments: LifeMoves First Step letter 9-7-17.pdf; 2017 Project Review and Ranking Process.pdf

Katherine and Brian,

As a follow up to our conversation today, below are the results of the CoC project review panel's review of the LifeMoves CoC applications.

a) First Step for Families: $74,768 of this renewal application was not included in the 2017 CoC Project Priority List, as this amount was reallocated to a different project. The remaining $429,444 of the First Step renewal project application is included in the Project Priority List, in tier 2.
   - Attached is the letter regarding the CoC project review panel's review of the First Step application, as well as information about the appeal process.
   - The Project Review and Ranking Process policy is also attached for easy reference.

b) All of the other LifeMoves applications, listed below, were ranked in tier 1 by the project review panel.
   i. Vendome
   ii. RRH 2015
   iii. Redwood Family
   iv. SAFE
   v. Family Crossroads

The CoC Steering Committee will meet on September 12, 2017 to approve the final Project Priority List.

Please let us know if you have any questions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Letter notification to LifeMoves regarding ranking and reason- Family Crossroads partial realloaction

COUNTY OF SAN MATEO
HUMAN SERVICES AGENCY

Iliana Rodriguez
Agency Director

1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
www.smchsa.org

September 7th, 2017

Dear Ms. Finnigan and Dr. Greenberg,

The San Mateo County CoC's project review panel met on September 5th, 2017 to score and rank all projects applying for 2017 CoC funding.

The panel recommended that $74,768 of the renewal application from LifeMoves for First Step (transitional housing) not be included in the 2017 CoC Project Priority List, and the amount reallocated to a different project. The remaining $429,444 of the First Step renewal project application is included in the Project Priority List, in tier 2. The CoC Steering Committee will meet on September 12th, 2017 to approve the final Project Priority List.

The reason that part of this application was reallocated is that the project received one of the lowest scores of all the renewals submitted. The scoring system is based on objective scoring criteria relating to project performance and the CoC's established performance standards, as described in the Project Review and Ranking Process.

If you wish to appeal this decision, please submit your appeal request by email to me (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than 5:00pm on September 13th, 2017. Appeals will be handled according to the process outlined in the CoC's approved Project Review and Ranking Process document, which I am attaching to this letter.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback will be provided after the CoC competition process closes on September 28, 2017.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378

Email notification to Retraining the Village regarding ranking-rejection of new application

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 8:01 PM
To: 'Halley Crumb'
Cc: Brian Eggers; 'Kate Bristol'
Subject: CoC NOFA application review
Attachments: Retraining the Village letter 9-7-17.pdf; 2017 Project Review and Ranking Process.pdf

Halley,

As a follow up to our conversation today, attached is the letter regarding the CoC project review panel's review of the application from Retraining the Village, as well as information about the appeal process.

The Project Review and Ranking Process policy is also attached for easy reference.

We have noted your request for feedback on the quality of the application, so we will provide that feedback after the CoC competition process closes on September 28.

Please let us know if you have any questions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Letter notification to Retraining the Village regarding ranking and reason-rejection of new application

COUNTY OF SAN MATEO
HUMAN SERVICES AGENCY

Iliana Rodriguez
Agency Director

1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
www.smchsa.org

September 7th, 2017

Dear Ms. Crumb,

The San Mateo County CoC's project review panel met on September 5th, 2017 to score and rank all projects applying for 2017 CoC funding. The scoring of new project applications was based on HEARTH and Opening Doors objectives, targeting and outreach, appropriateness of housing, Housing First modeling, service plan, timing, applicant capacity, and financial feasibility and effectiveness, and project type prioritization, as described in the Project Review and Ranking Process.

The panel recommended that the application from Retraining the Village for the joint transitional housing-rapid rehousing project not be selected for funding in the 2017 CoC Project Priority List. The reason that this project was not selected is that the project received low scores on the rating factors listed in the Project Review and Ranking Process. In addition, the project application did not include rapid rehousing program components (short term rental assistance and housing location/stabilization services) which are required for transitional housing-rapid rehousing projects.

The CoC Steering Committee will meet on September 12th, 2017 to approve the final Project Priority List, which does not include the Retraining the Village application.

If you wish to appeal this decision, please submit your appeal request by email to me (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than 5:00pm on September 13th, 2017. Appeals will be handled according to the process outlined in the CoC's approved Project Review and Ranking Process document, which I am attaching to this letter.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback will be provided after the CoC competition process closes on September 28, 2017.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378

Email notification to Samaritan House re ranking- reallocation of Safe Harbor

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 8:29 PM
To: 'Laura Bent'
Cc: Brian Eggers; 'Kate Bristol'; 'Tiffany Hayes'
Subject: CoC NOFA application review
Attachments: Samaritan House- Safe Harbor letter 9-7-17.pdf; 2017 Project Review and Ranking Process.pdf

Laura,

As a follow up to your conversation with Iliana, attached is the letter regarding the CoC project review panel's review of the application from Samaritan House-Safe Harbor, as well as information about the appeal process.

The Project Review and Ranking Process policy is also attached for easy reference.

Please let us know if you have any questions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Letter notification to Samaritan House regarding ranking and reason- reallocation of Safe Harbor

COUNTY OF SAN MATEO
HUMAN SERVICES AGENCY

Iliana Rodriguez
Agency Director

1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
www.smchsa.org

September 7th, 2017

Dear Ms. Bent,

The San Mateo County CoC's project review panel met on September 5th, 2017 to score and rank all projects applying for 2017 CoC funding.

The panel recommended that the renewal application from Samaritan House Safe Harbor (transitional housing) not be included in the 2017 CoC Project Priority List, and the full amount reallocated to a different project. The CoC Steering Committee will meet on September 12th, 2017 to approve the final Project Priority List, which does not include the Safe Harbor application.

The reason that this application was reallocated is that the project received the lowest score of all the renewals submitted. The scoring system is based on objective scoring criteria relating to project performance and the CoC's established performance standards, as described in the Project Review and Ranking Process.

If you wish to appeal this decision, please submit your appeal request by email to me (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than 5:00pm on September 13th, 2017. Appeals will be handled according to the process outlined in the CoC's approved Review and Ranking Policy document, which I am attaching to this letter.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback will be provided after the CoC competition process closes on September 28, 2017.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378

Section 2: Evidence of website posting of ranking *(screenshot from 9/9/17)*

Posting of ranking/project prioirty list -- 9/9/17- see bottom of next page for posting

COUNTY OF SAN MATEO
HUMAN SERVICES

Translate

2017 Continuum of Care NOFA (Notice of Funding Availability)

On July 14, 2017, the U.S. Department of Housing and Urban Development (HUD) published the Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Homeless Assistance Program.

The NOFA can be accessed at https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf It establishes this year's funding criteria for the Continuum of Care (CoC) Homeless Assistance Programs (sometimes also referred to as the McKinney-Vento Homeless Assistance Act programs).

Potential applicants meeting:

Monday July 31, 2017 from 2:30-4:00 pm at HSA's office at 1 Davis Drive, Belmont in the Montara Room

This meeting will be for organizations interested in applying for either new or renewal funding and will provide details on our local process.

New Project Applications

New project applications are due by August 23 at 5:00 pm to JSilverberg@smcgov.org and BEggers@smcgov.org**. More information about the funding and application process is available in the document below titled Information for New Applicants - Availability of Funding for New Projects and the application template is available below, titled New Project Narrative Application Template 2017.**

Renewal Applications

Renewal project applications are due by 5:00 pm on August 23 to JSilverberg@smcgov.org and BEggers@smcgov.org More information is available in the document below titled Information for Renewal

Applicants 2017 CoC NOFA.

SEPTEMBER 9, 2017 UPDATE:

The project priority list has been posted below as Review Panel Minutes and Priority List 9-9-17.
The project priority list will be reviewed and approved by the CoC Steering Committee during its meeting on September 12, 2017 (10:30am-12 noon, HSA office, 1 Davis Drive, Belmont).

If you have questions about the NOFA process, please contact Brian Eggers, 650-802-5083, BEggers@smcgov.org or Jessica Silverberg, 650-802-3378, JSilverberg@smcgov.org

More information will be posted to this website throughout the NOFA process.

Please see the documents below for information about the NOFA process.

PDF	Highlights of 2017 CoC NOFA.pdf	66.58 KB
PDF	Information for New Applicants - Availability of Funding for New Projects - Rev. 8-11-17.pdf	209.16 KB
PDF	Information for Renewal Applicants 2017 CoC NOFA - Rev. 8-11-17.pdf	175.28 KB
PDF	Tips for Completing the 2017 Renewal Project Application in E-snaps.pdf	134.63 KB
PDF	2017 Project Review and Ranking Process.pdf	174.3 KB
PDF	Minutes - Informational Meeting for Potential CoC Applicants 7-31-17.pdf	22.93 KB
PDF	Minutes - CoC Steering 8-7-17 including approving ranking process.pdf	48.61 KB
DOCX	New Project Narrative Application Template 2017.docx	28.28 KB
PDF	Review Panel Minutes and Project Priority List 9-9-17.pdf	57.96 KB

Section 3: Email to CoC Steering Committee and other stakeholders with link to ranking/project priority list *(9/10/17)*

Email to CoC Steering Committee and other stakeholders with link to ranking/project priority list

Jessica Silverberg

From: Jessica Silverberg
Sent: Sunday, September 10, 2017 8:14 PM
To: Jessica Silverberg
Cc: Brian Eggers
Subject: CoC meeting- materials for Tues 9/12 meeting

Dear CoC Steering Committee and stakeholders,

In preparation for the CoC Steering Committee meeting on Tuesday September 12 at 10:30, below are two documents that will be reviewed and voted upon at the meeting. We will have copies available at the meeting, and we will review the documents together during the meeting, before the Steering Committee members vote.

1. **Project Priority List**- document is available at http://hsa.smcgov.org/sites/hsa.smcgov.org/files/Review%20Panel%20Minutes%20and%20Project%20Priority%20List%209-9-17.pdf
    - This document contains the list of projects to be included in our community's CoC NOFA application, as determined by the Review Panel; this list will be confirmed by vote of the Steering Committee
    - This document also contains minutes from the Review Panel meeting
2. **CoC and HMIS Governance Charter-** document is available at http://hsa.smcgov.org/sites/hsa.smcgov.org/files/CoC%20and%20HMIS%20Gov%20Charter%20with%20proposed%20edits%20%209-10-17.pdf
    - Staff are proposing some edits and additions to the Governance Charter
    - Proposed revisions are highlighted in yellow on this document
    - Significant edits include the following
        - Edits to the steering committee voting process (proxy and email voting)
        - Modifications to the subcommittees
        - Addition of standards for emergency shelter and transitional housing/shelter
        - Addition of an anti-discrimination policy

We look forward to seeing you at the Steering Committee meeting on Tuesday, 10:30-12, at the HSA office at 1 Davis Drive, Belmont.

Please let Brian Eggers (BEggers@smcgov.org) or I know if you have any questions.

Thank you!
-Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Section 4: Documentation of ranking decision-making process:

- minutes of the NOFA Review Panel meeting where ranking was completed *(9/5/17)*
- minutes of the CoC Steering Committee meeting where ranking was approved by Steering Committee *(9/12/17)*

Minutes of the CoC Review Panel meeting with ranking

San Mateo County Continuum of Care - 2017 NOFA Review Panel Meeting

September 5, 2017, 8:30am – 12:00 pm, HSA office, 1 Davis Drive, Belmont

Minutes

Present: Review Panel Members
Committee support: Kate Bristol (Focus Strategies); and HSA staff Jessica Silverberg, Brian Eggers, Kat Chan, and Ruby Tomas.

Topic	Discussion	Action/ Next Steps
Review of Rating and Ranking Policy	Focus Strategies and HSA staff provided an overview of the Project Review and Ranking Process policy (approved by the CoC Steering Committee in August 2017), the role of this committee, and aspects of the NOFA that impact scoring of projects.	
Review and Discussion of New Project Scores	The panel members individually scored the 2 new project applications prior to today's meeting based on the 9 factors listed in the Ranking Policy. The panel reviewed and discussed ranking of the new project applications, and rankings relative to the renewal projects. The panel voted to place the highest scoring new project into the Project Priority list in Tier 2: Housing Authority's SP16 Expansion PSH Project.	HSA will notify applicants of the project ranking and whether or not their projects are included in the 2017 CoC application.
Review and Discussion of Renewal Project Scores and Re-Allocation	HSA staff presented the scores for the renewals, which were calculated based on the 13 objective scoring factors in the Ranking Policy. The panel asked questions about scores but did not identify any needed adjustments. The panel discussed the projects with the lowest scores and voted to re-allocate the lowest scoring project, Safe Harbor TH, and re-allocate part of the First Step TH project which was one of the lowest scoring projects. The rest of the renewal projects were kept in their rank order by score.	
Proposed Project Priority List	The panel finalized the project priority list ranking of 23 total projects. Tier 1: 19 renewal projects and 1 new re-allocated project Tier 2: 1 renewal project, 1 new bonus project, and 1 new re-allocated project Renewal projects re-allocated to new projects: Safe Harbor TH re-allocated to SP16 Expansion #2 PSH. Part of First Step TH re-allocated to SP10 Supportive Services PSH. New project application not selected to be included: 1 new application (Retraining the Village) See attachment for full list.	CoC Steering Committee will review and vote on the ranking at their meeting on 9/12/2017
Closing	Meeting adjourned at approximately 12:00pm	

San Mateo County CoC Project Priority List – 2017 CoC NOFA

September 8, 2017

Tier	Rank	Project Name	Provider Name	Type	Grant Request	Running Total
1	1	Vendome 2016	LifeMoves	PSH	$191,257	$191,257
	2	S+C Belmont Apartments (SP8)	Housing Auth.	PSH	$196,483	$387,740
	3	SHP Scattered Sites	Housing Auth.	PSH	$886,735	$1,274,475
	4	S+C Sponsor Based (SP2)	Housing Auth.	PSH	$1,146,966	$2,421,441
	5	S+C Tenant Based (SP13)	Housing Auth.	PSH	$69,875	$2,491,316
	6	RRH 2015	LifeMoves	RRH	$434,004	$2,925,320
	7	Casa de Sor Juana Ines	CORA	TH	$229,668	$3,154,988
	8	S+C Tenant Based (SP14)	Housing Auth.	PSH	$64,077	$3,219,065
	9	S+C Tenant Based (SP10)	Housing Auth.	PSH	$2,226,452	$5,445,517
	10	Redwood Family House	LifeMoves	TH	$133,750	$5,579,267
	11	PSH (SP16)	Housing Auth.	PSH	$1,051,041	$6,630,308
	12	SAYAT Program	MHA	PSH	$74,666	$6,704,974
	13	Spring Street Transitional	MHA	TH	$40,283	$6,745,257
	14	SAFE	LifeMoves	RRH	$145,911	$6,891,168
	15	Family Crossroads	LifeMoves	TH	$133,750	$7,024,918
	16	SP 15 (Waverly Place)	Housing Auth.	PSH	$214,345	$7,239,263
	17	PSH (SP18)	Housing Auth.	PSH	$408,031	$7,647,294
	18	PSH (SP17)	Housing Auth.	PSH	$602,120	$8,249,414
	19	SP10 Supportive Services	Housing Authority	PSH	$74,768	$8,324,182
	20	HMIS	HSA	HMIS	$80,110	$8,404,292
2	21	First Step for Families	LifeMoves	TH	$429,444	$8,833,736
	22	SP 16 Expansion	Housing Authority	PSH	$536,444	$9,370,180
	23	SP 16 Expansion #2	Housing Authority	PSH	$107,000	$9,477,180

*Tier 1 threshold = $8,404,292.00

**New projects selected to be included in application are highlighted in green

Renewal projects that were reallocated or partially reallocated	Safe Harbor	Samaritan House	TH	$107,000
	First Step *(Partial Reallocation)*	LifeMoves	TH	Partial reallocation amount: $74,768
New project applications received but will not be included in application	HOME	Retraining the Village	TH-RRH	$89,065

CoC planning grant (not ranked)	CoC Planning/System Coordination	HSA	Plan-ning	$268,222

Minutes of the CoC Steering Committee meeting where Steering Committee approved Review Panel's ranking-see page 2

San Mateo County Continuum of Care (CoC) Steering Committee
Special Meeting Including Project Priority List Approval for 2017 NOFA
September 12, 2017
Minutes

Present: Brian Greenberg, Linda Nguyen, Melissa Platte, Fatima Soares, Laura Escobar, Laura Bent, Jennifer Rainwater, Teri Chin, Mary Bedford-Carter, Meg Clark, Sandy Council, Jose Betancourt, Katherine Finnigan, Diane Dworkin, Cheryle Matteo,
Staff/Committee Support: Brian Eggers, Jessica Silverberg, Ruby Tomas, Tammie Sweetser, Kate Bristol

Topic	Discussion
Welcome and Introductions Melissa Platte (MHA)	Melissa Platte called meeting to order at 10:42AM
Vote on potential new committee members Jessica Silverberg (HSA)	CoC Steering Committee voted on potential new committee members. Tanya Tabon, VA Palo Alto will be replacing Allison Ulrich for the Veterans Stakeholder Group Sandy Council, City of San Mateo will be replacing Danielle Thoe for the Entitlement Cities Stakeholder Group Jason Cameron, Veterans Resource Center will be added to the At Large Stakeholder Group Hailey Crumb, Retraining the Village will be added to the At Large Stakeholder Group Rosa Acosta, formally with the City of SSF was removed from the Entitlement Cities Stakeholder Group New City of SSF member to be voted on next committee meeting Linda Nguyen made a motion to add Tanya Tabon, Sandy Council, Jason Cameron and Hailey Crumb to the CoC Steering Committee Teri Chin seconded the motion All members present voted in favor, zero opposed, zero abstained Motion passed.

Topic	Discussion
CoC NOFA Review and Ranking Kate Bristol (Focus Strategies), Jessica Silverberg and Brian Eggers (HSA)	Laura Escobar, as a member of the Review Panel, reported on how the CoC Rating and Ranking Review Panel followed the approved Project Review and Ranking Process and scored the 2017 CoC NOFA Project Priority List. 23 projects applications were received. 21 projects for renewal (none requested to reduce their grant or voluntarily reallocated their grant). 2 new Bonus projects Rating and ranking results: 1 new project added to the priority list (Housing Authority PSH), 2 projects were reallocated (1 full project, Samaritan House Safe Harbor TH, and part of another, LifeMoves First Step TH), and 2 new projects created from reallocation funds (Housing Authority PSH and Supportive Services) 19 renewing projects and 1 new project from reallocation funding were placed in Tier 1. 1 renewing project and 2 new projects (one from bonus funding and one from reallocation funding) were placed in Tier 2. CoC Committee members (not CoC NOFA applicants) were asked to approve the CoC 2017 Project Priority List Diane Dworkin made a motion to approve the 2017 CoC Project Priority List, Fatima Soares seconded the motion All members present voted in favor, zero opposed, zero abstained Motion passed. CoC NOFA is due September 28, 2017 Handout- San Mateo County CoC Project Priority List- 2017 CoC NOFA

Topic	Discussion
Review & Approval of revisions to the CoC Governance Charter Kate Bristol (Focus Strategies), Jessica Silverberg and Brian Eggers (HSA)	Committee reviewed revised San Mateo County Continuum of Care CoC and HMIS Governance Charter Reviewed revisions regarding CoC Steering Committee Structure and Function, including: adding stakeholder groups, adjusting term limits and election/nomination of members, expanding decision-making abilities for time-sensitive items, and clarifying subcommittees Reviewed revisions regarding San Mateo County CoC Policies and Standards, including: providing more information about the CES provider and implementation, CES prioritization, adding Emergency Shelter and Transitional Housing standards, and adding the anti-discrimination Policy Reviewed revisions regarding the HMIS Policies and Procedures, including: ensuring all project types were included in manual Laura Bent made a motion to approve the revisions of the CoC and HMIS Governance Charter Diane Dworkin seconded the motion All members present voted in favor, zero opposed, zero abstained Motion passed. Handout- San Mateo Continuum of Care CoC and HMIS Governance Charter Proposed Revisions 9/10/17
Adjournment Melissa Platte	Attendees shared various program updates and then Melissa adjourned the meeting at 11:40AM

Next meetings:
October 13, 2017, 10:30-12:00 at the HSA office at 1 Davis Drive, Belmont- Montara Room

San Mateo County CoC Project Priority List – 2017 CoC NOFA

September 8, 2017

Tier	Rank	Project Name	Provider Name	Type	Grant Request	Running Total
1	1	Vendome 2016	LifeMoves	PSH	$191,257	$191,257
	2	S+C Belmont Apartments (SP8)	Housing Auth.	PSH	$196,483	$387,740
	3	SHP Scattered Sites	Housing Auth.	PSH	$886,735	$1,274,475
	4	S+C Sponsor Based (SP2)	Housing Auth.	PSH	$1,146,966	$2,421,441
	5	S+C Tenant Based (SP13)	Housing Auth.	PSH	$69,875	$2,491,316
	6	RRH 2015	LifeMoves	RRH	$434,004	$2,925,320
	7	Casa de Sor Juana Ines	CORA	TH	$229,668	$3,154,988
	8	S+C Tenant Based (SP14)	Housing Auth.	PSH	$64,077	$3,219,065
	9	S+C Tenant Based (SP10)	Housing Auth.	PSH	$2,226,452	$5,445,517
	10	Redwood Family House	LifeMoves	TH	$133,750	$5,579,267
	11	PSH (SP16)	Housing Auth.	PSH	$1,051,041	$6,630,308
	12	SAYAT Program	MHA	PSH	$74,666	$6,704,974
	13	Spring Street Transitional	MHA	TH	$40,283	$6,745,257
	14	SAFE	LifeMoves	RRH	$145,911	$6,891,168
	15	Family Crossroads	LifeMoves	TH	$133,750	$7,024,918
	16	SP 15 (Waverly Place)	Housing Auth.	PSH	$214,345	$7,239,263
	17	PSH (SP18)	Housing Auth.	PSH	$408,031	$7,647,294
	18	PSH (SP17)	Housing Auth.	PSH	$602,120	$8,249,414
	19	SP10 Supportive Services	Housing Authority	PSH	$74,768	$8,324,182
	20	HMIS	HSA	HMIS	$80,110	$8,404,292
2	21	First Step for Families	LifeMoves	TH	$429,444	$8,833,736
	22	SP 16 Expansion	Housing Authority	PSH	$536,444	$9,370,180
	23	SP 16 Expansion #2	Housing Authority	PSH	$107,000	$9,477,180

*Tier 1 threshold = $8,404,292.00

**New projects selected to be included in application are highlighted in green

Renewal projects that were reallocated or partially reallocated	Safe Harbor	Samaritan House	TH	$107,000
	First Step *(Partial Reallocation)*	LifeMoves	TH	Partial reallocation amount: $74,768
New project applications received but will not be included in application	HOME	Retraining the Village	TH-RRH	$89,065

CoC planning grant (not ranked)	CoC Planning/System Coordination	HSA	Plan-ning	$268,222

CoC's Rating and Review Procedure; Public Posting of Policy

Section 1: Evidence of posting of Project Review and Ranking Process

Section 2: Project Review and Ranking Process

Section 3: Method for evaluating Domestic Violence projects

- Cover sheet
- CORA (DV provider) project performance report

Section 1: Evidence of posting of Project Review and Ranking Process

Evidence of posting of Project Review and Ranking Process- see page 2

COUNTY OF SAN MATEO
HUMAN SERVICES

Translate

2017 Continuum of Care NOFA (Notice of Funding Availability)

On July 14, 2017, the U.S. Department of Housing and Urban Development (HUD) published the Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Homeless Assistance Program.

The NOFA can be accessed at https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf It establishes this year's funding criteria for the Continuum of Care (CoC) Homeless Assistance Programs (sometimes also referred to as the McKinney-Vento Homeless Assistance Act programs).

Potential applicants meeting:

Monday July 31, 2017 from 2:30-4:00 pm at HSA's office at 1 Davis Drive, Belmont in the Montara Room

This meeting will be for organizations interested in applying for either new or renewal funding and will provide details on our local process.

New Project Applications

New project applications are due by August 23 at 5:00 pm to JSilverberg@smcgov.org and BEggers@smcgov.org**. More information about the funding and application process is available in the document below titled Information for New Applicants - Availability of Funding for New Projects and the application template is available below, titled New Project Narrative Application Template 2017.**

Renewal Applications

Renewal project applications are due by 5:00 pm on August 23 to JSilverberg@smcgov.org and BEggers@smcgov.org More information is available in the document below titled Information for Renewal

Applicants 2017 CoC NOFA.

If you have questions about the NOFA process, please contact Brian Eggers, 650-802-5083, BEggers@smcgov.org or Jessica Silverberg, 650-802-3378, JSilverberg@smcgov.org

More information will be posted to this website throughout the NOFA process.

Please see the documents below for information about the NOFA process.

PDF	Highlights of 2017 CoC NOFA.pdf	66.58 KB
PDF	Information for New Applicants - Availability of Funding for New Projects - Rev. 8-11-17.pdf	209.16 KB
PDF	Information for Renewal Applicants 2017 CoC NOFA - Rev. 8-11-17.pdf	175.28 KB
PDF	Tips for Completing the 2017 Renewal Project Application in E-snaps.pdf	134.63 KB
PDF	2017 Project Review and Ranking Process.pdf	174.3 KB
PDF	Minutes - Informational Meeting for Potential CoC Applicants 7-31-17.pdf	22.93 KB
PDF	Minutes - CoC Steering 8-7-17 including approving ranking process.pdf	48.61 KB
DOCX	New Project Narrative Application Template 2017.docx	28.28 KB

Section 2: Project Review and Ranking Process

San Mateo County Continuum of Care

2017 CoC Competition
PROJECT REVIEW AND RANKING PROCESS

Approved August 7, 2017

I. Background on 2017 NOFA and Ranking Requirements

On July 14, 2017 the U.S. Department of Housing and Urban Development (HUD) published the *Notice of Funding Availability (NOFA) for the Continuum of Care Homeless Assistance Program*.

- This year, funding is available for eligible renewal projects. San Mateo County is eligible to request up to $572,571 for bonus permanent housing projects, which may include: (1) permanent supportive housing (PSH) serving chronically homeless households with the greatest severity of need and longest histories of homelessness; (2) rapid re-housing (RRH) projects serving homeless single adults or families with children and (3) a new joint transitional-housing/rapid re-housing (TH/RRH) project type.

- San Mateo County may also create new projects through the re-allocation of funds from lower performing existing grants. The amount of available re-allocation funds is expected to be in the range of $100,000 to $200,000 (though the actual amount may vary) and may be used for the same project types as described above). These funds may also be used by the CoC Lead Agency (San Mateo County Human Services Agency) for dedicated HMIS projects or Coordinated Entry projects.

The NOFA requires that each CoC conduct a transparent and objective process to review and rank all applications for renewal of existing projects and creation of new projects. Ranking of renewal projects must demonstrate the use of established objective criteria used to review project applications. Additionally, the CoC must place projects into Tier 1 and Tier 2, with projects in Tier 2 having to compete nationally for funding.

This document describes the San Mateo County CoC policies and process governing the review and ranking of projects in the 2017 competition, as well as the adopted policy for determining which projects are placed into Tier 2.

II. Rating and Ranking Process and Criteria

a. Adoption of Performance Standards

On July 12, 2013, the CoC Steering Committee adopted objective Project Performance Standards for all program types within the continuum (emergency shelter, short and long term

transitional housing, permanent housing, rapid re-housing, services only with housing focus, and services only with employment focus). In June 2016 these standards were updated to align with HUD's System Performance Measures (published in 2014). They also reflect the most recent available data on current performance of San Mateo County programs and performance targets recommended by Focus Strategies as part of their technical assistance work on H.S.A.'s new Strategic Plan to End Homelessness 2016-2020.

The Performance Standards are attached as **Attachment A**.

b. Solicitation of CoC Applications

On July 27, 2017, the CoC Lead Agency (H.S.A.) released an announcement of available funding for both new and renewal CoC projects. These were distributed broadly via email to the provider community and were also posted to the H.S.A website. The announcements explain the process for submitting application, as well as the review criteria and process.

c. Application Process

- On or about August 9, 2017, renewal applicants will receive a Project Performance Report from H.S.A. summarizing their progress in meeting the established performance standards using data from the Clarity HMIS system. This report provides each renewal project applicant the opportunity to provide any narrative explanation or clarification regarding why they did not did not meet any of the standards. This document also includes supplemental narrative questions.
- On August 23, 2017 all applicants (new and renewal) must complete their Project Application(s) (Exhibit 2) in e-snaps. Renewal applicants must also submit their completed Project Performance Reports including any clarifications and responses to the supplemental narrative, as well as supporting documentation. New applicants must also submit their completed supplemental narrative.

d. Review, Ranking and Tiering Process

- H.S.A. will convene an unbiased and non-conflicted Review Panel composed of representatives from neutral (non-applicant) organizations. The Panel may include staff from the County of San Mateo, cities and towns within the County, funders and non-profit housing and social services organizations.
- The Review Panel will meet on or about August 30, 2017 to determine final ranking of the projects.
- Prior to the meeting, the H.S.A. staff will calculate the preliminary score for all renewal applicants using the objective Scoring Factors in **Attachment B**. The preliminary scores will be distributed to the Review Panel prior to the meeting.

- Prior to the meeting, the Panel will receive copies of all new project applications for review and scoring. New project applications will be scored using the scoring factors in **Attachment C.**
- At the meeting, the Review Panel will determine the final order of ranking of projects in accordance with the Ranking and Tiering Policy in **Attachment D**.
- The rankings will be brought to the Continuum of Care Steering Committee for approval on or about September 12, 2017.
- All applicants will be notified on or about September 8, 2017 whether their project is being included in the application as well as their rank on the Project Priority listing.
- Applicants may appeal any of the following decisions of the CoC Steering Committee:
  - Placement of project into Tier 2
  - Reduction of renewal grant amount (i.e. renewal grant partially re-allocated to a new project)
  - Elimination of renewal grant (i.e. entire grant re-allocated to a new project)

  Appeals must be submitted in writing to H.S.A. no later than 5:00 p.m. on September 13, 2017. Appeals will be heard by a panel of three non-conflicted members of the CoC Steering Committee who did not serve on the review panel. The decision of the appeal panel is final.

ATTACHMENT A
Performance Standards Revised June 2016

Measures		Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
1	**a) Exit to Permanent Housing** Percent of all leavers who exited to a permanent destination	30% (S)/ 50% (F)	85%	NA	85%
	b) Exit to Permanent Housing or Retained Permanent Housing Percent of participants who retained housing and all leavers who exited to a permanent destination	NA	NA	85%	NA
2	**Length of Stay** Average length of stay for program participants	30 days	120 days	NA	NA
3	**Returns to Homelessness** Percent of all participants who return to homelessness within one year after exiting to permanent housing	Less than: 20% (S)/ 2% (F)	Less than: 11% (S)/ 1% (F)	NA	Less than 15%
4	**Increased Employment Income** Percent of adult leavers who exited and stayers (who stayed for 12 months or more) with increased employment income	10%	15%	NA	15%
5	**Increased Non-Employment Income** Percent of adult leavers who exited and stayers (who stayed for 12 months or more) with increased non-employment income	10%	15%	10%	15%
6	**Utilization Rate** Average daily bed/unit/ or program slot utilization	95%	90%	90%	NA

7	**CoC Grant Spending** Percentage of CoC award spent in most recently completed yr	95%	95%	90%	90%
8	**HMIS Data Quality** Percentage of null/missing and don't know/refused values	Less than 10%	Less than 10%	Less than 10%	Less than 10%

Legend: (S) = singles, (F) = families

ATTACHMENT B
SCORING FACTORS FOR RENEWAL PROJECTS

The scoring system for renewal projects is based on objective criteria, including a consideration of past performance as demonstrated by the project APR, HMIS data, performance data compiled by Focus Strategies using HMIS and budget data, CoC Project Applications and supplemental project narratives. The scoring system also takes into consideration the severity of needs and vulnerabilities experienced by program participants, and the extent to which projects are aligned with Housing First principals (low barriers to participation, no service participation requirements or preconditions).

<table>
<tr><th colspan="2" rowspan="2">Scoring Factor</th><th colspan="3">Maximum and Minimum Scores</th></tr>
<tr><th>TH</th><th>RRH</th><th>PSH</th></tr>
<tr><td rowspan="2">1</td><td>1a. Exits to Permanent Housing (up to 12 pts)</td><td colspan="2">Exceeds standard by more than 10% = 12 points
Meets standard or exceeds by 10% = 6 points
Within 10% of standard = 3 points
Below 10% of standard = 0 points</td><td>Not Applicable</td></tr>
<tr><td>1b. Exits to Permanent Housing/Retain Housing (up to 14 pts)</td><td colspan="2">Not Applicable</td><td>Exceeds standard by more than 10% = 14 points
Meets standard or exceeds by 10% = 9 points
Within 10% of standard = 5 points
Below 10% of standard = 0 points</td></tr>
<tr><td>2</td><td>Length of Stay (up to 6 pts)</td><td>Exceeds standard by more than 10% = 6 points
Meets standard or exceeds by 10% = 4 points
Within 10% of standard = 2 points</td><td colspan="2">Not Applicable</td></tr>
<tr><td>3</td><td>Returns to Homelessness (up to 4 pts)</td><td colspan="2">Achieves standard = 4 points</td><td>Not Applicable</td></tr>
<tr><td>4</td><td>Increased Employment Income (up to 5 pts)</td><td colspan="2">Exceeds standard by more than 5% = 5 points
Meets standard or exceeds by 5% = 4 points
Within 5% of standard = 2 points
Below 5% of standard = 0 points</td><td>Not Applicable</td></tr>
<tr><td>5</td><td>Increased Non-Employment Income (up to 7 pts)</td><td colspan="3">Exceeds standard by more than 5% = 7 points
Meets standard or exceeds by 5% = 4 points
Within 5% of standard = 2 points
Below 5% of standard = 0 points</td></tr>
</table>

Scoring Factor		Maximum and Minimum Scores		
		TH	**RRH**	**PSH**
6	Utilization Rate (up to 6 pts)	Meets standard or exceeds = 6 points Within 5% of standard = 2 points Below 5% of standard = 0 points	Not Applicable	Meets standard or exceeds = 6 points Within 5% of standard = 2 points Below 5% of standard = 0 points
7	CoC Grant Spending (up to 6 pts)	Meets standard or exceeds = 6 points Within 5% of standard = 3 points Below 5% of standard = 0 points		
8	HMIS Data Quality (up to 11 pts)	All Data Elements Less Than 10% Missing/Don't Know = 11 points 1-2 Data Elements More Than 10% Missing/Don't Know = 6 points More Than 2 Data Elements More Than 10% Missing/Don't Know = 0 points		
9	Housing First (up to 16 points)	Does the project ensure participants are not screened out based on the following criteria? A) Having too little or no income B) Active or history of substance abuse C) Having a criminal record with exceptions for state-mandated restrictions D) History of domestic violence If yes, then 0.5 points for each (possible total of 2 points). Does the project ensure that participants are not terminated from the program for the following reasons? A) Failure to participate in supportive services B) Failure to make progress on a service plan C) Loss of income or failure to improve income D) Being a victim of domestic violence If yes, then 0.5 points for each (possible total of 2 points). Does the program have these Housing First approaches documented in Program Manual or other program documentation? If yes, then 1.5 points for each approach documented in submitted documents (up to 12 points).		

<table>
<tr><th colspan="2" rowspan="2">Scoring Factor</th><th colspan="3">Maximum and Minimum Scores</th></tr>
<tr><th>TH</th><th>RRH</th><th>PSH</th></tr>
<tr><td>10</td><td>Accessibility for Highest Need Households (up to 8 pts)</td><td colspan="3">Is the project accessible for households with the highest needs and housing barriers? Are participants entering from literally homeless situations; with zero income; or with disabling conditions? Does the project take affirmative steps to make housing and services accessible to people with significant vulnerabilities, including: having experienced abuse or victimization (including domestic violence, sexual assault, child abuse), criminal histories, chronic homelessness, low or no income, current or past substance abuse?

Project is highly accessible for highest need households = 8 points
Project is accessible for highest need households = 3 points
Project is not accessible for highest need households = 0 points</td></tr>
<tr><td>11</td><td>Grants Monitoring/ Compliance (up to 6 pts)</td><td colspan="3">a) Project submitted APR on time= 1.5 points
If not = 0 points

b) Project had sufficient LOCCS drawdown frequency for executed contracts (at least quarterly)= 1.5 points
If not = 0 points

c) Project did not return funds to HUD = 1.5 points
If returned funds = 0 points

d) Project serves CoC-eligible participants (as demonstrated in written policies/procedures on eligibility, screening and admission) = 1.5 points
If not = 0 points

e) Serious unresolved compliance finding from HUD would result in up to 8 points subtracted from project's score</td></tr>
<tr><td>12</td><td>Cost Effectiveness for PH exits or PSH units (up to 7 points)</td><td colspan="2">Cost per exit to permanent housing is reasonable for project type = 7 points
Cost per exit to permanent housing is not reasonable for project type = 3 points</td><td>Cost per unit served is reasonable for project type = 7 points
Cost per unit served is not reasonable for project type = 3points</td></tr>
<tr><td rowspan="2">13</td><td rowspan="2">Policy Priorities (up to 19 points)</td><td>Not Applicable</td><td>Rapid Re-Housing = 12 points</td><td>Permanent Supportive Housing = 13 points</td></tr>
<tr><td colspan="3">Prioritizes a priority population or population needing more support: chronically homeless individuals, veterans, families, youth, DV survivors = 6 points</td></tr>
<tr><td colspan="2">Maximum Score</td><td>100</td><td>100</td><td>100</td></tr>
</table>

Methodology for Renewal Scoring Factors:

Factor 1 through 8 (Project Performance Standards): Data will be extracted from APR/Clarity/Looker/HUD Applications for each project for the period March 1, 2016 to February 28, 2017 to calculate these performance measures.

Factor 9: (Housing First): This will be based on how the applicant responds to the Questions on Section 3B of the Project Application relating to Housing First, entry barriers, and service participation requirements. In addition, these items will be scored based on the project's documented program manual. The projects with written policies that clearly document low barriers and no service participation requirements will receive higher scores.

Factor 10: (Accessibility for Highest Need Households): This factor considers whether the project is serving a high need population and is based on the following considerations: extent to which the project serves individuals entering from literal homelessness (streets or shelters), have zero income at entry, or have a disability. This information will be drawn from the APR and other Clarity/Looker reports. In addition, applicants will be asked to provide a brief narrative describing how they target and prioritize high need households and if/how the project takes affirmative steps to make housing and services accessible to people with significant vulnerabilities.

Factor 11: (Grants Monitoring/Compliance): Applicants will be scored based on their responses to the questions in Section 2B of the Project Application, to include: whether they submitted APR reports on time, have made sufficient LOCCS drawdowns, or have had any unspent grant funds returned to HUD. Applicants will be asked to submit their eligibility and screening policy/procedures to assess whether projects serve CoC-eligible populations. In addition, projects will lose points for having serious unresolved compliance findings from HUD.

Factor 12: (Cost Effectiveness): For TH and RRH projects, the measure will be calculated by dividing the total program budget by the number of households who exited to permanent housing. For PSH projects, the measure will be calculated by dividing total budget (as submitted by program) by the number of units/households in the project to arrive at an average cost per unit.

Factor 13: (Policy Priorities): This factor provides additional points for permanent housing projects (PSH and RRH) as well as projects prioritizing chronically homeless people, homeless veterans, youth, families or DV survivors, as documented by program documents. DedicatedPLUS projects will not receive points for serving chronically homeless individuals because they do not only serve chronically homeless individuals.

ATTACHMENT C
SCORING FACTORS FOR NEW PROJECTS

Rating Factor	Score Range
1. HEARTH and Opening Doors Objectives. The project articulates how it will advance the goals set forth in HEARTH and Opening Doors (the federal strategic plan to end homelessness): • Reduce new entries into homelessness • Reduce the length of time people are homeless • Reduce returns to homelessness • Increase participant income	0-5
2. Targeting and Outreach • Project targets an eligible population • Project targets participants who are coming from the street or other locations not meant for human habitation, emergency shelters, safe havens, or fleeing domestic violence • There is a strong outreach plan specifically designed to identify and engage people in the target population and ensure they are able to access the program	0-10
3. Appropriateness of Housing • Type, scale, and location of the housing fit the needs of the program participants • Participants are assisted to secure housing as quickly as possible • Programs and activities are offered in a setting that enables homeless people with disabilities to interact with others without disabilities to the fullest extent possible	0-5
4. Housing First Model • Project will have low barriers to entry and does not screen out applicants based on having no or low income, active or history of substance use, criminal record (except for State mandated requirements), history of domestic violence) or lack of willingness to participate in services • Project services are client-centered • Project will not terminate participation for: failure to participate in services, failure to make progress on service plan, loss of income or failure to improve income; being a victim of domestic violence, or other activities not covered in the lease agreement	0-20
5. Service Plan • For RRH projects, project meets National Alliance to End Homelessness (NAEH) RRH standards • Type, scale, location of the supportive services fit the needs of the program participants and are readily accessible. This includes services funded by the CoC grant and other project funding sources • There is a specific plan to ensure participants are individually assisted to obtain the benefits of the mainstream health, social, and employment programs for which they are eligible • There is a specific plan to ensure participants are assisted to obtain and	0-20

Rating Factor	Score Range
remain in permanent housing in a manner that fits their needs • There is a specific plan to ensure participants are assisted to increase their incomes and live independently	
6. Timing • Applicant has a clear plan to begin operations when the contract is executed. Within six months of contract execution may be awarded up to 10 points and within one year of contract execution may be awarded up to 5 points	0-10
7. Applicant Capacity • Recent relevant experience in providing housing to homeless people • Recent data submitted demonstrates strong performance for relevant services and/or housing provided • Relevant experience in operation of housing projects or programs, administering leasing or rental assistance funds, delivering services and entering data and ensuring high-quality data in a system (HMIS or a similar data system) • Organizational and finance capacity to track funds and meet all HUD reporting and fiscal requirements • If application has sub recipients, applicant organizations have experience working together • Any outstanding monitoring or audit issues or issues are explained	0-10
8. Financial Feasibility and Effectiveness • Costs appear reasonable and adequate to support proposed program • Match requirement is met • Additional resources leveraged	0-10
9. Project Type Prioritization • TH/RRH - 0 points • PSH/DedicatedPLUS - 3 points • RRH – 5 points • PSH Dedicated to Chronically Homeless People – 10 points	0-10
TOTAL	**100**

ATTACHMENT D
RANKING AND TIERING POLICIES

1. Ranking Policy

In determining the rank order of projects, the Review Panel will adhere to the following policies:

a. Projects will be ordered in accordance with their scores as set forth in Attachment B (for renewal projects) and Attachment C (for new projects).

b. Projects falling into Tier 1 will be submitted on the Project Priority list in the order in which they are ranked

c. Projects falling into Tier 2 will be ranked according to the policies set forth in below in Section 3 and 4.

d. The following project types will not receive scores:
   - Renewal projects that do not have any performance data (because they were only recently awarded) will be placed at the bottom of Tier 1 or into Tier 2, at the discretion of the Review Panel.
   - Any dedicated HMIS or Coordinated Entry projects will not receive scores. As critical infrastructure for the CoC, dedicated HMIS and/or Coordinated Entry projects will be placed at the bottom of Tier 1.

2. Tier Two Project Scoring as Established in the HUD NOFA

In this year's NOFA, HUD has set forth a scoring system for Tier 2 Projects:

a. CoC Score – up to 50 points
b. CoC Project Ranking – Up to 40 points based on how each project is ranked within Tier 2, with those closer to the top of the list receiving more points
c. Housing First – projects that demonstrate low barriers to entry, prioritize rapid placement into housing, and that do not have service participation requirements receive up to 10 points.

All projects in Tier 2 will compete nationally for funding based on this scoring system. Projects lower on the list are less likely to be funded, as are transitional housing and services only projects, which are eligible for fewer points under item c.

3. San Mateo County Tier 2 Policy

Once the rank order of projects has been determined (see Section 1), any projects falling into Tier 2 will be candidates for re-allocation to create new permanent housing, rapid-re-housing,

dedicated HMIS or Coordinated Entry projects. The Review Panel will make a recommendation as to whether to re-allocate Tier 2 projects or leave them in their rank order.

4. Re-Allocation Policy

In addition to the above, the Review Panel will examine the spending history of ALL renewal projects to determine if any grants should be reduced. Any grants that have significant under spending will be candidates to have their grant amount reduced. Funds captured from grants that are reduced will be used to fund new permanent housing or rapid-re-housing project(s), which can be placed either in Tier 1 or Tier 2, or HMIS or Coordinated Entry projects, which are placed at the bottom of Tier 1.

Renewal applicants may request to voluntarily re-allocate one or more of their grants, either in whole or in part. If re-allocating in part, the applicant's grant will be reduced by the amount requested and re-allocated to a new project. If an applicant wishes to voluntarily re-allocate in whole, with the purpose of replacing their existing project with a new PH or RRH project, the new project will be ranked and scored according to the policies outlined in this document. There is no guarantee that voluntarily re-allocated projects will be placed in Tier 1.

5. Final Project Priority List

After following the process described above, the Review Panel may elect to make adjustments to the order of projects if doing so will advance the goals of ensuring a more competitive overall funding application and maximizing our CoC's ability to fund eligible renewals and new projects. These adjustments are limited to the following:

- Adjustments to address any issues that arise from projects straddling the Tier 1 and Tier 2 line, in accordance with the policy outlined in the HUD NOFA.
- Ranking of bonus project(s).
- Ranking of renewal projects that do not yet have any performance data.

Adjustments to rank order will **not** be made to protect low-performing projects from re-allocation or placement in Tier 2.

Section 3: Method for evaluating Domestic Violence projects

- Cover sheet
- CORA (DV provider) project performance report

Cover note for CORA Performance Report/Domestic Violence Victim Services Project

The Project Review and Ranking Process Policy adopted by the CoC establishes a method for rating and ranking renewal projects that is the same for both DV and non-DV projects. Performance data for non-DV projects is extracted from HMIS by the CoC Lead Agency. For the DV project (there is only one CoC funded DV project in the system), the Lead Agency asks for a comparable report to be run from the DV agency data base. The only rating factor that cannot be calculated for the DV project is returns to homelessness, so for this factor the DV project is assigned a pro-rated score based on their scores on the other performance factors.

Attached is a copy of the Project Performance Report for the DV project showing how their scores were calculated in the 2017 funding round. All projects (DV and non-DV) were scored using the same report format.

CORA
COMMUNITY OVERCOMING
RELATIONSHIP ABUSE

HUD APR Equivalent Transitional Housing Numbers for March 2016-February 2017

1. **Exit to Permanent Housing:** Percent of all leavers who exited to a permanent destination	84% (21/25) Two of these four clients exited to a two-year transitional housing program.
2. **Length of Stay:** Average length of stay for program participants	Average length of stay for all clients is 297 days. Average length of stay for leavers 366 days. Average length of stay for stayers is 180 days. In December 2015, we transitioned from a 12-month program to a 6-month program. Prior to that, around December 2014, we transitioned from a two-year program to a one-year program. Clients who entered when the program was advertised as a two-year or one-year program were provided that length of stay if needed. Four of the 25 clients who left between March 2016 and February 2017 entered the program when it was a two-year program, increasing the average length of stay significantly. The majority of the remaining 21 clients entered when it was a one-year program.
3. **Returns to Homelessness:** Percent of all participants who return to homelessness within one year after exiting to permanent housing	N/A. Because we utilize an HMIS comparable database and not Clarity, we are unable to track this measure.
4. **Increased Employment Income:** Percent of adult leavers who exited and stayers with increased employment income	69% (11/16)
5. **Increased Non-Employment Income:** Percent of adult leavers who exited and stayers with increased non-employment income	38% (6/16)
6. **Utilization Rate:** Average daily bed/**unit**/ or program slot utilization	93% (2522/2716)

<table>
<tr><td></td><td>Calculated using bed nights of head of households. Two units were closed for repairs for periods of time during this report period which we took into account when calculating the number of bed nights if 100% utilization rate.</td></tr>
<tr><td>7. CoC Grant Spending: Percentage of CoC award spent in most recently completed year</td><td>100% (for grant period December 1, 2015-November 30, 2016)</td></tr>
<tr><td>8. HMIS Data Quality: Percentage of null/missing</td><td>
<table>
<tr><th>Data Element</th><th>Percentage of Missing/Null Values</th></tr>
<tr><td>Name</td><td>0%</td></tr>
<tr><td>SSN</td><td>0%</td></tr>
<tr><td>Ethnicity</td><td>0%</td></tr>
<tr><td>Race</td><td>0%</td></tr>
<tr><td>Gender</td><td>0%</td></tr>
<tr><td>Veteran Status</td><td>0%</td></tr>
<tr><td>Disabling Condition</td><td>0%</td></tr>
<tr><td>Residence Prior</td><td>0%</td></tr>
<tr><td>Zip Code Last Address</td><td>0%</td></tr>
<tr><td>Non Cash at Entry</td><td>0%</td></tr>
<tr><td>Non Cash at Exit</td><td>0%</td></tr>
<tr><td>Exit Destination</td><td>0%</td></tr>
</table>
</td></tr>
</table>

CoC's Rating and Review Procedure: Public Posting Evidence includes the following

Section 1: Project Review and Ranking Process

Section 2: Evidence of Project Review and Ranking posting

Section 3: Evidence of communication to accepted/ranked applications *(9/7/17)*

Section 4: Evidence of communication to rejected/reallocated/partially reallocated projects *(9/7/17)*

Section 5: Evidence of public posting of NOFA Review Panel Meeting minutes and ranking

Section 1: Project Review and Ranking Process

San Mateo County Continuum of Care

2017 CoC Competition
PROJECT REVIEW AND RANKING PROCESS

Approved August 7, 2017

I. Background on 2017 NOFA and Ranking Requirements

On July 14, 2017 the U.S. Department of Housing and Urban Development (HUD) published the *Notice of Funding Availability (NOFA) for the Continuum of Care Homeless Assistance Program*.

- This year, funding is available for eligible renewal projects. San Mateo County is eligible to request up to $572,571 for bonus permanent housing projects, which may include: (1) permanent supportive housing (PSH) serving chronically homeless households with the greatest severity of need and longest histories of homelessness; (2) rapid re-housing (RRH) projects serving homeless single adults or families with children and (3) a new joint transitional-housing/rapid re-housing (TH/RRH) project type.

- San Mateo County may also create new projects through the re-allocation of funds from lower performing existing grants. The amount of available re-allocation funds is expected to be in the range of $100,000 to $200,000 (though the actual amount may vary) and may be used for the same project types as described above). These funds may also be used by the CoC Lead Agency (San Mateo County Human Services Agency) for dedicated HMIS projects or Coordinated Entry projects.

The NOFA requires that each CoC conduct a transparent and objective process to review and rank all applications for renewal of existing projects and creation of new projects. Ranking of renewal projects must demonstrate the use of established objective criteria used to review project applications. Additionally, the CoC must place projects into Tier 1 and Tier 2, with projects in Tier 2 having to compete nationally for funding.

This document describes the San Mateo County CoC policies and process governing the review and ranking of projects in the 2017 competition, as well as the adopted policy for determining which projects are placed into Tier 2.

II. Rating and Ranking Process and Criteria

a. Adoption of Performance Standards

On July 12, 2013, the CoC Steering Committee adopted objective Project Performance Standards for all program types within the continuum (emergency shelter, short and long term

transitional housing, permanent housing, rapid re-housing, services only with housing focus, and services only with employment focus). In June 2016 these standards were updated to align with HUD's System Performance Measures (published in 2014). They also reflect the most recent available data on current performance of San Mateo County programs and performance targets recommended by Focus Strategies as part of their technical assistance work on H.S.A.'s new Strategic Plan to End Homelessness 2016-2020.

The Performance Standards are attached as **Attachment A**.

b. Solicitation of CoC Applications

On July 27, 2017, the CoC Lead Agency (H.S.A.) released an announcement of available funding for both new and renewal CoC projects. These were distributed broadly via email to the provider community and were also posted to the H.S.A website. The announcements explain the process for submitting application, as well as the review criteria and process.

c. Application Process

- On or about August 9, 2017, renewal applicants will receive a Project Performance Report from H.S.A. summarizing their progress in meeting the established performance standards using data from the Clarity HMIS system. This report provides each renewal project applicant the opportunity to provide any narrative explanation or clarification regarding why they did not did not meet any of the standards. This document also includes supplemental narrative questions.
- On August 23, 2017 all applicants (new and renewal) must complete their Project Application(s) (Exhibit 2) in e-snaps. Renewal applicants must also submit their completed Project Performance Reports including any clarifications and responses to the supplemental narrative, as well as supporting documentation. New applicants must also submit their completed supplemental narrative.

d. Review, Ranking and Tiering Process

- H.S.A. will convene an unbiased and non-conflicted Review Panel composed of representatives from neutral (non-applicant) organizations. The Panel may include staff from the County of San Mateo, cities and towns within the County, funders and non-profit housing and social services organizations.
- The Review Panel will meet on or about August 30, 2017 to determine final ranking of the projects.
- Prior to the meeting, the H.S.A. staff will calculate the preliminary score for all renewal applicants using the objective Scoring Factors in **Attachment B**. The preliminary scores will be distributed to the Review Panel prior to the meeting.

- Prior to the meeting, the Panel will receive copies of all new project applications for review and scoring. New project applications will be scored using the scoring factors in **Attachment C.**
- At the meeting, the Review Panel will determine the final order of ranking of projects in accordance with the Ranking and Tiering Policy in **Attachment D**.
- The rankings will be brought to the Continuum of Care Steering Committee for approval on or about September 12, 2017.
- All applicants will be notified on or about September 8, 2017 whether their project is being included in the application as well as their rank on the Project Priority listing.
- Applicants may appeal any of the following decisions of the CoC Steering Committee:
  - Placement of project into Tier 2
  - Reduction of renewal grant amount (i.e. renewal grant partially re-allocated to a new project)
  - Elimination of renewal grant (i.e. entire grant re-allocated to a new project)

  Appeals must be submitted in writing to H.S.A. no later than 5:00 p.m. on September 13, 2017. Appeals will be heard by a panel of three non-conflicted members of the CoC Steering Committee who did not serve on the review panel. The decision of the appeal panel is final.

ATTACHMENT A
Performance Standards Revised June 2016

Measures		Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
1	**a) Exit to Permanent Housing** Percent of all leavers who exited to a permanent destination	30% (S)/ 50% (F)	85%	NA	85%
	b) Exit to Permanent Housing or Retained Permanent Housing Percent of participants who retained housing and all leavers who exited to a permanent destination	NA	NA	85%	NA
2	**Length of Stay** Average length of stay for program participants	30 days	120 days	NA	NA
3	**Returns to Homelessness** Percent of all participants who return to homelessness within one year after exiting to permanent housing	Less than: 20% (S)/ 2% (F)	Less than: 11% (S)/ 1% (F)	NA	Less than 15%
4	**Increased Employment Income** Percent of adult leavers who exited and stayers (who stayed for 12 months or more) with increased employment income	10%	15%	NA	15%
5	**Increased Non-Employment Income** Percent of adult leavers who exited and stayers (who stayed for 12 months or more) with increased non-employment income	10%	15%	10%	15%
6	**Utilization Rate** Average daily bed/unit/ or program slot utilization	95%	90%	90%	NA

7	**CoC Grant Spending** Percentage of CoC award spent in most recently completed yr	95%	95%	90%	90%
8	**HMIS Data Quality** Percentage of null/missing and don't know/refused values	Less than 10%	Less than 10%	Less than 10%	Less than 10%

Legend: (S) = singles, (F) = families

ATTACHMENT B
SCORING FACTORS FOR RENEWAL PROJECTS

The scoring system for renewal projects is based on objective criteria, including a consideration of past performance as demonstrated by the project APR, HMIS data, performance data compiled by Focus Strategies using HMIS and budget data, CoC Project Applications and supplemental project narratives. The scoring system also takes into consideration the severity of needs and vulnerabilities experienced by program participants, and the extent to which projects are aligned with Housing First principals (low barriers to participation, no service participation requirements or preconditions).

<table>
<tr><th colspan="2" rowspan="2">Scoring Factor</th><th colspan="3">Maximum and Minimum Scores</th></tr>
<tr><th>TH</th><th>RRH</th><th>PSH</th></tr>
<tr><td rowspan="2">1</td><td>1a. Exits to Permanent Housing (up to 12 pts)</td><td colspan="2">Exceeds standard by more than 10% = 12 points
Meets standard or exceeds by 10% = 6 points
Within 10% of standard = 3 points
Below 10% of standard = 0 points</td><td>Not Applicable</td></tr>
<tr><td>1b. Exits to Permanent Housing/Retain Housing (up to 14 pts)</td><td colspan="2">Not Applicable</td><td>Exceeds standard by more than 10% = 14 points
Meets standard or exceeds by 10% = 9 points
Within 10% of standard = 5 points
Below 10% of standard = 0 points</td></tr>
<tr><td>2</td><td>Length of Stay (up to 6 pts)</td><td>Exceeds standard by more than 10% = 6 points
Meets standard or exceeds by 10% = 4 points
Within 10% of standard = 2 points</td><td colspan="2">Not Applicable</td></tr>
<tr><td>3</td><td>Returns to Homelessness (up to 4 pts)</td><td colspan="2">Achieves standard = 4 points</td><td>Not Applicable</td></tr>
<tr><td>4</td><td>Increased Employment Income (up to 5 pts)</td><td colspan="2">Exceeds standard by more than 5% = 5 points
Meets standard or exceeds by 5% = 4 points
Within 5% of standard = 2 points
Below 5% of standard = 0 points</td><td>Not Applicable</td></tr>
<tr><td>5</td><td>Increased Non-Employment Income (up to 7 pts)</td><td colspan="3">Exceeds standard by more than 5% = 7 points
Meets standard or exceeds by 5% = 4 points
Within 5% of standard = 2 points
Below 5% of standard = 0 points</td></tr>
</table>

Scoring Factor		Maximum and Minimum Scores		
		TH	**RRH**	**PSH**
6	Utilization Rate (up to 6 pts)	Meets standard or exceeds = 6 points Within 5% of standard = 2 points Below 5% of standard = 0 points	Not Applicable	Meets standard or exceeds = 6 points Within 5% of standard = 2 points Below 5% of standard = 0 points
7	CoC Grant Spending (up to 6 pts)	Meets standard or exceeds = 6 points Within 5% of standard = 3 points Below 5% of standard = 0 points		
8	HMIS Data Quality (up to 11 pts)	All Data Elements Less Than 10% Missing/Don't Know = 11 points 1-2 Data Elements More Than 10% Missing/Don't Know = 6 points More Than 2 Data Elements More Than 10% Missing/Don't Know = 0 points		
9	Housing First (up to 16 points)	Does the project ensure participants are not screened out based on the following criteria? A) Having too little or no income B) Active or history of substance abuse C) Having a criminal record with exceptions for state-mandated restrictions D) History of domestic violence If yes, then 0.5 points for each (possible total of 2 points). Does the project ensure that participants are not terminated from the program for the following reasons? A) Failure to participate in supportive services B) Failure to make progress on a service plan C) Loss of income or failure to improve income D) Being a victim of domestic violence If yes, then 0.5 points for each (possible total of 2 points). Does the program have these Housing First approaches documented in Program Manual or other program documentation? If yes, then 1.5 points for each approach documented in submitted documents (up to 12 points).		

<table>
<tr><th colspan="2" rowspan="2">Scoring Factor</th><th colspan="3">Maximum and Minimum Scores</th></tr>
<tr><th>TH</th><th>RRH</th><th>PSH</th></tr>
<tr><td>10</td><td>Accessibility for Highest Need Households (up to 8 pts)</td><td colspan="3">Is the project accessible for households with the highest needs and housing barriers? Are participants entering from literally homeless situations; with zero income; or with disabling conditions? Does the project take affirmative steps to make housing and services accessible to people with significant vulnerabilities, including: having experienced abuse or victimization (including domestic violence, sexual assault, child abuse), criminal histories, chronic homelessness, low or no income, current or past substance abuse?

Project is highly accessible for highest need households = 8 points
Project is accessible for highest need households = 3 points
Project is not accessible for highest need households = 0 points</td></tr>
<tr><td>11</td><td>Grants Monitoring/ Compliance (up to 6 pts)</td><td colspan="3">a) Project submitted APR on time= 1.5 points
If not = 0 points

b) Project had sufficient LOCCS drawdown frequency for executed contracts (at least quarterly)= 1.5 points
If not = 0 points

c) Project did not return funds to HUD = 1.5 points
If returned funds = 0 points

d) Project serves CoC-eligible participants (as demonstrated in written policies/procedures on eligibility, screening and admission) = 1.5 points
If not = 0 points

e) Serious unresolved compliance finding from HUD would result in up to 8 points subtracted from project's score</td></tr>
<tr><td>12</td><td>Cost Effectiveness for PH exits or PSH units (up to 7 points)</td><td colspan="2">Cost per exit to permanent housing is reasonable for project type = 7 points
Cost per exit to permanent housing is not reasonable for project type = 3 points</td><td>Cost per unit served is reasonable for project type = 7 points
Cost per unit served is not reasonable for project type = 3points</td></tr>
<tr><td rowspan="2">13</td><td rowspan="2">Policy Priorities (up to 19 points)</td><td>Not Applicable</td><td>Rapid Re-Housing = 12 points</td><td>Permanent Supportive Housing = 13 points</td></tr>
<tr><td colspan="3">Prioritizes a priority population or population needing more support: chronically homeless individuals, veterans, families, youth, DV survivors = 6 points</td></tr>
<tr><td colspan="2">Maximum Score</td><td>100</td><td>100</td><td>100</td></tr>
</table>

Methodology for Renewal Scoring Factors:

Factor 1 through 8 (Project Performance Standards): Data will be extracted from APR/Clarity/Looker/HUD Applications for each project for the period March 1, 2016 to February 28, 2017 to calculate these performance measures.

Factor 9: (Housing First): This will be based on how the applicant responds to the Questions on Section 3B of the Project Application relating to Housing First, entry barriers, and service participation requirements. In addition, these items will be scored based on the project's documented program manual. The projects with written policies that clearly document low barriers and no service participation requirements will receive higher scores.

Factor 10: (Accessibility for Highest Need Households): This factor considers whether the project is serving a high need population and is based on the following considerations: extent to which the project serves individuals entering from literal homelessness (streets or shelters), have zero income at entry, or have a disability. This information will be drawn from the APR and other Clarity/Looker reports. In addition, applicants will be asked to provide a brief narrative describing how they target and prioritize high need households and if/how the project takes affirmative steps to make housing and services accessible to people with significant vulnerabilities.

Factor 11: (Grants Monitoring/Compliance): Applicants will be scored based on their responses to the questions in Section 2B of the Project Application, to include: whether they submitted APR reports on time, have made sufficient LOCCS drawdowns, or have had any unspent grant funds returned to HUD. Applicants will be asked to submit their eligibility and screening policy/procedures to assess whether projects serve CoC-eligible populations. In addition, projects will lose points for having serious unresolved compliance findings from HUD.

Factor 12: (Cost Effectiveness): For TH and RRH projects, the measure will be calculated by dividing the total program budget by the number of households who exited to permanent housing. For PSH projects, the measure will be calculated by dividing total budget (as submitted by program) by the number of units/households in the project to arrive at an average cost per unit.

Factor 13: (Policy Priorities): This factor provides additional points for permanent housing projects (PSH and RRH) as well as projects prioritizing chronically homeless people, homeless veterans, youth, families or DV survivors, as documented by program documents. DedicatedPLUS projects will not receive points for serving chronically homeless individuals because they do not only serve chronically homeless individuals.

ATTACHMENT C
SCORING FACTORS FOR NEW PROJECTS

Rating Factor	Score Range
1. HEARTH and Opening Doors Objectives. The project articulates how it will advance the goals set forth in HEARTH and Opening Doors (the federal strategic plan to end homelessness): • Reduce new entries into homelessness • Reduce the length of time people are homeless • Reduce returns to homelessness • Increase participant income	0-5
2. Targeting and Outreach • Project targets an eligible population • Project targets participants who are coming from the street or other locations not meant for human habitation, emergency shelters, safe havens, or fleeing domestic violence • There is a strong outreach plan specifically designed to identify and engage people in the target population and ensure they are able to access the program	0-10
3. Appropriateness of Housing • Type, scale, and location of the housing fit the needs of the program participants • Participants are assisted to secure housing as quickly as possible • Programs and activities are offered in a setting that enables homeless people with disabilities to interact with others without disabilities to the fullest extent possible	0-5
4. Housing First Model • Project will have low barriers to entry and does not screen out applicants based on having no or low income, active or history of substance use, criminal record (except for State mandated requirements), history of domestic violence) or lack of willingness to participate in services • Project services are client-centered • Project will not terminate participation for: failure to participate in services, failure to make progress on service plan, loss of income or failure to improve income; being a victim of domestic violence, or other activities not covered in the lease agreement	0-20
5. Service Plan • For RRH projects, project meets National Alliance to End Homelessness (NAEH) RRH standards • Type, scale, location of the supportive services fit the needs of the program participants and are readily accessible. This includes services funded by the CoC grant and other project funding sources • There is a specific plan to ensure participants are individually assisted to obtain the benefits of the mainstream health, social, and employment programs for which they are eligible • There is a specific plan to ensure participants are assisted to obtain and	0-20

Rating Factor	Score Range
remain in permanent housing in a manner that fits their needs • There is a specific plan to ensure participants are assisted to increase their incomes and live independently	
6. Timing • Applicant has a clear plan to begin operations when the contract is executed. Within six months of contract execution may be awarded up to 10 points and within one year of contract execution may be awarded up to 5 points	0-10
7. Applicant Capacity • Recent relevant experience in providing housing to homeless people • Recent data submitted demonstrates strong performance for relevant services and/or housing provided • Relevant experience in operation of housing projects or programs, administering leasing or rental assistance funds, delivering services and entering data and ensuring high-quality data in a system (HMIS or a similar data system) • Organizational and finance capacity to track funds and meet all HUD reporting and fiscal requirements • If application has sub recipients, applicant organizations have experience working together • Any outstanding monitoring or audit issues or issues are explained	0-10
8. Financial Feasibility and Effectiveness • Costs appear reasonable and adequate to support proposed program • Match requirement is met • Additional resources leveraged	0-10
9. Project Type Prioritization • TH/RRH - 0 points • PSH/DedicatedPLUS - 3 points • RRH – 5 points • PSH Dedicated to Chronically Homeless People – 10 points	0-10
TOTAL	**100**

ATTACHMENT D
RANKING AND TIERING POLICIES

1. Ranking Policy

In determining the rank order of projects, the Review Panel will adhere to the following policies:

a. Projects will be ordered in accordance with their scores as set forth in Attachment B (for renewal projects) and Attachment C (for new projects).

b. Projects falling into Tier 1 will be submitted on the Project Priority list in the order in which they are ranked

c. Projects falling into Tier 2 will be ranked according to the policies set forth in below in Section 3 and 4.

d. The following project types will not receive scores:
   - Renewal projects that do not have any performance data (because they were only recently awarded) will be placed at the bottom of Tier 1 or into Tier 2, at the discretion of the Review Panel.
   - Any dedicated HMIS or Coordinated Entry projects will not receive scores. As critical infrastructure for the CoC, dedicated HMIS and/or Coordinated Entry projects will be placed at the bottom of Tier 1.

2. Tier Two Project Scoring as Established in the HUD NOFA

In this year's NOFA, HUD has set forth a scoring system for Tier 2 Projects:

a. CoC Score – up to 50 points
b. CoC Project Ranking – Up to 40 points based on how each project is ranked within Tier 2, with those closer to the top of the list receiving more points
c. Housing First – projects that demonstrate low barriers to entry, prioritize rapid placement into housing, and that do not have service participation requirements receive up to 10 points.

All projects in Tier 2 will compete nationally for funding based on this scoring system. Projects lower on the list are less likely to be funded, as are transitional housing and services only projects, which are eligible for fewer points under item c.

3. San Mateo County Tier 2 Policy

Once the rank order of projects has been determined (see Section 1), any projects falling into Tier 2 will be candidates for re-allocation to create new permanent housing, rapid-re-housing,

dedicated HMIS or Coordinated Entry projects. The Review Panel will make a recommendation as to whether to re-allocate Tier 2 projects or leave them in their rank order.

4. Re-Allocation Policy

In addition to the above, the Review Panel will examine the spending history of ALL renewal projects to determine if any grants should be reduced. Any grants that have significant under spending will be candidates to have their grant amount reduced. Funds captured from grants that are reduced will be used to fund new permanent housing or rapid-re-housing project(s), which can be placed either in Tier 1 or Tier 2, or HMIS or Coordinated Entry projects, which are placed at the bottom of Tier 1.

Renewal applicants may request to voluntarily re-allocate one or more of their grants, either in whole or in part. If re-allocating in part, the applicant's grant will be reduced by the amount requested and re-allocated to a new project. If an applicant wishes to voluntarily re-allocate in whole, with the purpose of replacing their existing project with a new PH or RRH project, the new project will be ranked and scored according to the policies outlined in this document. There is no guarantee that voluntarily re-allocated projects will be placed in Tier 1.

5. Final Project Priority List

After following the process described above, the Review Panel may elect to make adjustments to the order of projects if doing so will advance the goals of ensuring a more competitive overall funding application and maximizing our CoC's ability to fund eligible renewals and new projects. These adjustments are limited to the following:

- Adjustments to address any issues that arise from projects straddling the Tier 1 and Tier 2 line, in accordance with the policy outlined in the HUD NOFA.
- Ranking of bonus project(s).
- Ranking of renewal projects that do not yet have any performance data.

Adjustments to rank order will **not** be made to protect low-performing projects from re-allocation or placement in Tier 2.

Section 2: Evidence of Project Review and Ranking posting

Evidence of posting of Project Review and Ranking Process- see page 2

COUNTY OF SAN MATEO
HUMAN SERVICES

Translate

2017 Continuum of Care NOFA (Notice of Funding Availability)

On July 14, 2017, the U.S. Department of Housing and Urban Development (HUD) published the Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Homeless Assistance Program.

The NOFA can be accessed at https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf It establishes this year's funding criteria for the Continuum of Care (CoC) Homeless Assistance Programs (sometimes also referred to as the McKinney-Vento Homeless Assistance Act programs).

Potential applicants meeting:

Monday July 31, 2017 from 2:30-4:00 pm at HSA's office at 1 Davis Drive, Belmont in the Montara Room

This meeting will be for organizations interested in applying for either new or renewal funding and will provide details on our local process.

New Project Applications

New project applications are due by August 23 at 5:00 pm to JSilverberg@smcgov.org and BEggers@smcgov.org**. More information about the funding and application process is available in the document below titled Information for New Applicants - Availability of Funding for New Projects and the application template is available below, titled New Project Narrative Application Template 2017.**

Renewal Applications

Renewal project applications are due by 5:00 pm on August 23 to JSilverberg@smcgov.org and BEggers@smcgov.org More information is available in the document below titled Information for Renewal

Applicants 2017 CoC NOFA.

If you have questions about the NOFA process, please contact Brian Eggers, 650-802-5083, BEggers@smcgov.org or Jessica Silverberg, 650-802-3378, JSilverberg@smcgov.org

More information will be posted to this website throughout the NOFA process.

Please see the documents below for information about the NOFA process.

PDF	Highlights of 2017 CoC NOFA.pdf	66.58 KB
PDF	Information for New Applicants - Availability of Funding for New Projects - Rev. 8-11-17.pdf	209.16 KB
PDF	Information for Renewal Applicants 2017 CoC NOFA - Rev. 8-11-17.pdf	175.28 KB
PDF	Tips for Completing the 2017 Renewal Project Application in E-snaps.pdf	134.63 KB
PDF	2017 Project Review and Ranking Process.pdf	174.3 KB
PDF	Minutes - Informational Meeting for Potential CoC Applicants 7-31-17.pdf	22.93 KB
PDF	Minutes - CoC Steering 8-7-17 including approving ranking process.pdf	48.61 KB
DOCX	New Project Narrative Application Template 2017.docx	28.28 KB

Section 3: Evidence of communication to accepted/ranked applications *(9/7/17)*

Notification to CORA regarding acceptance of Casa de Sor Juana Ines application

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 9:08 PM
To: Cori Manthorne; Ana Morales
Cc: Brian Eggers
Subject: CoC NOFA applications review

Cori and Ana,

This email is to inform you that the project review panel met and their review of CORA's application for Casa de Sor Juana Ines ranked the application in tier 1.

The CoC Steering Committee will meet on September 12, 2017 to approve the final Project Priority List.

Also, please do not take any action in esnaps at this time; we will be in touch separately regarding our technical review of the application and any requested revisions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Notification to Mental Health Association regarding acceptance of SAYAT and Spring Street applications

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 9:13 PM
To: Melissa Platte
Cc: Brian Eggers
Subject: CoC NOFA applications review

Melissa,

This email is to inform you that the project review panel met and both the SAYAT and the Spring Street applications were ranked in tier 1.

The CoC Steering Committee will meet on September 12, 2017 to approve the final Project Priority List.

Please do not take any action in esnaps at this time; we will be in touch separately regarding our technical review of the application and any requested revisions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Notification to the Housing Authority regarding acceptance of their project applications

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 8:55 PM
To: Cindy Chan
Cc: Brian Eggers; 'Kate Bristol'
Subject: CoC NOFA applications review

Hi Cindy,

As a follow up to our conversation yesterday, below are the results of the CoC project review panel's review of the Housing Authority's CoC applications. The CoC Steering Committee will meet on September 12, 2017 to approve the final Project Priority List.

The following applications were ranked in tier 1 by the project review panel.

- Belmont Apartments SP8
- SHP Scattered Site
- Sponsor Based SP2
- SP13
- SP14
- SP10
- SP16
- SP15/Waverly
- SP18
- SP17
- SP 10 Supportive Services (new PSH with reallocated funds)

The following new applications were ranked in tier 2:

- SP 16 Expansion (bonus funding)
- SP 16 Expansion #2 (with reallocated funding).

Please let us know if you have any questions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Notification to LifeMoves regarding acceptance of their project applications

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 8:50 PM
To: 'Katherine Finnigan'; 'Brian Greenberg'
Cc: Brian Eggers; 'Kate Bristol'; 'Jeannie Leahy'; Catherine Dreyer
Subject: CoC NOFA applications review
Attachments: LifeMoves First Step letter 9-7-17.pdf; 2017 Project Review and Ranking Process.pdf

Katherine and Brian,

As a follow up to our conversation today, below are the results of the CoC project review panel's review of the LifeMoves CoC applications.

a) First Step for Families: $74,768 of this renewal application was not included in the 2017 CoC Project Priority List, as this amount was reallocated to a different project. The remaining $429,444 of the First Step renewal project application is included in the Project Priority List, in tier 2.
   - Attached is the letter regarding the CoC project review panel's review of the First Step application, as well as information about the appeal process.
   - The Project Review and Ranking Process policy is also attached for easy reference.

b) All of the other LifeMoves applications, listed below, were ranked in tier 1 by the project review panel.
   i. Vendome
   ii. RRH 2015
   iii. Redwood Family
   iv. SAFE
   v. Family Crossroads

The CoC Steering Committee will meet on September 12, 2017 to approve the final Project Priority List.

Please let us know if you have any questions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Note on notification of the HMIS project application

Note on notification for the HMIS Project:

There is no notification sent on the HMIS project application as the HMIS project applicant is the Human Services Agency, which is the CoC Lead Agency/Collaborative Applicant, so the Human Services Agency was aware of the HMIS project application ranking as the Human Services Agency coordinated the Ranking Committee Meeting and compiled the Project Priority List

Section 4: Evidence of communication to rejected/reallocated/partially reallocated projects *(9/7/17)*

Email notification to LifeMoves regarding ranking- Family Crossroads partial realloaction

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 8:50 PM
To: 'Katherine Finnigan'; 'Brian Greenberg'
Cc: Brian Eggers; 'Kate Bristol'; 'Jeannie Leahy'; Catherine Dreyer
Subject: CoC NOFA applications review
Attachments: LifeMoves First Step letter 9-7-17.pdf; 2017 Project Review and Ranking Process.pdf

Katherine and Brian,

As a follow up to our conversation today, below are the results of the CoC project review panel's review of the LifeMoves CoC applications.

a) First Step for Families: $74,768 of this renewal application was not included in the 2017 CoC Project Priority List, as this amount was reallocated to a different project. The remaining $429,444 of the First Step renewal project application is included in the Project Priority List, in tier 2.
   - Attached is the letter regarding the CoC project review panel's review of the First Step application, as well as information about the appeal process.
   - The Project Review and Ranking Process policy is also attached for easy reference.

b) All of the other LifeMoves applications, listed below, were ranked in tier 1 by the project review panel.
   i. Vendome
   ii. RRH 2015
   iii. Redwood Family
   iv. SAFE
   v. Family Crossroads

The CoC Steering Committee will meet on September 12, 2017 to approve the final Project Priority List.

Please let us know if you have any questions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Letter notification to LifeMoves regarding ranking and reason- Family Crossroads partial realloaction

COUNTY OF SAN MATEO
HUMAN SERVICES AGENCY

Iliana Rodriguez
Agency Director

1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
www.smchsa.org

September 7th, 2017

Dear Ms. Finnigan and Dr. Greenberg,

The San Mateo County CoC's project review panel met on September 5th, 2017 to score and rank all projects applying for 2017 CoC funding.

The panel recommended that $74,768 of the renewal application from LifeMoves for First Step (transitional housing) not be included in the 2017 CoC Project Priority List, and the amount reallocated to a different project. The remaining $429,444 of the First Step renewal project application is included in the Project Priority List, in tier 2. The CoC Steering Committee will meet on September 12th, 2017 to approve the final Project Priority List.

The reason that part of this application was reallocated is that the project received one of the lowest scores of all the renewals submitted. The scoring system is based on objective scoring criteria relating to project performance and the CoC's established performance standards, as described in the Project Review and Ranking Process.

If you wish to appeal this decision, please submit your appeal request by email to me (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than 5:00pm on September 13th, 2017. Appeals will be handled according to the process outlined in the CoC's approved Project Review and Ranking Process document, which I am attaching to this letter.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback will be provided after the CoC competition process closes on September 28, 2017.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378

Email notification to Retraining the Village regarding ranking-rejection of new application

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 8:01 PM
To: 'Halley Crumb'
Cc: Brian Eggers; 'Kate Bristol'
Subject: CoC NOFA application review
Attachments: Retraining the Village letter 9-7-17.pdf; 2017 Project Review and Ranking Process.pdf

Halley,

As a follow up to our conversation today, attached is the letter regarding the CoC project review panel's review of the application from Retraining the Village, as well as information about the appeal process.

The Project Review and Ranking Process policy is also attached for easy reference.

We have noted your request for feedback on the quality of the application, so we will provide that feedback after the CoC competition process closes on September 28.

Please let us know if you have any questions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Letter notification to Retraining the Village regarding ranking and reason-rejection of new application

COUNTY OF SAN MATEO
HUMAN SERVICES AGENCY

Iliana Rodriguez
Agency Director

1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
www.smchsa.org

September 7th, 2017

Dear Ms. Crumb,

The San Mateo County CoC's project review panel met on September 5th, 2017 to score and rank all projects applying for 2017 CoC funding. The scoring of new project applications was based on HEARTH and Opening Doors objectives, targeting and outreach, appropriateness of housing, Housing First modeling, service plan, timing, applicant capacity, and financial feasibility and effectiveness, and project type prioritization, as described in the Project Review and Ranking Process.

The panel recommended that the application from Retraining the Village for the joint transitional housing-rapid rehousing project not be selected for funding in the 2017 CoC Project Priority List. The reason that this project was not selected is that the project received low scores on the rating factors listed in the Project Review and Ranking Process. In addition, the project application did not include rapid rehousing program components (short term rental assistance and housing location/stabilization services) which are required for transitional housing-rapid rehousing projects.

The CoC Steering Committee will meet on September 12th, 2017 to approve the final Project Priority List, which does not include the Retraining the Village application.

If you wish to appeal this decision, please submit your appeal request by email to me (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than 5:00pm on September 13th, 2017. Appeals will be handled according to the process outlined in the CoC's approved Project Review and Ranking Process document, which I am attaching to this letter.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback will be provided after the CoC competition process closes on September 28, 2017.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378

Email notification to Samaritan House re ranking- reallocation of Safe Harbor

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 8:29 PM
To: 'Laura Bent'
Cc: Brian Eggers; 'Kate Bristol'; 'Tiffany Hayes'
Subject: CoC NOFA application review
Attachments: Samaritan House- Safe Harbor letter 9-7-17.pdf; 2017 Project Review and Ranking Process.pdf

Laura,

As a follow up to your conversation with Iliana, attached is the letter regarding the CoC project review panel's review of the application from Samaritan House-Safe Harbor, as well as information about the appeal process.

The Project Review and Ranking Process policy is also attached for easy reference.

Please let us know if you have any questions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Letter notification to Samaritan House regarding ranking and reason- reallocation of Safe Harbor

COUNTY OF SAN MATEO
HUMAN SERVICES AGENCY

Iliana Rodriguez
Agency Director

1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
www.smchsa.org

September 7th, 2017

Dear Ms. Bent,

The San Mateo County CoC's project review panel met on September 5th, 2017 to score and rank all projects applying for 2017 CoC funding.

The panel recommended that the renewal application from Samaritan House Safe Harbor (transitional housing) not be included in the 2017 CoC Project Priority List, and the full amount reallocated to a different project. The CoC Steering Committee will meet on September 12th, 2017 to approve the final Project Priority List, which does not include the Safe Harbor application.

The reason that this application was reallocated is that the project received the lowest score of all the renewals submitted. The scoring system is based on objective scoring criteria relating to project performance and the CoC's established performance standards, as described in the Project Review and Ranking Process.

If you wish to appeal this decision, please submit your appeal request by email to me (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than 5:00pm on September 13th, 2017. Appeals will be handled according to the process outlined in the CoC's approved Review and Ranking Policy document, which I am attaching to this letter.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback will be provided after the CoC competition process closes on September 28, 2017.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378

Section 5: Evidence of public posting of NOFA Review Panel Meeting minutes and ranking

Evidence of posting of NOFA Review Panel minutes and ranking- see page 2

COUNTY OF SAN MATEO
HUMAN SERVICES

Translate

2017 Continuum of Care NOFA (Notice of Funding Availability)

On July 14, 2017, the U.S. Department of Housing and Urban Development (HUD) published the Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Homeless Assistance Program.

The NOFA can be accessed at https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf It establishes this year's funding criteria for the Continuum of Care (CoC) Homeless Assistance Programs (sometimes also referred to as the McKinney-Vento Homeless Assistance Act programs).

Potential applicants meeting:

Monday July 31, 2017 from 2:30-4:00 pm at HSA's office at 1 Davis Drive, Belmont in the Montara Room

This meeting will be for organizations interested in applying for either new or renewal funding and will provide details on our local process.

New Project Applications

New project applications are due by August 23 at 5:00 pm to JSilverberg@smcgov.org and BEggers@smcgov.org**. More information about the funding and application process is available in the document below titled Information for New Applicants - Availability of Funding for New Projects and the application template is available below, titled New Project Narrative Application Template 2017.**

Renewal Applications

Renewal project applications are due by 5:00 pm on August 23 to JSilverberg@smcgov.org and BEggers@smcgov.org More information is available in the document below titled Information for Renewal

Applicants 2017 CoC NOFA.

SEPTEMBER 9, 2017 UPDATE:

The project priority list has been posted below as Review Panel Minutes and Priority List 9-9-17.
The project priority list will be reviewed and approved by the CoC Steering Committee during its meeting on September 12, 2017 (10:30am-12 noon, HSA office, 1 Davis Drive, Belmont).

If you have questions about the NOFA process, please contact Brian Eggers, 650-802-5083, BEggers@smcgov.org or Jessica Silverberg, 650-802-3378, JSilverberg@smcgov.org

More information will be posted to this website throughout the NOFA process.

Please see the documents below for information about the NOFA process.

PDF	Highlights of 2017 CoC NOFA.pdf	66.58 KB
PDF	Information for New Applicants - Availability of Funding for New Projects - Rev. 8-11-17.pdf	209.16 KB
PDF	Information for Renewal Applicants 2017 CoC NOFA - Rev. 8-11-17.pdf	175.28 KB
PDF	Tips for Completing the 2017 Renewal Project Application in E-snaps.pdf	134.63 KB
PDF	2017 Project Review and Ranking Process.pdf	174.3 KB
PDF	Minutes - Informational Meeting for Potential CoC Applicants 7-31-17.pdf	22.93 KB
PDF	Minutes - CoC Steering 8-7-17 including approving ranking process.pdf	48.61 KB
DOCX	New Project Narrative Application Template 2017.docx	28.28 KB
PDF	Review Panel Minutes and Project Priority List 9-9-17.pdf	57.96 KB

CoC's Process for Reallocating

The CoC actively encourages reallocation through its Project Review and Ranking Process policy and through its communications to new and renewal applicants, including the following documents. In 2017, one project was fully reallocated and another project was partially reallocated.

Section 1: Screenshot of funding announcement on website

Section 2: Email sent out to CoC Steering Committee and Stakeholders with information about info session/potential applicant meeting and where documents regarding new and renewal applications, NOFA highlights, and E-snaps tips can be found on website

Section 3: Materials from the NOFA informational meeting on 7/31/17, including the following:

- The 2017 Informational Meeting Agenda for CoC Applicants
  - Information for New Applicants 2017 packet
  - Information for Renewal Applicants 2017 packet

Section 4: CoC's process for reallocating excerpted from Review and Ranking Process document in Attachment D Section 4 on page 13 attached

Section 5: Project Review and Ranking Process policy

Section 6: Evidence of Project Review and Ranking Process posting

Section 1: Screenshot of funding announcement on website

Posting of funding announcement

COUNTY OF SAN MATEO
HUMAN SERVICES

Translate

2017 Continuum of Care NOFA (Notice of Funding Availability)

On July 14, 2017, the U.S. Department of Housing and Urban Development (HUD) published the Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Homeless Assistance Program.

The NOFA can be accessed at https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf It establishes this year's funding criteria for the Continuum of Care (CoC) Homeless Assistance Programs (sometimes also referred to as the McKinney-Vento Homeless Assistance Act programs).

Potential applicants meeting:

Monday July 31, 2017 from 2:30-4:00 pm at HSA's office at 1 Davis Drive, Belmont in the Montara Room

This meeting will be for organizations interested in applying for either new or renewal funding and will provide details on our local process.

If you have questions about the NOFA process, please contact Brian Eggers, 650-802-5083, BEggers@smcgov.org or Jessica Silverberg, 650-802-3378, JSilverberg@smcgov.org

More information will be posted to this website throughout the NOFA process.

Please see the documents below for additional information about the NOFA process.

PDF	Highlights of 2017 CoC NOFA.pdf	66.58 KB
PDF	Information for New Applicants - Availability of Funding for New Projects.pdf	

		177.02 KB
PDF	Information for Renewal Applicants.pdf	171.71 KB
PDF	Tips for Completing the 2017 Renewal Project Application in E-snaps.pdf	134.63 KB

Section 2: Email sent out to CoC Steering Committee and Stakeholders with information about info session/potential applicant meeting and where documents regarding new and renewal applications, NOFA highlights, and E-snaps tips can be found on website

Email to CoC steering comm and stakeholders with applicant meeting information, and links to documents for new and renewal applicants, which describe reallocation amount/process

From: Jessica Silverberg
Sent: Thursday, July 27, 2017 5:42 PM
To: Jessica Silverberg
Cc: Brian Eggers
Subject: CoC NOFA timeline and applicant documents

Dear CoC Steering Committee and CoC stakeholders,

This email contains information about the 2017 CoC NOFA and key dates for the NOFA process.

Information session and meeting dates

The table below lists the three upcoming meetings related to the NOFA- the applicant information session and two meetings of the CoC Steering Committee. We apologize for needing to schedule additional Steering Committee meetings, however the Steering Committee needs to make decisions at two points in the NOFA process, so we have scheduled these two special meetings.

Date/Time	Meeting	Purpose	Location
Monday, July 31, 2017, 2:30-4:00 pm	Information Session/Potential applicants meeting	Review information for any agency interested in learning about applying for new or renewal funding. Meeting is open to all.	HSA, 1 Davis Drive, Belmont in the Montara Room
Monday, August 7, 2017, 1:30 - 3:30 pm	CoC Steering Committee-special meeting #1	Meeting of the CoC Steering Committee to approve the project rating and ranking policy. Meeting is open to all.	HSA, 1 Davis Drive, Belmont in the Montara Room
Tuesday, September 12, 2017, 10:30 am -12:00 pm	CoC Steering Committee-special meeting #2	Meeting of the CoC Steering Committee to approve the project priority list, approve changes to the governance charter, and possibly take other action. Meeting is open to all.	HSA, 1 Davis Drive, Belmont in the Montara Room

Information for new and renewal funding applications

The following documents have been posted to our NOFA website and contain key information for any agencies interested in applying for new or renewal funds. If your agency is interested in applying for new or renewal funding, please review these documents carefully and let us know if you have any questions-either at the July 31 applicant information session or via email.

Document	Description	Link
NOFA Highlights	Overview and highlights	http://hsa.smcgov.org/sites/hsa.smcgov.org/files/Highlights%20of%202017%20CoC%20NOFA.pdf
Information for New Applicants	Information on funding available, project types, process	http://hsa.smcgov.org/sites/hsa.smcgov.org/files/Information%20for%20New%20Applicants%20-%20Availability%20of%20Funding%20for%20New%20Projects.pdf
Information for Renewal Applicants	Process and timeline for agencies planning to apply for renewal funding	http://hsa.smcgov.org/sites/hsa.smcgov.org/files/Information%20for%20Renewal%20Applicants.pdf
E-snaps tips for renewal applications	Detailed tips for E-snaps renewal applications	http://hsa.smcgov.org/sites/hsa.smcgov.org/files/Tips%20for%20Completing%20the%202017%20Renewal%20Project%20Application%20in%20E-snaps_0.pdf

These documents are posted at our NOFA website at http://hsa.smcgov.org/2017-continuum-care-nofa-notice-funding-availability-0 .

If you have any questions, please contact Brian Eggers (BEggers@smcgov.org) or me.

Thank you!
-Jessica and the Center on Homelessness team

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Section 3: Materials from the NOFA informational meeting on 7/31/17, including the following:

- The 2017 Informational Meeting Agenda for CoC Applicants
    - Information for New Applicants 2017 packet
    - Information for Renewal Applicants 2017 packet

2017 San Mateo County Continuum of Care Competition

INFORMATIONAL MEETING FOR COC APPLICANTS

July 31, 2017
2:30 p.m. to 4:00 p.m.

Human Services Agency Office
1 Davis Drive, Belmont
Montara Room

AGENDA

I. Introductions

II. General Information on 2017 CoC NOFA

III. Application Process and Instructions for Renewal Applicants

IV. E-Snaps Project Application Tips

V. Renewal Project Questions and Answers

VI. Application Process and Instructions for New Applicants

VII. New Project Questions and Answers

Information for new applicants/potential applicants, including information on funding available via potential reallocation- see highlighted section

2017 San Mateo County Continuum of Care Competition

AVAILABILITY OF FUNDING FOR NEW PROJECTS

I. General Information

On July 14, 2017, the U.S. Department of Housing and Urban Development (HUD) published the *Notice of Funding Availability (NOFA) for the Continuum of Care Homeless Assistance Program*.

The NOFA can be accessed at htttp://www.hudexchange.info. It establishes this year's funding criteria for the Continuum of Care (CoC) Homeless Assistance Programs (sometimes also referred to as the McKinney-Vento Homeless Assistance Act programs).

All CoCs and project applicants are required to apply for the 2017 CoC competition electronically through HUD's e-snaps system at http://www.hud.gov/esnaps. The deadline for San Mateo County to submit our CoC application to HUD is September 28, 2017.

II. Available Funding

As in past funding rounds, communities can create new projects through bonus funding and re-allocated funding:

- San Mateo County is eligible to request up to $572,571 for bonus permanent housing projects, which may include: (1) permanent supportive housing (PSH) serving chronically homeless households with the greatest severity of need and longest histories of homelessness; (2) rapid re-housing (RRH) projects serving homeless single adults or families with children and (3) joint transitional-housing/rapid re-housing (TH/RRH) projects (a new option in 2017). Additional information about these project types is provided in Section III, below.
- San Mateo County may also create new projects through the re-allocation of funds from lower performing existing grants. The amount of available re-allocation funds is expected to be in the range of $100,000 to $200,000 (but the amount available for re-allocation could vary significantly) and may be used for the same project types as described above. These funds may also be used by the CoC Lead Agency (San Mateo County Human Services Agency) for dedicated HMIS projects or Coordinated Entry projects.

III. Eligible Project Types and Requirements

A. Requirements for Permanent Supportive Housing (PSH) and Rapid Re-Housing (RRH)

The table below summarizes requirements for Permanent Supportive Housing (PSH) and Rapid Re-Housing (RRH) projects created using bonus funds or re-allocated funds. These projects have very similar requirements as in 2016 but with a few changes. The information presented below is only a general summary and applicants are strongly encouraged to review the 2017 CoC NOFA, New Project Application Detailed Instructions, and the Interim CoC Rule (24 CFR 578) for further information. All are available at: www.hudexchange.info

Category	Permanent Supportive Housing (PSH) for Chronically Homeless Households	Rapid Re-Housing (RRH) for Single Adults and Families
Eligible Applicants	Non-profits, government entities, public housing authorities	
Eligible Participants	• For regular PSH: 100% chronically homeless people. • For DedicatedPlus Projects: chronically homeless people plus some additional categories of participants (see below)	In 2017, eligible participants for RRH have been expanded to include families, adults and youth who are: 1. Residing in a place not meant for human habitation; 2. Residing in an emergency shelter; 3. Meeting the criteria of paragraph (4) of the definition of homeless, including persons fleeing or attempting to flee domestic violence situations; 4. Residing in a transitional housing project that was eliminated in the FY 2017 CoC Program Competition; 5. Residing in transitional housing funded by a Joint TH and PH-RRH component project; or 6. Receiving services from a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.
Eligible Activities/ Expenses (24 CFR 578.43-578.63)	• Acquisition • Rehabilitation, • New construction • Leasing • Rental Assistance (TRA, SRA, PRA) • Operating Costs • Support Services	• Short Term Rental Assistance (up to 3 months) • Medium Term Rental Assistance (3 to 24 months) • Support Services
Support Services	Grant funds may be used for any supportive service listed as eligible under 578.53	
Grant Term	Initial grant term may be for 1, 2, 3, 4, 5 years. Applicants are strongly encouraged to request 1-year grants so as to maximize available funding.	
Timeliness	Must begin operations in a timely manner. HUD strongly encourages all rental assistance to begin within 12 months of award.	
Match	25% of total grant request. Leasing funds do not have to be matched. Match can be	

Category	Permanent Supportive Housing (PSH) for Chronically Homeless Households	Rapid Re-Housing (RRH) for Single Adults and Families
	cash or in-kind and must be spent on eligible project costs.	
Coordinated Assessment	Must agree to participate in the CoC's coordinated assessment/coordinated entry system.	

Dedicated Chronically Homeless PSH Projects. All new PSH units that are dedicated to serving chronically homeless people are subject to the requirements in HUD's *Notice CPD-16-011: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status.* This notice requires that PSH units be prioritized for those households with the longest histories of homelessness and the most severe needs, as determined using a standardized and objective assessment tool. PSH and RRH projects funded under this NOFA must also follow Housing First principles.

Dedicated Plus PSH Projects: PSH Projects that elect to apply as Dedicated Plus Projects are not restricted to serving only chronically homeless people and may serve an expanded set of participants:

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

H.S.A. is evaluating whether there is a need for this type of project in our system, using available data on the homeless population and the population of people who are accessing PSH. The rating and ranking policy that will be approved by the CoC Steering Committee will include guidance on whether Dedicated Plus projects will be prioritized for funding.

B. Requirements for Joint Transitional Housing/Rapid Re-Housing Projects (TH/RRH)

New this year, applicants may apply to use either bonus or re-allocation funding to create new projects that are a combination of transitional and rapid re-housing. This project type is intended to help communities fill a gap if there is an insufficient supply of crisis housing (shelter or transitional housing) where participants can live while they are in the process of being rapidly re-housed. This project type is particularly designed for communities who wish to better serve: (1) unsheltered people living in encampments; (2) unsheltered youth; or (3) people fleeing domestic violence.

TH/RRH projects must:

- Use a Housing First approach with client-driven service models and a focus on helping people move to permanent housing as quickly as possible. Participants cannot be required to participate in treatment or services to receive assistance.
- Have low-barriers to entry and accommodate people with possessions, partners, pets, or other needs.
- Incorporate client-choice by helping participants find permanent housing based on their unique strengths, needs, preferences, and financial resources. Participants will choose when they are ready to exit the crisis housing portion of the project and move to permanent housing
- Provide or connect participants to resources that help them improve their safety and well-being and achieve their goals.
- Target and prioritize people experiencing homelessness with higher needs and who are most vulnerable.

Eligible costs under this component are:

1. capital costs (i.e., new construction, rehabilitation, or acquisition), leasing of a structure or units, and operating costs to provide transitional housing;
2. short- or medium-term tenant-based rental assistance on behalf of program participants to pay for the rapid rehousing portion of the project;
3. supportive services;
4. HMIS; and
5. project administrative costs.

CoC Interim Rule requirements relating to both TH and RRH apply to this project type.

Note: Additional information on this new project type is available in the HUD SNAPS In Focus notice online at https://www.hudexchange.info/news/snaps-in-focus-the-new-joint-transitional-housing-and-rapid-re-housing-component/ This notice includes the following statements: “Joint component projects are not intended to replace transitional housing projects that have been reallocated or lost funding in recent years,” and “A joint-component

project may not be a good fit for all communities. Before applying, communities need to assess whether a joint component project is the best use of resources and will best meet the needs of people experiencing homelessness in their community."

H.S.A. is evaluating whether there is a need for this type of project in our system, using available data on the homeless population and the population of people who are accessing our existing system interventions. The rating and ranking policy that will be approved by the CoC Steering Committee will include guidance on whether TH/RR projects will be prioritized for funding.

C. Expansion Projects

Applicants that already have an existing CoC funded PSH or RRH project may apply to use either bonus or re-allocation funding to create new projects that are expansions of existing projects. This provides an opportunity for the CoC to expand capacity for projects that are high performers and for which additional capacity is needed. The expansion project must be of the same project-type as the existing project – PSH projects can add more PSH units and RRH projects may add more RRH slots. Existing TH projects may not add RRH slots to become a joint TH/RRH project. Joint TH/RRH projects must be created as entirely new projects.

D. Threshold and Project Quality Requirements

The 2017 HUD NOFA requires all projects (new and renewal) to meet Threshold Requirements as listed in Section V.G.2 (page 30-32). Applicants are strongly encouraged to review Section V.G.2. of the NOFA to ensure that threshold requirements are met.

In addition, all new PSH and RRH projects will be scored by HUD for Project Quality using the criteria listed below. Applications must receive a minimum of 3 out of 4 points. (See NOFA, page 32).

1. Whether the type of housing, number, and configuration of units will fit the needs of the program participants (e.g., two or more bedrooms for families) (1 point);
2. Whether the type of supportive services that will be offered to program participants will ensure successful retention or help to obtain permanent housing–this includes all supportive services, regardless of funding source (1 point);
3. Whether the specific plan for ensuring that program participants will be individually assisted to obtain the benefits of the mainstream health, social, and employment programs for which they are eligible to apply meets the needs of the program participants (e.g., Medicare, Medicaid, SSI, Food Stamps, local Workforce office, early childhood education) (1 point); and
4. Whether program participants are assisted to obtain and remain in permanent housing in a manner that fits their needs (e.g., provides the participant with some type of transportation to access needed services, safety planning, case management,

additional assistance to ensure retention of permanent housing) (1 point).

Any new joint Transitional Housing/Rapid Re-Housing (TH/RRH) projects must receive a minimum of 3 out of 5 points, as follows:

1. Whether the type of housing, number, and configuration of units will fit the needs of the program participants (1 point);
2. Whether the type of supportive services that will be offered to program participants will ensure successful retention or help to obtain permanent housing–this includes all supportive services, regardless of funding source (1 point);
3. Whether the specific plan for ensuring that program participants will be individually assisted to obtain the benefits of the mainstream health, social, and employment programs for which they are eligible to apply meets the needs of the program participants (e.g., Medicare, Medicaid, SSI, Food Stamps, local Workforce office, early childhood education) (1 point);
4. Whether program participants are assisted to obtain and remain in permanent housing in a manner that fits their needs (e.g., provides the participant with some type of transportation to access needed services, safety planning, case management, additional assistance to ensure retention of permanent housing) (1 point); and
5. Whether the project adheres to a housing first model as defined in Section III.A.3.g. of this NOFA. (1 point).

IV. Application Process for New Project Applicants

A. Application for New Projects

Interested applicants must complete the New Project Application in HUD's e-snaps website and the CoC's Project Narrative. The CoC's review and ranking panel will use the information provided in the e-snaps Project Application and Project Narrative to determine whether a new project will be included in this year's application, and where it will be ranked. The Project Narrative is a Word document containing responses from the e-snaps Project Application as well as written responses to additional questions for submission to the CoC Review Panel. H.S.A. will provide a template for the Project Narrative.

Applicants should email the following documents to Jessica Silverberg (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than August 23, 2017 by 5:00 pm . Please do NOT click the "submit" button in-snaps.

1. PDF of Project Application from e-snaps (see Section V, below for more information)
2. Project Narrative in Word using the template provided by H.S.A.

B. Application Timeline for New Projects

Date	Activity
July 14, 2017	2016 CoC NOFA released
July 27, 2017	Funding Announcement for New Project Released by the CoC
July 31, 2017	Informational Meeting for Applicants (new and renewal)
August 7, 2017	CoC approval of rating, ranking and tiering criteria/strategy
August 23, 2017 by 5:00 pm	**Project Applications must be submitted via email to Jessica Silverberg (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org). The email should include both documents listed above.**
August 30, 2017 (tentative date, subject to change)	Review panel meeting; rating and ranking of applications
September 8, 2017	Applicants receive technical corrections to e-snaps submission
September 12, 2017	CoC Steering Committee Meeting to approve final project ranking
TBA*	Applicants notified whether their application is included on the Project Priority List
September 14, 2017	**Corrected applications due in e-snaps**
TBA*	Appeals due to H.S.A.
September 20, 2017	Final corrections due in e-snaps
TBA*	Applicants receive response to appeals
September 26, 2017	H.S.A. staff submit final application to HUD
September 28, 2017	Application due date

*Dates will be announced once finalized

C. Rating and Ranking Process and Criteria

On August 7, 2017, the CoC Steering Committee will approve a written rating and ranking criteria and process, including an adopted strategy relating to putting projects into Tier 2. The objective of the tiering strategy will be to position the CoC to retain as much funding as possible, while taking a broad, system-wide approach to identifying which elements of the system to put at-risk. The policy is expected to be substantially similar to the 2016 Project Review and Ranking Process (available online at http://hsa.smcgov.org/sites/hsa.smcgov.org/files/2016%20Project%20Review%20and%20Ranking%20Policy.pdf), but some changes are likely to be made.

A copy of the *San Mateo County CoC 2017 Project Review and Ranking Process* will be posted on the NOFA website (http://hsa.smcgov.org/2017-continuum-care-nofa-notice-funding-availability-0) as soon as it is approved.

V. Submitting a New Project in e-snaps

Completing a new Project Application in e-snaps is a multi-step process that can be complex for applicants who are unfamiliar with HUD's online application system. Below are links to HUD instructional resources that explain how to navigate the system:

- *Adding and Deleting Registrants in e-snaps*. This describes how to set up an account in e-snaps, which is the first step in the application process. https://www.hudexchange.info/resource/2903/adding-deleting-registrants-in-esnaps/

- *Project Applicant Profile Instructional Guide.* Provides instructions on how to set up an Applicant Profile. https://www.hudexchange.info/resource/2958/instructions-for-updating-the-project-applicant-profile/

- *Accessing the Project Application Resource*. Provides instructions on how to access and set up Project Applications. https://www.hudexchange.info/resource/2908/coc-project-application-instructions/

- *New Project Application Instructional Guide and Detailed Instructions.* Describes how to complete the new project application for each project type. https://www.hudexchange.info/resource/2909/coc-project-application-instructions-for-new-projects/

Applicants are strongly encouraged to review the HUD guidance prior to entering any information into e-snaps.

VI. Information Sources Available

HUD has made available a number of information sources regarding this year's Continuum of Care process:

- HUD is aggregating all training and additional information about the CoC and the e-snaps system at http://www.hudexchange.info. Resources on this website include:
  - The 2017 CoC NOFA
  - e-snaps tutorials and detailed project instructions
  - FAQs about the 2017 CoC Competition
  - OneCPD Ask-A-Question (AAQ)

- For other questions, applicants are instructed to contact their local HUD field office.

VII. Technical Assistance for Applicants

Applicants may contact the CoC any questions about the application process or how to complete the application. Questions should be directed to Kate Bristol, Focus Strategies (kate@focusstrategies.net), Jessica Silverberg (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org). Please include Kate, Jessica and Brian on all emails.

Information for renewal applicants, including information on funding available via potential reallocation- see highlighted section

2017 San Mateo County Continuum of Care

INFORMATION FOR RENEWAL APPLICANTS

I. General Information

On July 14, 2017 the U.S. Department of Housing and Urban Development (HUD) published the *Notice of Funding Availability (NOFA) for the Continuum of Care Homeless Assistance Program*.

The NOFA can be accessed at htttp://www.hudexchange.info. It establishes this year's funding criteria for the Continuum of Care (CoC) Homeless Assistance Programs (sometimes also referred to as the McKinney-Vento Homeless Assistance Act programs).

All CoCs and project applicants are required to apply for the 2017 CoC competition electronically through HUD's e-snaps system at http://www.hud.gov/esnaps. The deadline for San Mateo County to submit our CoC application to HUD is September 28, 2017.

II. Available Funding

As in past funding rounds, communities can create new projects through bonus funding and re-allocated funding:

- San Mateo County is eligible to request up to $572,571 for bonus permanent housing projects, which may include: (1) permanent supportive housing (PSH) serving chronically homeless households with the greatest severity of need and longest histories of homelessness; (2) rapid re-housing (RRH) projects serving homeless single adults or families with children and (3) a new joint transitional-housing/rapid re-housing (TH/RRH) project type.
- San Mateo County may also create new projects through the re-allocation of funds from lower performing existing grants. The amount of available re-allocation funds is expected to be in the range of $100,000 to $200,000 (but the amount available for re-allocation could vary significantly) and may be used for the same project types as described above. These funds may also be used by the CoC Lead Agency (San Mateo County Human Services Agency) for dedicated HMIS projects or Coordinated Entry projects.

Please refer to the document *"Availability of Funding for New Projects"* for additional information.

Tiering of Projects

As in past competitions, HUD is asking all CoCs to place projects into Tier 1 and Tier 2. This year's Tier 2 is 6% of the CoC's Annual Renewal Demand or $572,571. If a bonus project is

placed in Tier 1, then an amount equivalent to the amount requested for the bonus must also be placed in Tier 2.

Project Ranking:

As in previous years, communities are being encouraged to carefully assess how projects are performing when ranking renewal grants. A written policy and process for rating and ranking in the 2017 CoC competition will be approved by the CoC Steering Committee on August 7, 2017. The policy is expected to be substantially similar to the 2016 Project Review and Ranking Process (available online at http://hsa.smcgov.org/sites/hsa.smcgov.org/files/2016%20Project%20Review%20and%20Ranking%20Policy.pdf), but some changes are likely to be made.

Project Application (Exhibit 2)

The Project Application is substantially similar to last year. However, there are a few changes. Please refer to the document entitled: E-snaps Tips for 2017 Renewal Applicants for details on what has changed and links to HUD instructional resources.

III. Threshold Requirements for Renewal Projects

The 2017 HUD NOFA requires that all projects (new and renewal) must meet Threshold Requirements as listed in Section V.G.2 (page 30-32). Any project requesting renewal funding will be considered as having met these requirements through its previously approved grant application unless information to the contrary is received (such as through monitoring findings, lack of LOCCS draws, etc.) Applicants are strongly encouraged to review Section V.G.2. of the NOFA to ensure that threshold requirements are met.

IV. Application Process for Renewal Applicants

A. Renewal Application Components

This year there will be 2 components to the renewal applications that applicants must submit to the CoC. Both items used by the rating and ranking panel to determine the project prioritization list.

1. ***Project Application*** **(Exhibit 2) in e-snaps**. Please complete your **Project Applications in e-snaps by August 23**. **Please do not click "submit"** but instead export the application to a pdf document and email to Jessica Silverberg (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than August 23, 2017 by 5:00 pm.
2. ***Project Performance Report*****.** The CoC will provide each applicant with a report summarizing each project's performance in meeting the CoC's performance measures by August 9, 2017. H.S.A. staff will extract performance data directly from HMIS/Clarity. Applicants will be requested to review their performance data and supply requested

explanations, clarifications, etc. by August 23, 2017 by 5:00 pm. There will also be some additional narrative and attachments requested. This process will also provide applicants with an opportunity to provide clarification for any measures where they did not meet the standard.

B. Application Timeline

Date	Activity
July 14, 2017	2016 CoC NOFA released
July 31, 2017	Informational Meeting for Applicants (new and renewal)
August 7, 2017	CoC approval of rating, ranking and tiering criteria/strategy
August 9, 2017	Applicants receive copy of their Project Performance Report
August 23, 2017 by 5:00 pm	**Project Applications must be completed in e-snaps, exported to a pdf document, and emailed to Jessica Silverberg and Brian Eggers; along with completed Project Performance Report and attachments.**
August 30, 2017 (tentative date, subject to change)	Review panel meeting; rating and ranking of applications
September 8, 2017	Applicants receive technical corrections to e-snaps submission
September 12, 2017	CoC Steering Committee Meeting to approve final project ranking
TBA*	Applicants notified whether their application is included on the Project Priority List
September 14, 2017	**Corrected applications due in e-snaps**
TBA*	Appeals due to H.S.A.
September 20, 2017	Final corrections due in e-snaps
TBA*	Applicants receive response to appeals
September 26, 2017	H.S.A. staff submit final application to HUD
September 28, 2017	Application due date

*Dates will be announced once finalized

C. Rating and Ranking Process and Criteria

On August 7, 2017, the CoC Steering Committee will approve a written rating and ranking criteria and process, including an adopted strategy relating to putting projects into Tier 2. The objective of the tiering strategy will be to position the CoC to retain as much funding as possible, while taking a broad, system-wide approach to identifying which elements of the system to put at-risk.

A copy of the *San Mateo County CoC 2017 Project Review and Ranking Process* will be distributed to all renewal applicants as soon as it is approved.

V. Information Sources Available

HUD has made available a number of information sources regarding this year's Continuum of Care process:

- HUD is aggregating all training and additional information about the CoC and the e-snaps system at http://www.hudexchange.info. Resources on this website include:
  - The 2017 CoC NOFA
  - e-snaps tutorials and detailed project instructions
  - FAQs about the 2017 CoC Competition
  - OneCPD Ask-A-Question (AAQ)

- For other questions, applicants are instructed to contact their local HUD field office.

VI. Technical Assistance for Applicants

Applicants may contact the CoC any questions about the application process or how to complete the application. Questions should be directed to Kate Bristol, Focus Strategies (kate@focusstrategies.net), Jessica Silverberg (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org). Please include Kate, Jessica and Brian on all emails.

Section 4: CoC's process for reallocating excerpted from Review and Ranking Process document in Attachment D Section 4 on page 13 attached

Reallocation process (see highlighted sections on bottom of this page and top of next)- this is an excerpt from the Project Ranking and Review Process

ATTACHMENT D
RANKING AND TIERING POLICIES

1. Ranking Policy

In determining the rank order of projects, the Review Panel will adhere to the following policies:

a. Projects will be ordered in accordance with their scores as set forth in Attachment B (for renewal projects) and Attachment C (for new projects).

b. Projects falling into Tier 1 will be submitted on the Project Priority list in the order in which they are ranked

c. Projects falling into Tier 2 will be ranked according to the policies set forth in below in Section 3 and 4.

d. The following project types will not receive scores:
   - Renewal projects that do not have any performance data (because they were only recently awarded) will be placed at the bottom of Tier 1 or into Tier 2, at the discretion of the Review Panel.
   - Any dedicated HMIS or Coordinated Entry projects will not receive scores. As critical infrastructure for the CoC, dedicated HMIS and/or Coordinated Entry projects will be placed at the bottom of Tier 1.

2. Tier Two Project Scoring as Established in the HUD NOFA

In this year's NOFA, HUD has set forth a scoring system for Tier 2 Projects:

a. CoC Score – up to 50 points
b. CoC Project Ranking – Up to 40 points based on how each project is ranked within Tier 2, with those closer to the top of the list receiving more points
c. Housing First – projects that demonstrate low barriers to entry, prioritize rapid placement into housing, and that do not have service participation requirements receive up to 10 points.

All projects in Tier 2 will compete nationally for funding based on this scoring system. Projects lower on the list are less likely to be funded, as are transitional housing and services only projects, which are eligible for fewer points under item c.

3. San Mateo County Tier 2 Policy

Once the rank order of projects has been determined (see Section 1), any projects falling into Tier 2 will be candidates for re-allocation to create new permanent housing, rapid-re-housing,

dedicated HMIS or Coordinated Entry projects. The Review Panel will make a recommendation as to whether to re-allocate Tier 2 projects or leave them in their rank order.

4. Re-Allocation Policy

In addition to the above, the Review Panel will examine the spending history of ALL renewal projects to determine if any grants should be reduced. Any grants that have significant under spending will be candidates to have their grant amount reduced. Funds captured from grants that are reduced will be used to fund new permanent housing or rapid-re-housing project(s), which can be placed either in Tier 1 or Tier 2, or HMIS or Coordinated Entry projects, which are placed at the bottom of Tier 1.

Renewal applicants may request to voluntarily re-allocate one or more of their grants, either in whole or in part. If re-allocating in part, the applicant's grant will be reduced by the amount requested and re-allocated to a new project. If an applicant wishes to voluntarily re-allocate in whole, with the purpose of replacing their existing project with a new PH or RRH project, the new project will be ranked and scored according to the policies outlined in this document. There is no guarantee that voluntarily re-allocated projects will be placed in Tier 1.

5. Final Project Priority List

After following the process described above, the Review Panel may elect to make adjustments to the order of projects if doing so will advance the goals of ensuring a more competitive overall funding application and maximizing our CoC's ability to fund eligible renewals and new projects. These adjustments are limited to the following:

- Adjustments to address any issues that arise from projects straddling the Tier 1 and Tier 2 line, in accordance with the policy outlined in the HUD NOFA.
- Ranking of bonus project(s).
- Ranking of renewal projects that do not yet have any performance data.

Adjustments to rank order will **not** be made to protect low-performing projects from re-allocation or placement in Tier 2.

Section 5: Project Review and Ranking Process policy

San Mateo County Continuum of Care

2017 CoC Competition
PROJECT REVIEW AND RANKING PROCESS

Approved August 7, 2017

I. Background on 2017 NOFA and Ranking Requirements

On July 14, 2017 the U.S. Department of Housing and Urban Development (HUD) published the *Notice of Funding Availability (NOFA) for the Continuum of Care Homeless Assistance Program*.

- This year, funding is available for eligible renewal projects. San Mateo County is eligible to request up to $572,571 for bonus permanent housing projects, which may include: (1) permanent supportive housing (PSH) serving chronically homeless households with the greatest severity of need and longest histories of homelessness; (2) rapid re-housing (RRH) projects serving homeless single adults or families with children and (3) a new joint transitional-housing/rapid re-housing (TH/RRH) project type.

- San Mateo County may also create new projects through the re-allocation of funds from lower performing existing grants. The amount of available re-allocation funds is expected to be in the range of $100,000 to $200,000 (though the actual amount may vary) and may be used for the same project types as described above). These funds may also be used by the CoC Lead Agency (San Mateo County Human Services Agency) for dedicated HMIS projects or Coordinated Entry projects.

The NOFA requires that each CoC conduct a transparent and objective process to review and rank all applications for renewal of existing projects and creation of new projects. Ranking of renewal projects must demonstrate the use of established objective criteria used to review project applications. Additionally, the CoC must place projects into Tier 1 and Tier 2, with projects in Tier 2 having to compete nationally for funding.

This document describes the San Mateo County CoC policies and process governing the review and ranking of projects in the 2017 competition, as well as the adopted policy for determining which projects are placed into Tier 2.

II. Rating and Ranking Process and Criteria

a. Adoption of Performance Standards

On July 12, 2013, the CoC Steering Committee adopted objective Project Performance Standards for all program types within the continuum (emergency shelter, short and long term

transitional housing, permanent housing, rapid re-housing, services only with housing focus, and services only with employment focus). In June 2016 these standards were updated to align with HUD's System Performance Measures (published in 2014). They also reflect the most recent available data on current performance of San Mateo County programs and performance targets recommended by Focus Strategies as part of their technical assistance work on H.S.A.'s new Strategic Plan to End Homelessness 2016-2020.

The Performance Standards are attached as **Attachment A**.

b. Solicitation of CoC Applications

On July 27, 2017, the CoC Lead Agency (H.S.A.) released an announcement of available funding for both new and renewal CoC projects. These were distributed broadly via email to the provider community and were also posted to the H.S.A website. The announcements explain the process for submitting application, as well as the review criteria and process.

c. Application Process

- On or about August 9, 2017, renewal applicants will receive a Project Performance Report from H.S.A. summarizing their progress in meeting the established performance standards using data from the Clarity HMIS system. This report provides each renewal project applicant the opportunity to provide any narrative explanation or clarification regarding why they did not did not meet any of the standards. This document also includes supplemental narrative questions.
- On August 23, 2017 all applicants (new and renewal) must complete their Project Application(s) (Exhibit 2) in e-snaps. Renewal applicants must also submit their completed Project Performance Reports including any clarifications and responses to the supplemental narrative, as well as supporting documentation. New applicants must also submit their completed supplemental narrative.

d. Review, Ranking and Tiering Process

- H.S.A. will convene an unbiased and non-conflicted Review Panel composed of representatives from neutral (non-applicant) organizations. The Panel may include staff from the County of San Mateo, cities and towns within the County, funders and non-profit housing and social services organizations.
- The Review Panel will meet on or about August 30, 2017 to determine final ranking of the projects.
- Prior to the meeting, the H.S.A. staff will calculate the preliminary score for all renewal applicants using the objective Scoring Factors in **Attachment B**. The preliminary scores will be distributed to the Review Panel prior to the meeting.

- Prior to the meeting, the Panel will receive copies of all new project applications for review and scoring. New project applications will be scored using the scoring factors in **Attachment C.**
- At the meeting, the Review Panel will determine the final order of ranking of projects in accordance with the Ranking and Tiering Policy in **Attachment D**.
- The rankings will be brought to the Continuum of Care Steering Committee for approval on or about September 12, 2017.
- All applicants will be notified on or about September 8, 2017 whether their project is being included in the application as well as their rank on the Project Priority listing.
- Applicants may appeal any of the following decisions of the CoC Steering Committee:
  - Placement of project into Tier 2
  - Reduction of renewal grant amount (i.e. renewal grant partially re-allocated to a new project)
  - Elimination of renewal grant (i.e. entire grant re-allocated to a new project)

  Appeals must be submitted in writing to H.S.A. no later than 5:00 p.m. on September 13, 2017. Appeals will be heard by a panel of three non-conflicted members of the CoC Steering Committee who did not serve on the review panel. The decision of the appeal panel is final.

ATTACHMENT A
Performance Standards Revised June 2016

Measures		Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
1	**a) Exit to Permanent Housing** Percent of all leavers who exited to a permanent destination	30% (S)/ 50% (F)	85%	NA	85%
	b) Exit to Permanent Housing or Retained Permanent Housing Percent of participants who retained housing and all leavers who exited to a permanent destination	NA	NA	85%	NA
2	**Length of Stay** Average length of stay for program participants	30 days	120 days	NA	NA
3	**Returns to Homelessness** Percent of all participants who return to homelessness within one year after exiting to permanent housing	Less than: 20% (S)/ 2% (F)	Less than: 11% (S)/ 1% (F)	NA	Less than 15%
4	**Increased Employment Income** Percent of adult leavers who exited and stayers (who stayed for 12 months or more) with increased employment income	10%	15%	NA	15%
5	**Increased Non-Employment Income** Percent of adult leavers who exited and stayers (who stayed for 12 months or more) with increased non-employment income	10%	15%	10%	15%
6	**Utilization Rate** Average daily bed/unit/ or program slot utilization	95%	90%	90%	NA

7	**CoC Grant Spending** Percentage of CoC award spent in most recently completed yr	95%	95%	90%	90%
8	**HMIS Data Quality** Percentage of null/missing and don't know/refused values	Less than 10%	Less than 10%	Less than 10%	Less than 10%

Legend: (S) = singles, (F) = families

ATTACHMENT B
SCORING FACTORS FOR RENEWAL PROJECTS

The scoring system for renewal projects is based on objective criteria, including a consideration of past performance as demonstrated by the project APR, HMIS data, performance data compiled by Focus Strategies using HMIS and budget data, CoC Project Applications and supplemental project narratives. The scoring system also takes into consideration the severity of needs and vulnerabilities experienced by program participants, and the extent to which projects are aligned with Housing First principals (low barriers to participation, no service participation requirements or preconditions).

<table>
<tr><th colspan="2" rowspan="2">Scoring Factor</th><th colspan="3">Maximum and Minimum Scores</th></tr>
<tr><th>TH</th><th>RRH</th><th>PSH</th></tr>
<tr><td rowspan="2">1</td><td>1a. Exits to Permanent Housing (up to 12 pts)</td><td colspan="2">Exceeds standard by more than 10% = 12 points
Meets standard or exceeds by 10% = 6 points
Within 10% of standard = 3 points
Below 10% of standard = 0 points</td><td>Not Applicable</td></tr>
<tr><td>1b. Exits to Permanent Housing/Retain Housing (up to 14 pts)</td><td colspan="2">Not Applicable</td><td>Exceeds standard by more than 10% = 14 points
Meets standard or exceeds by 10% = 9 points
Within 10% of standard = 5 points
Below 10% of standard = 0 points</td></tr>
<tr><td>2</td><td>Length of Stay (up to 6 pts)</td><td>Exceeds standard by more than 10% = 6 points
Meets standard or exceeds by 10% = 4 points
Within 10% of standard = 2 points</td><td colspan="2">Not Applicable</td></tr>
<tr><td>3</td><td>Returns to Homelessness (up to 4 pts)</td><td colspan="2">Achieves standard = 4 points</td><td>Not Applicable</td></tr>
<tr><td>4</td><td>Increased Employment Income (up to 5 pts)</td><td colspan="2">Exceeds standard by more than 5% = 5 points
Meets standard or exceeds by 5% = 4 points
Within 5% of standard = 2 points
Below 5% of standard = 0 points</td><td>Not Applicable</td></tr>
<tr><td>5</td><td>Increased Non-Employment Income (up to 7 pts)</td><td colspan="3">Exceeds standard by more than 5% = 7 points
Meets standard or exceeds by 5% = 4 points
Within 5% of standard = 2 points
Below 5% of standard = 0 points</td></tr>
</table>

Scoring Factor		Maximum and Minimum Scores		
		TH	**RRH**	**PSH**
6	Utilization Rate (up to 6 pts)	Meets standard or exceeds = 6 points Within 5% of standard = 2 points Below 5% of standard = 0 points	Not Applicable	Meets standard or exceeds = 6 points Within 5% of standard = 2 points Below 5% of standard = 0 points
7	CoC Grant Spending (up to 6 pts)	Meets standard or exceeds = 6 points Within 5% of standard = 3 points Below 5% of standard = 0 points		
8	HMIS Data Quality (up to 11 pts)	All Data Elements Less Than 10% Missing/Don't Know = 11 points 1-2 Data Elements More Than 10% Missing/Don't Know = 6 points More Than 2 Data Elements More Than 10% Missing/Don't Know = 0 points		
9	Housing First (up to 16 points)	Does the project ensure participants are not screened out based on the following criteria? A) Having too little or no income B) Active or history of substance abuse C) Having a criminal record with exceptions for state-mandated restrictions D) History of domestic violence If yes, then 0.5 points for each (possible total of 2 points). Does the project ensure that participants are not terminated from the program for the following reasons? A) Failure to participate in supportive services B) Failure to make progress on a service plan C) Loss of income or failure to improve income D) Being a victim of domestic violence If yes, then 0.5 points for each (possible total of 2 points). Does the program have these Housing First approaches documented in Program Manual or other program documentation? If yes, then 1.5 points for each approach documented in submitted documents (up to 12 points).		

<table>
<tr><th colspan="2" rowspan="2">Scoring Factor</th><th colspan="3">Maximum and Minimum Scores</th></tr>
<tr><th>TH</th><th>RRH</th><th>PSH</th></tr>
<tr><td>10</td><td>Accessibility for Highest Need Households (up to 8 pts)</td><td colspan="3">Is the project accessible for households with the highest needs and housing barriers? Are participants entering from literally homeless situations; with zero income; or with disabling conditions? Does the project take affirmative steps to make housing and services accessible to people with significant vulnerabilities, including: having experienced abuse or victimization (including domestic violence, sexual assault, child abuse), criminal histories, chronic homelessness, low or no income, current or past substance abuse?

Project is highly accessible for highest need households = 8 points
Project is accessible for highest need households = 3 points
Project is not accessible for highest need households = 0 points</td></tr>
<tr><td>11</td><td>Grants Monitoring/ Compliance (up to 6 pts)</td><td colspan="3">a) Project submitted APR on time= 1.5 points
If not = 0 points

b) Project had sufficient LOCCS drawdown frequency for executed contracts (at least quarterly)= 1.5 points
If not = 0 points

c) Project did not return funds to HUD = 1.5 points
If returned funds = 0 points

d) Project serves CoC-eligible participants (as demonstrated in written policies/procedures on eligibility, screening and admission) = 1.5 points
If not = 0 points

e) Serious unresolved compliance finding from HUD would result in up to 8 points subtracted from project's score</td></tr>
<tr><td>12</td><td>Cost Effectiveness for PH exits or PSH units (up to 7 points)</td><td colspan="2">Cost per exit to permanent housing is reasonable for project type = 7 points
Cost per exit to permanent housing is not reasonable for project type = 3 points</td><td>Cost per unit served is reasonable for project type = 7 points
Cost per unit served is not reasonable for project type = 3points</td></tr>
<tr><td rowspan="2">13</td><td rowspan="2">Policy Priorities (up to 19 points)</td><td>Not Applicable</td><td>Rapid Re-Housing = 12 points</td><td>Permanent Supportive Housing = 13 points</td></tr>
<tr><td colspan="3">Prioritizes a priority population or population needing more support: chronically homeless individuals, veterans, families, youth, DV survivors = 6 points</td></tr>
<tr><td colspan="2">Maximum Score</td><td>100</td><td>100</td><td>100</td></tr>
</table>

Methodology for Renewal Scoring Factors:

Factor 1 through 8 (Project Performance Standards): Data will be extracted from APR/Clarity/Looker/HUD Applications for each project for the period March 1, 2016 to February 28, 2017 to calculate these performance measures.

Factor 9: (Housing First): This will be based on how the applicant responds to the Questions on Section 3B of the Project Application relating to Housing First, entry barriers, and service participation requirements. In addition, these items will be scored based on the project's documented program manual. The projects with written policies that clearly document low barriers and no service participation requirements will receive higher scores.

Factor 10: (Accessibility for Highest Need Households): This factor considers whether the project is serving a high need population and is based on the following considerations: extent to which the project serves individuals entering from literal homelessness (streets or shelters), have zero income at entry, or have a disability. This information will be drawn from the APR and other Clarity/Looker reports. In addition, applicants will be asked to provide a brief narrative describing how they target and prioritize high need households and if/how the project takes affirmative steps to make housing and services accessible to people with significant vulnerabilities.

Factor 11: (Grants Monitoring/Compliance): Applicants will be scored based on their responses to the questions in Section 2B of the Project Application, to include: whether they submitted APR reports on time, have made sufficient LOCCS drawdowns, or have had any unspent grant funds returned to HUD. Applicants will be asked to submit their eligibility and screening policy/procedures to assess whether projects serve CoC-eligible populations. In addition, projects will lose points for having serious unresolved compliance findings from HUD.

Factor 12: (Cost Effectiveness): For TH and RRH projects, the measure will be calculated by dividing the total program budget by the number of households who exited to permanent housing. For PSH projects, the measure will be calculated by dividing total budget (as submitted by program) by the number of units/households in the project to arrive at an average cost per unit.

Factor 13: (Policy Priorities): This factor provides additional points for permanent housing projects (PSH and RRH) as well as projects prioritizing chronically homeless people, homeless veterans, youth, families or DV survivors, as documented by program documents. DedicatedPLUS projects will not receive points for serving chronically homeless individuals because they do not only serve chronically homeless individuals.

ATTACHMENT C
SCORING FACTORS FOR NEW PROJECTS

Rating Factor	Score Range
1. HEARTH and Opening Doors Objectives. The project articulates how it will advance the goals set forth in HEARTH and Opening Doors (the federal strategic plan to end homelessness): • Reduce new entries into homelessness • Reduce the length of time people are homeless • Reduce returns to homelessness • Increase participant income	0-5
2. Targeting and Outreach • Project targets an eligible population • Project targets participants who are coming from the street or other locations not meant for human habitation, emergency shelters, safe havens, or fleeing domestic violence • There is a strong outreach plan specifically designed to identify and engage people in the target population and ensure they are able to access the program	0-10
3. Appropriateness of Housing • Type, scale, and location of the housing fit the needs of the program participants • Participants are assisted to secure housing as quickly as possible • Programs and activities are offered in a setting that enables homeless people with disabilities to interact with others without disabilities to the fullest extent possible	0-5
4. Housing First Model • Project will have low barriers to entry and does not screen out applicants based on having no or low income, active or history of substance use, criminal record (except for State mandated requirements), history of domestic violence) or lack of willingness to participate in services • Project services are client-centered • Project will not terminate participation for: failure to participate in services, failure to make progress on service plan, loss of income or failure to improve income; being a victim of domestic violence, or other activities not covered in the lease agreement	0-20
5. Service Plan • For RRH projects, project meets National Alliance to End Homelessness (NAEH) RRH standards • Type, scale, location of the supportive services fit the needs of the program participants and are readily accessible. This includes services funded by the CoC grant and other project funding sources • There is a specific plan to ensure participants are individually assisted to obtain the benefits of the mainstream health, social, and employment programs for which they are eligible • There is a specific plan to ensure participants are assisted to obtain and	0-20

Rating Factor	Score Range
remain in permanent housing in a manner that fits their needs • There is a specific plan to ensure participants are assisted to increase their incomes and live independently	
6. Timing • Applicant has a clear plan to begin operations when the contract is executed. Within six months of contract execution may be awarded up to 10 points and within one year of contract execution may be awarded up to 5 points	0-10
7. Applicant Capacity • Recent relevant experience in providing housing to homeless people • Recent data submitted demonstrates strong performance for relevant services and/or housing provided • Relevant experience in operation of housing projects or programs, administering leasing or rental assistance funds, delivering services and entering data and ensuring high-quality data in a system (HMIS or a similar data system) • Organizational and finance capacity to track funds and meet all HUD reporting and fiscal requirements • If application has sub recipients, applicant organizations have experience working together • Any outstanding monitoring or audit issues or issues are explained	0-10
8. Financial Feasibility and Effectiveness • Costs appear reasonable and adequate to support proposed program • Match requirement is met • Additional resources leveraged	0-10
9. Project Type Prioritization • TH/RRH - 0 points • PSH/DedicatedPLUS - 3 points • RRH – 5 points • PSH Dedicated to Chronically Homeless People – 10 points	0-10
TOTAL	**100**

ATTACHMENT D
RANKING AND TIERING POLICIES

1. Ranking Policy

In determining the rank order of projects, the Review Panel will adhere to the following policies:

a. Projects will be ordered in accordance with their scores as set forth in Attachment B (for renewal projects) and Attachment C (for new projects).

b. Projects falling into Tier 1 will be submitted on the Project Priority list in the order in which they are ranked

c. Projects falling into Tier 2 will be ranked according to the policies set forth in below in Section 3 and 4.

d. The following project types will not receive scores:
   - Renewal projects that do not have any performance data (because they were only recently awarded) will be placed at the bottom of Tier 1 or into Tier 2, at the discretion of the Review Panel.
   - Any dedicated HMIS or Coordinated Entry projects will not receive scores. As critical infrastructure for the CoC, dedicated HMIS and/or Coordinated Entry projects will be placed at the bottom of Tier 1.

2. Tier Two Project Scoring as Established in the HUD NOFA

In this year's NOFA, HUD has set forth a scoring system for Tier 2 Projects:

a. CoC Score – up to 50 points
b. CoC Project Ranking – Up to 40 points based on how each project is ranked within Tier 2, with those closer to the top of the list receiving more points
c. Housing First – projects that demonstrate low barriers to entry, prioritize rapid placement into housing, and that do not have service participation requirements receive up to 10 points.

All projects in Tier 2 will compete nationally for funding based on this scoring system. Projects lower on the list are less likely to be funded, as are transitional housing and services only projects, which are eligible for fewer points under item c.

3. San Mateo County Tier 2 Policy

Once the rank order of projects has been determined (see Section 1), any projects falling into Tier 2 will be candidates for re-allocation to create new permanent housing, rapid-re-housing,

dedicated HMIS or Coordinated Entry projects. The Review Panel will make a recommendation as to whether to re-allocate Tier 2 projects or leave them in their rank order.

4. Re-Allocation Policy

In addition to the above, the Review Panel will examine the spending history of ALL renewal projects to determine if any grants should be reduced. Any grants that have significant under spending will be candidates to have their grant amount reduced. Funds captured from grants that are reduced will be used to fund new permanent housing or rapid-re-housing project(s), which can be placed either in Tier 1 or Tier 2, or HMIS or Coordinated Entry projects, which are placed at the bottom of Tier 1.

Renewal applicants may request to voluntarily re-allocate one or more of their grants, either in whole or in part. If re-allocating in part, the applicant's grant will be reduced by the amount requested and re-allocated to a new project. If an applicant wishes to voluntarily re-allocate in whole, with the purpose of replacing their existing project with a new PH or RRH project, the new project will be ranked and scored according to the policies outlined in this document. There is no guarantee that voluntarily re-allocated projects will be placed in Tier 1.

5. Final Project Priority List

After following the process described above, the Review Panel may elect to make adjustments to the order of projects if doing so will advance the goals of ensuring a more competitive overall funding application and maximizing our CoC's ability to fund eligible renewals and new projects. These adjustments are limited to the following:

- Adjustments to address any issues that arise from projects straddling the Tier 1 and Tier 2 line, in accordance with the policy outlined in the HUD NOFA.
- Ranking of bonus project(s).
- Ranking of renewal projects that do not yet have any performance data.

Adjustments to rank order will **not** be made to protect low-performing projects from re-allocation or placement in Tier 2.

Section 6: Evidence of Project Review and Ranking Process posting

Evidence of posting of Project Review and Ranking Process- see page 2

COUNTY OF SAN MATEO
HUMAN SERVICES

Translate

2017 Continuum of Care NOFA (Notice of Funding Availability)

On July 14, 2017, the U.S. Department of Housing and Urban Development (HUD) published the Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Homeless Assistance Program.

The NOFA can be accessed at https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf It establishes this year's funding criteria for the Continuum of Care (CoC) Homeless Assistance Programs (sometimes also referred to as the McKinney-Vento Homeless Assistance Act programs).

Potential applicants meeting:

Monday July 31, 2017 from 2:30-4:00 pm at HSA's office at 1 Davis Drive, Belmont in the Montara Room

This meeting will be for organizations interested in applying for either new or renewal funding and will provide details on our local process.

New Project Applications

New project applications are due by August 23 at 5:00 pm to JSilverberg@smcgov.org and BEggers@smcgov.org**. More information about the funding and application process is available in the document below titled Information for New Applicants - Availability of Funding for New Projects and the application template is available below, titled New Project Narrative Application Template 2017.**

Renewal Applications

Renewal project applications are due by 5:00 pm on August 23 to JSilverberg@smcgov.org and BEggers@smcgov.org More information is available in the document below titled Information for Renewal

Applicants 2017 CoC NOFA.

If you have questions about the NOFA process, please contact Brian Eggers, 650-802-5083, BEggers@smcgov.org or Jessica Silverberg, 650-802-3378, JSilverberg@smcgov.org

More information will be posted to this website throughout the NOFA process.

Please see the documents below for information about the NOFA process.

PDF	Highlights of 2017 CoC NOFA.pdf	66.58 KB
PDF	Information for New Applicants - Availability of Funding for New Projects - Rev. 8-11-17.pdf	209.16 KB
PDF	Information for Renewal Applicants 2017 CoC NOFA - Rev. 8-11-17.pdf	175.28 KB
PDF	Tips for Completing the 2017 Renewal Project Application in E-snaps.pdf	134.63 KB
PDF	2017 Project Review and Ranking Process.pdf	174.3 KB
PDF	Minutes - Informational Meeting for Potential CoC Applicants 7-31-17.pdf	22.93 KB
PDF	Minutes - CoC Steering 8-7-17 including approving ranking process.pdf	48.61 KB
DOCX	New Project Narrative Application Template 2017.docx	28.28 KB

San Mateo County Continuum of Care

CoC AND HMIS GOVERNANCE CHARTER

Adopted January 17, 2014
Revised September 12, 2017

I. Overview: Continuum of Care Structure and Purpose Under HEARTH

The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 amends and reauthorizes the McKinney-Vento Homeless Assistance Act. HEARTH provides the statutory framework for the federal government's response to homelessness. Among the requirements established in HEARTH is that every community establish a "Continuum of Care (CoC)," defined as "the group organized to carry out the responsibilities required under [HEARTH] and that is composed of representatives of organizations, including nonprofit homeless service providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons to the extent these groups are represented within the geographic area and are available to participate."

The CoC's primary responsibilities under the HEARTH Act include the following:

- Operating the CoC
- Designating and operating a Homeless Management Information System (HMIS)
- CoC planning

The Emergency Shelter Grants (ESG) Program further requires that a jurisdiction that receives an ESG grant "must consult with the Continuum of Care in determining how to allocate its ESG grant for eligible activities; in developing the performance standards for, and evaluating the outcomes of, projects and activities assisted by ESG funds; and in developing funding, policies, and procedures for the operation and administration of the HMIS."

The HEARTH Act directs each local community to establish a CoC governance structure and process, to be formalized through a written Governance Charter.

II. San Mateo County CoC Goals and Objectives

The San Mateo County CoC has made a commitment to achieving the goals set forth in Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness.

Strategies for meeting these goals are set forth in *Ending Homelessness in San Mateo County* the community's strategic plan for ending homelessness among all populations by 2020.

This plan affirms the community's commitment to meet the HEARTH measures, including: reducing the number of first time homeless households, increasing the rate of exit to permanent housing, reducing the length of time households are homeless, reducing the rate of return to homelessness and increasing participant income.

Additionally, the CoC affirms an intention to develop a system that meets the specific needs of all populations. Specific goals include:

- Homeless families are rapidly re-housed within 30 days of becoming homeless;
- Developing strategies that address the unique needs of unaccompanied homeless youth, including strategies that addresses homeless youth trafficking and other forms of exploitation;
- Ensuring that persons fleeing domestic violence are offered available safe housing and services available, and that they have options and choices, and that their personal information is protected.

The CoC's policies, procedures, including standards for assistance, are described in Appendix B.

III. San Mateo County CoC Steering Committee – Structure and Function

A. Authority

In San Mateo County, the CoC role and responsibilities are fulfilled by a committee called the San Mateo County CoC Steering Committee ("the Steering Committee"). The Steering Committee is convened and staffed by the San Mateo County Human Services Agency (HSA), Center on Homelessness. H.S.A. also serves as the CoC Lead Agency. The Steering Committee is responsible for overseeing the creation of an annual Homeless Continuum of Care plan and application to HUD for funding for projects and programs serving homeless persons. Specific responsibilities are detailed in Section V.

B. Purpose

The purpose of the CoC Steering Committee is to:

- Oversee a year-round planning process designed to guide the development of a homeless crisis response system for San Mateo County;
- Regularly assess system performance data and use data to inform system planning;
- Oversee San Mateo County's annual application to HUD for Continuum of Care funding;

- Oversee the implementation of the Homeless Management Information System (HMIS);
- Consult with the San Mateo County Department of Housing and entitlement jurisdictions on the administration of ESG funds, including funding allocations, performance standards, and evaluation of project performance.

C. Composition

CoC Regulations (578.5) require that the CoC Steering Committee be representative of relevant organizations and of projects serving homeless subpopulations and include at least one homeless or formerly homeless individual.

The San Mateo County Steering Committee shall be composed of no more than forty members. The composition of the committee is designed to ensure that the CoC solicits and considers opinions from individuals and organizations with knowledge or an interest in ending homelessness in the area. The Steering Committee shall include representatives of the following constituencies, in the following numbers.

Stakeholder Group	Number of Representatives on Committee
Non-Profit Service Providers Representing Key Service Modalities : 1. Prevention 2. Outreach 3. Emergency shelter, 4. Transitional or Interim housing 5. Rapid Re-Housing 6. Supportive housing 7. Affordable housing 8. Core Service Agency/Safety Net	Up to 8 (one for each modality)
Mainstream Service Systems: 1. Employment and Training System 2. Mental Health System 3. Alcohol and Drug Treatment System 4. Health System 5. Criminal Justice System	Up to 5 (one for each system)
Organizations Representing Key Subpopulations: 1. Veterans 2. Seniors 3. Youth 4. Domestic Violence Survivors	Up to 4 (one for each subpopulation)

Stakeholder Group	Number of Representatives on Committee
Entitlement Cities: 1. Daly City 2. Redwood City 3. San Mateo 4. South San Francisco	Up to 4 (one for each city)
County Government Rep	1
Housing Authority Representative	1
Private Foundation Rep	1
Business Rep	1
Homeless or Formerly Homeless Individual	1
Housing Developer	1
Housing Advocate	1
Community Development/Finance Rep	1
Representative of the educational system	1
An agency that serves survivors of human trafficking	1
Disability Service Organizations, Disability Advocates	1
Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ) Advocates, and LGBTQ Service Organizations	1
At-Large Members	Up to 8
Subcommittee and Workgroup Chairs	Up to 5

D. Terms

Steering Committee members shall serve for three-year terms. Steering Committee members may be re-elected, with a term limit of three three-year terms (nine consecutive years). Term limits may be waived by a vote of the Steering Committee on a case-by-case basis in instances where another applicable representative of that stakeholder group cannot be identified.

E. Election/Nomination of Members

A new Steering Committee shall be seated each year in January. Slots that are vacant due to resignation or term expiration shall be filled through a nomination process. Nominations shall generally be solicited for vacant slots July through September, with nominations made at the October meeting. The process for solicitation of nominations shall include outreach by Lead Agency staff and Committee members (via emails, phone calls, announcements at meetings, etc.). Specific individuals (not organizations) shall be recruited who are able to represent the constituencies described in Section C. Once a slate of individuals has been identified, the Committee will entertain nominations and

elect the new members to fill the vacant slots. New members shall generally be voted in at the October meeting and will be seated in the first meeting of the calendar year.

Vacancies that occur outside the regular cycle due to resignations may be filled before the October meeting. Nominations may be voted upon at any meeting following the resignation.

F. Meetings

The Steering Committee shall meet on a quarterly basis, usually in October, January/February, April/May and July/August (dates will be impacted by the deadline for HUD Continuum of Care NOFA as well as by the ESG funding cycle).

Meetings shall be open to any interested individual, including members of the public. Meeting announcements and agenda will be distributed to members by email at least two days prior to the date of the meeting. Agendas will be publicly posted in advance of the meeting.

G. Decision-Making

All actions of the Steering Committee shall be taken by vote. A two-thirds majority of Steering Committee members present shall be required to take a Steering Committee action. In circumstances that need time-sensitive action, voting may take place by email, with the vote being ratified at the next in person Steering Committee meeting.

Robert's Rules of Order shall be followed in taking Committee action. No member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents.

H. Conflict of Interest

A Steering Committee member shall be deemed to have a conflict of interest if he or she has a prohibited conflict of interest pursuant to any of the following: the California Political Reform Act, Government Code sections 81000 *et seq.*; California Government Code sections 1090 *et seq.*, the common law prohibition against bias, or any applicable conflict of interest policy for the County of San Mateo.

The Steering Committee shall apply a reasonableness standard in determining whether a conflict exists. If a member has a conflict of interest, he or she shall declare the conflict on the record, refrain from discussing the issue with the Committee, and recuse him or herself from voting on the matter.

I. Attendance

Steering Committee Members shall be expected to attend all meetings unless excused by informing HSA staff.

Each committee member may designate one proxy member to vote in his/her place if he/she is unable to attend. The proxy member must be specifically named by the member. HSA staff will maintain the membership roster and list of proxies.

If a Steering Committee member has two unexplained absences in a year, the Chair/Co-Chair may recommend that he or she be removed from the Steering Committee. Members may be removed only by a vote of the Steering Committee.

J. Officers

The Steering Committee shall elect either: (1) one Committee Chair; or (2) two Committee Co-Chairs. Election of officers shall take place at the meeting following the meeting at which new members are elected.

The Co-Chairs shall be responsible for chairing Steering Committee meetings and for working with Center on Homelessness staff to develop meeting agendas.

If the Chair or Co-Chairs cannot a meeting, the Chair/Co-Chairs may name an Acting Chair for that meeting. The Acting Chair must be a member of the Steering Committee (not a proxy).

K. Subcommittees and Workgroups

The Steering Committee shall establish subcommittees and workgroups as are necessary to conduct the work of Continuum of Care planning and submission of the CoC application. Subcommittee membership is open to any interested member of the community. Each subcommittee must have a chair or co-chairs, who are appointed by the Steering Committee Chair or Co-Chairs.

Subcommittees may include, but are not limited to:

- HMIS Subcommittee
- Performance Measurement Subcommittee (CoC and ESG)
- CoC Standards and Policies Subcommittee
- Funding Group/CoC Application Review Panel

L. Record Keeping

In consultation with the Chair or Co-Chairs of the Steering Committee, staff of the Center on Homelessness shall develop and distribute agendas and minutes and perform other record keeping functions.

IV. HMIS Lead Agency

The CoC Steering Committee shall designate a lead agency for the HMIS. The HMIS Lead Agency for San Mateo County is the San Mateo County Human Services Agency, Business Systems Group (BSG). In accordance with Section 578.7(b) of the CoC Interim Rule, the CoC shall:

- Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS
- Ensure consistent participation of recipients and sub recipients in the HMIS; and
- Ensure the HMIS is administered in compliance with requirements prescribed by HUD in the HMIS Data Standards

This work shall be conducted by staff from the Center on Homelessness, Business Systems Group, and the HMIS Subcommittee.

Compliance with HMIS requirements shall be documented in the San Mateo County HMIS Policies and Procedures, which will be updated annually by the HMIS Lead Agency and reviewed and approved by the CoC Steering Committee. The HMIS Policies and Procedures are provided in Appendix C of this document.

V. Responsibilities of the Steering Committee and Subcommittees

Responsibilities of the Steering Committee are listed below.

A. Steering Committee

- Review and vote on nominations to fill vacancies on the Steering Committee;
- Review and approve strategies for addressing homelessness developed by lead agency, subcommittees, and workgroups;
- Review and approve an annual work plan for addressing homelessness developed by lead agency and workgroups;
- Review and approve CoC Policies and Procedures developed by the Lead Agency, subcommittees and workgroups;
- Regularly assess system performance data and use data to inform system planning;
- Review and approve plans for development and implementation of a Coordinated Entry System for homeless households, as developed by the Lead Agency;
- Review and approve recommendations from the Project Performance Subcommittee on performance issues, recommended corrective action, and proposed re-allocation of funds;
- Review and approve annual Collaborative Application for CoC funds; including a Rating and Ranking policy that uses objective, written criteria to review, rank and select projects for funding;

- Ensure that the CoC application process is transparent, open and that proposals from organizations who have not received CoC funds are accepted;
- Approve final Project Priority list developed by Review Panel;
- Review and act on provider appeals as needed;
- Approve methodology for annual Point in Time Count, Housing Inventory and Gaps Analysis developed by lead agency (bi-annually for street count), review and approve final count
- Review and approve annual performance standards and evaluation of outcomes for CoC and ESG programs, as developed by Lead Agency and Project Performance Work Group;
- Review and provide input on information prepared by Lead Agency for entitlement cities related to their Consolidated Plans; specifically, information relating to reducing and ending homelessness through:
    - Outreach and assessment;
    - Emergency and transitional shelter;
    - Transitions to permanent housing through shortening episodes of homelessness, access to affordable housing and prevent recurrence of homelessness, and;
    - Homeless prevention.

  This information may also include PIT and/or HMIS data to help inform funding allocations for homeless programs using ESG and other sources of funding
- Review and provide input on the annual ESG funding priorities and allocations as developed by the Department of Housing;
- Provide representation to the Housing and Community Development Committee (CDBG and ESG), Interagency Council on Homelessness, and other planning bodies
- Designate an HMIS Lead Agency and information system for the HMIS software;
- Review and approve HMIS policies and procedures, privacy plan, security plan, data quality plan, and any other plan the HMIS Lead is required to develop.

The Steering Committee may choose to delegate some or all of these responsibilities to the Subcommittees or Work Groups, as described below.

B. HMIS Subcommittee

- Identify training and support needs for HMIS agencies regarding data quality, data entry procedures and other topics relevant to HMIS users.
- Advise HMIS Lead and Steering Committee on decisions about HMIS administration and management;
- Review all CoC data reports to include the HIC, PIT, AHAR, & System Performance Measure report;
- Review HMIS Policies and Procedures and make recommendations to CoC Steering Committee regarding approval.

C. Performance Measurement Subcommittee

- Reviews San Mateo County's results on the HUD system performance measures and advises the COH on strategies to improve system performance
- Advises COH on setting and updating standards for evaluating the performance of CoC and ESG funded projects
- Reviews overall results of monitoring conducted by COH to identify trends and recommend training or support that could be provided or modified to increase support to providers
- Works collaboratively with the HMIS Users Group on any needed changes to the HMIS system to track performance measures.

D. CoC Standards and Policies Committee

- Works with H.S.A. to develop and maintain written policies and standards for CoC system operations, including Coordinated Entry
- Works with H.S.A. to develop and maintain written policies and standards for CoC and ESG assistance, including who receives what type and level of assistance and for how long;
- Works with H.S.A. on development of policies and procedures as needed to support implementation of the strategic plan to end homelessness (including policies relating to shelter, TH, RRH, PSH).

E. Funding Group/Project Review Panel

- Develop and oversee an annual process for applying for HUD Continuum of Care funding;
- Recommend priorities and selection criteria for CoC project ranking for approval by Steering Committee;
- Review and rank applications from new and renewal projects; recommend final ranking to Steering Committee;
- Recommend priorities and process for ESG funding to be approved by Steering Committee.

Organizations that are recipients of CoC or ESG funds may not participate in this group/panel.

Attachment A: CoC Code of Conduct

The following Code of Conduct provides a foundation of ethics for the San Mateo County Continuum of Care Steering Committee ("the Steering Committee"), its subcommittees and workgroups.

The Steering Committee prohibits the solicitation and acceptance of gifts or gratuities (anything of monetary value) by officers, voting members, and agents for their personal benefit. Ask yourself if the gift would have been offered if you did not have your position. If the answer is "No" then you should decline accepting the gift.

A. The Steering Committee promotes impartiality in performing official duties, and prohibits any activity representing a conflict of interest. You should not act on a matter if a reasonable person who knew the circumstances of the situation could legitimately question your fairness.

B. The Steering Committee prohibits the misuse of position. You cannot use your position with the Committee for your own personal gain or for the benefit of family or friends.

C. Officers and voting members shall put forth honest effort in the performance of their duties.

D. Officers and voting members shall not knowingly make unauthorized commitments or promises of any kind purporting to bind the Committee without previous Board approval.

E. Officers and voting members shall disclose waste, fraud, abuse, and corruption to the San Mateo County Manager.

F. A member shall be deemed to have a conflict of interest if he or she has a prohibited conflict of interest pursuant to any of the following: the California Political Reform Act, Government Code sections 81000 *et seq.*; California Government Code sections 1090 *et seq.*, the common law prohibition against bias, or any applicable conflict of interest policy for the County of San Mateo.

   The Steering Committee shall apply a reasonableness standard in determining whether a conflict exists. If a member has a conflict of interest, he or she shall declare the conflict on the record, refrain from discussing the issue with the Committee, and recuse him or herself from voting on the matter.

G. Officers, voting members and employees shall adhere to all laws and regulations that provide equal opportunity for all Americans regardless of race, color, religion, sex, national origin, age, or disability.

Violation of any portion of this code may result in removal from the CoC Steering Committee. The code has been distributed to the Committee, its subcommittees and workgroups, as well as posted on the website of the San Mateo County Human Services Agency (the CoC Lead Agency).

Attachment B:
San Mateo County CoC Policies and Standards

1. Housing First

The San Mateo County CoC is committed to adopting a Housing First approach throughout the homeless crisis response system. The system prioritizes rapid placement and stabilization in permanent housing and there is an expectation that programs will not have service participation requirements or preconditions such as sobriety or a minimum income threshold. Participation in these services is based on the needs and desires of the program participant. Our system:

- *Uses data on project performance to develop strategies to quickly and stably house homeless households.* We evaluate the length of stay in programs and rate of exit to permanent housing to determine if programs are being effective at meeting our system goals.
- *Engages landlords and property owners.* H.S.A. has contracted with a service provider to engage landlords and property owners on behalf of homeless households who have enrolled in rental assistance programs (permanent supportive housing and rapid re-housing) to assist them to locate and secure available rental units. In addition to this system-wide landlord engagement, individual programs also may engage landlords and property owners.
- *Prioritizes funding for projects that remove entry barriers.* The San Mateo County CoC encourages providers to remove entry criteria that are not required by a project funder. Having low barriers to entry is a scored criteria for projects requesting CoC funding (both new and renewal). Screening criteria the CoC define as "barriers" include, but are not limited to, criteria relating to: credit history, income, employment, domestic violence, sobriety/substance use, criminal record, immigration status, mental health status, or willingness to participate in services. Providers also are encouraged to remove ongoing program participation requirements that would cause participants to be terminated for any of these reasons.
- *Adopts client-centered service methods.* Projects in the San Mateo County CoC are expected to ensure that housing and service options are tailored to meet the unique needs of each individual or family presenting for services and that program participants have access to the services that they reasonably believe will help them achieve their goals.

2. Coordinated Intake, Assessment and Referral

In August 2016, San Mateo County H.S.A. issued an RFP to identify a provider or provider team to implement a county-wide Coordinated Entry System (CES) that:

- Covers the entire CoC geography;

- Is easily accessible for all persons who need homelessness assistance;
- Incorporates a strategy for advertising the program that is designed to specifically reach homeless persons with the highest barriers,
- Includes a standardized assessment process, and;
- Ensures that program participants are directed to appropriate housing and services that fit their needs.

Samaritan House was selected via the RFP to be the lead CES and Diversion provider, in collaboration with the Core Service Agency Network.

As the primary CES funder and CoC lead agency, H.S.A. holds overall responsibility for the design of CES and developing CES policies and standards, in consultation with the CoC Steering Committee. As the lead CES provider, Samaritan House is responsible for developing CES procedures to implement the policies, and for initial implementation and ongoing management of CES.

CES for families with children became operational in July 2017. H.S.A. and Samaritan House are developing policies and tools for the adult and youth CES, which are planned to launch in November 2017.

Family CES policies are documented in separate documents and incorporated by reference to this Governance Charter. Below is a general summary of CES goals and key elements.

The San Mateo County CoC has designed the CES to be a key element of our overall homeless crisis response. Given the large geography of our CoC, our CES has multiple entry points, all using standardized processes and tools. The entry points are the 8 Core Service Agencies as well as the Homeless Outreach Team (HOT). The HOT has been integrated into CES to ensure people in unsheltered locations are identified and prioritized for assistance.

The San Mateo County CES goals are aligned with the main goals articulated by HUD:

- Make it easier for persons experiencing homelessness or a housing crisis to access the appropriate housing and service interventions;
- Prioritize persons with the longest histories of homelessness and the most extensive needs;
- Lower barriers to entering programs or receiving assistance; and,
- Ensure that persons receive assistance and are housed as quickly as possible.

The San Mateo County CES has the broadest possible participation, including, as appropriate, local government, law enforcement, CDBG/HOME/ESG entitlement jurisdictions, affordable housing developers, education authorities, and mental health

organizations, to ensure the system provides the necessary support for homeless or near-homeless persons seeking housing and services.

Key features of the San Mateo County CES, as articulated in the CES RFP, include:

1. Screening. The CES conducts a standardized screening and triage process to identify households experiencing homelessness. Screening takes place at designated access points into the homeless system that are widely advertised and well understood by providers and the community. The access points direct households who are not homeless or at imminent risk of homelessness to mainstream services and systems, while assisting those who are homeless to access homeless crisis response.
2. Shelter Diversion/Problem Solving. The CES prevents households from entering shelters by employing a shelter diversion strategy. The CES provider empowers persons facing imminent homelessness to identify safe and appropriate housing options and assist them in avoiding shelter and returning quickly to permanent housing. Shelter diversion services include a range of activities to help clients preserve their existing housing or move directly to alternative housing, and can include: mediation with landlords, family members or roommates; problem solving; linkages to mainstream systems and services; and flexible financial assistance (such as rental deposits). The goal of shelter diversion is to ensure that shelter beds are available for those households who are unsheltered.
3. Assessment/Prioritization for Shelter and Housing. The CES provider employs a standardized assessment tool for all clients referred to determine prioritization for housing resources. The provider places households into emergency shelter or interim housing program while in the "Priority Pool" waiting for housing assistance.
4. Matching and Referral to Housing Programs and Resources. San Mateo County H.S.A. operates a centralized placement list for housing interventions (RRH and PSH). The CES provider facilitates transfer of assessment and prioritization information to the County to use to match clients in the Priority Pool to homeless and housing services available to them, based upon priority level and eligibility criteria.

3. Policies and Standards for Administering Assistance

The San Mateo County Continuum of Care has designed and implemented a consistent and county-wide set of policies and standards for determining which homeless households qualify for which types of assistance. These policies cover: (a) permanent supportive housing (PSH); (b) rapid re-housing (RRH); (c) emergency shelter and transitional housing; and (d) other policies and standards.

a. Permanent Supportive Housing (PSH)

The San Mateo County CoC has established a single coordinated and standardized process for access to all CoC-funded permanent supportive housing (PSH) in the community. Via the 2016 CoC application process, all PSH beds in the CoC have been

converted to dedicated PSH units (some were already dedicated; the remainder were prioritized but are now becoming dedicated units).

The PSH prioritization process will continue as described in this document until the CES for adults/youth is operational by January 2018. At that time the CE process for PSH will be integrated into the broader Adult CES system.

i. Coordinated Outreach, Referral Process and Admission Process

The CoC has established a County-wide process for conducting outreach to unsheltered chronically homeless individuals to ensure they are identified and prioritized for assistance. This includes outreach conducted by the county-funded Homeless Outreach Team (HOT). HOT conducts regular and intensive outreach to individuals living outdoors; many of whom require intensive engagement and contacts before entering housing. HOT also conducts monthly multi-disciplinary team (MDT) case conferencing meetings coordinated by H.S.A and LifeMoves. The MDT's include staff from local Police Departments, County Behavioral Health and Recovery Services (BHRS), safety net providers, and other service providers working with homeless individuals. Homeless outreach is also conducted throughout the County by BHRS (through the PATH Team), Health Care for the Homeless and Dignity on Wheels.

PSH referring agencies record contacts with homeless people into HMIS. Once an individual expresses an interest in receiving housing assistance, the referring agency will complete the Housing Authority PSH application in HMIS and will also complete the VI-SPDAT. This triggers a referral to the Housing Authority. All PSH referrals require a completed VI-SPDAT submitted along with the application.

The Housing Authority staff review all PSH referrals for their completeness of applications and move the household into the priority pool for PSH. The Housing Authority uses the VI-SPDAT score and the length of time a household has been homeless to establish an order for the priority pool. Applicants are pulled from the list in their rank order and offered the next available PSH vacancy. Households matched to a vacancy are then scheduled for an eligibility appointment at which their documentation is verified. If the household has been enrolled in a tenant-based rental assistance program, they will be assigned a housing navigator to help them locate a unit.

ii. Orders of Priority

All CoC-funded permanent supportive housing (PSH) beds in the CoC are offered to eligible chronically homeless households using the process described above, and in accordance with the order of priority set forth in CPD Notice CPD-16-11 - *Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Persons in Supportive Housing.*

The San Mateo County Housing Authority maintains a centralized priority pool of chronically homeless people who are eligible to be matched to available PSH vacancies. Households must meet the new definition of chronically homeless as defined in CoC Program interim rule as amended by the Final Rule on Defining "Chronically Homeless."

The order of priority for households on the priority pool is based on:

1. Score on the VI-SPDAT administered by the Homeless Outreach Team (HOT) – which determines severity of service needs; and
2. Length of time the household has been homeless (living in a place not meant for human habitation, a safe haven, or an emergency shelter)

The CoC ensures that all eligible veterans are referred for assistance through HUD-VASH and SSVF. Those veterans who are not eligible for these VA-funded programs may access available CoC-funded PSH beds provided they meet the chronic homelessness criteria.

b. Rapid Re-Housing (RRH)

The San Mateo County CoC has established the following policies governing rapid re-housing assistance.

i. Rapid Re-Housing Guiding Principles

Beyond ending homelessness for individual households, rapid re-housing plays a key role in ending homelessness overall. To do so effectively and efficiently, a RRH program must coordinate with the broader homeless system, not screen out large portions of the homeless population, and have a commitment to a Housing First approach.

Principles

- In order to identify, engage, and assist as many households experiencing homelessness as possible, RRH programs will coordinate and fully participate with the broader homeless assistance system.
- Rapid re-housing is an intervention designed for and flexible enough to serve anyone not able to exit homelessness on their own.
- Rapid re-housing programs should not screen out households based on criteria such as a minimum income threshold, employment, absence of a criminal history, disability, evidence of "motivation," etc.
- Rapid re-housing participants should have all the rights and responsibilities of typical tenants and should sign a standard lease agreement.

All RRH programs in San Mateo County will align to the National Alliance to End Homelessness' (NAEH) "Rapid Re-Housing Performance Benchmarks and Program

Standards." The CoC will use the performance benchmarks suggested by NAEH to evaluate programs.

ii. Standard policies and procedures for evaluating RRH eligibility

The target population for RRH programs in San Mateo County are homeless families with children and homeless adults without children. Households must be San Mateo County residents and services must be provided county-wide.

RRH assistance will be provided to households in Category 1 of the Department of Housing and Urban Development's (HUD) Homeless Definition Final Rule:

Category 1: Literally Homeless includes an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- Has a primary nighttime residence that is a public or private place not meant for human habitation;
- Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and
  hotels/motels paid for by charitable organizations or by federal, state and local government programs); or
- 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.

Funding source restrictions may further limit eligibility. For example, CoC-funded RRH is currently limited to serving only those households who are unsheltered or living in emergency shelter. Some grants may also serve households fleeing domestic violence (Category 4 in HUD's homeless definition) depending on the NOFA under which they were awarded).

Households will be identified and referred to RRH programs through the San Mateo County's Coordinated Entry System (CES). At present, families with children access RRH through the Family CES. The Adult/Youth CES is currently under development, so at present adult RRH slots are accessed directly through the provider agency, which will continue until the adult/youth CES is implemented.

Households are prioritized for rapid re-housing based on who has a high vulnerability and significant barriers to housing. The target population includes people who are unsheltered, disabled, have low levels of income or SSI-level income, who may have evictions and criminal convictions, and other barriers to housing. RRH providers are expected to accept referrals only from the CES.

Screening, verification and documentation procedures will ensure that all households served meet HUD CoC and ESG requirements (depending on the funding source).

iii. Policies and procedures for determining which households will receive RRH assistance.

San Mateo County's Coordinated Entry System (CES) includes a standardized set of tools and processes to determine which households receive which housing interventions. Any household that is identified as being of medium to high priority and is not eligible for permanent supportive housing (due to not meeting chronic homeless criteria) may be referred to RRH. Households will not be screened out due to housing barriers such as no or low incomes; lack of employment history; disability; or assessment as not being "housing ready."

iv. Standards for determining share of rent and utility costs program participants will pay.

In RRH, the goal of Rent and Move-In Assistance is to provide short-term help to households so they can pay for housing. Activities under this core component of the Rapid Re-Housing program include paying for security deposits, move-in expenses, rent, and utilities.

Principles

- Rent and move-in assistance will be flexible and tailored to the varying and changing needs of a household while providing the assistance necessary for households to move immediately out of homelessness and to stabilize in permanent housing.
- All RRH programs will make efforts to maximize the number of households they are able to serve by providing households with the financial assistance in a progressive manner, providing only the assistance necessary to stabilize in permanent housing.

RRH programs will provide "the least amount of assistance for the least amount of time," while ensuring that enough is provided to be reasonably sure that the housing will "stick" and the assisted household does not return to homelessness.

v. Standards for how long a participant will receive assistance and how assistance is adjusted over time.

The intent of the rent and move-in assistance component of rapid re-housing is to enable the quick resolution of the immediate housing crisis. The majority of participants will be able to maintain housing with short-term rent assistance. Programs should start out by assuming households, even those with very low, fixed or zero

income or other barriers, will succeed with a minimal subsidy and support rather than a long subsidy, and extend these if/when necessary. Households with higher housing barriers or no income may need assistance for different depths or durations, but such households should still be assisted in immediately attaining permanent housing and the large majority will still successfully exit to permanent housing.

Programs should be attentive to the ability of a household to maintain housing once subsidy ends, but should not be entirely constrained by attempts to reach a rent burden of only a specific percentage of a participant's income—the 30% standard that is sometimes mentioned is not achieved by the majority of low-income and poor households. Instead, the program should recognize that once housed, the households will be much better positioned to increase their incomes and address their other needs.

Additionally, by not over-serving households, the program can maximize the impact of available resources to serve the largest number of households possible. The flexible nature of the rapid re- housing program model enables agencies to be responsive to the varied and changing needs of program participants and the community as a whole.

vi. Standards for determining type, amount and duration of housing stabilization or relocation services.

RRH activities will include both housing relocation and stabilization services, typically provided by a case manager. The goals of rapid re-housing case management are to help participants obtain and move into permanent housing, support participants to stabilize in housing, and connect them to community and mainstream services and supports if needed.

The amount, type and duration of case management services will depend upon the individual household need, with the goal of providing the least amount of assistance while ensuring that the household will not return to homelessness.

vii. Housing identification standards

The goal of Housing Identification is to find housing for program participants quickly. Activities under this core component include recruiting landlords with units in the communities and neighborhoods where program participants want to live and negotiating with landlords to help program participants access housing. This also includes having discussions with clients about housing options. Program staff should listen to and respect client choices about their housing (where they want to live, how much they are willing to pay, whether they are willing to share) but also must provide accurate information about the implications of those choices given the realities of the housing market.

Principles

- Within the limits of the participant's income, a rapid re-housing program should have the ability to help households access units that are desirable and sustainable—those that are in neighborhoods where they want to live in, that have access to transportation, are close to employment, and that are safe.
- Housing identification efforts should be designed and implemented to actively recruit and retain landlords and housing managers willing to rent to program participants who may otherwise fail to pass typical tenant screening criteria.
- Critical to the formation of landlord-program relationship is the recognition of the landlord as a vital partner. The RRH provider must be responsive to landlords to preserve and develop those partnerships for the purposes of future housing placements.

c. Emergency Shelter and Transitional Housing

The San Mateo County CoC has established the following policies governing emergency shelter and transitional housing. For the purpose of this section, the term "emergency shelter" is used to represent both types of programs. In San Mateo, all transitional housing operates using shortest possible lengths of stay and therefore operationally is governed by the same policies as shelter.

i. General Principles

Emergency shelter is a short-term intervention designed to act as a safety net for households who are unsheltered (living outdoors, in vehicles or other places not meant for human habitation), or who are in the midst of housing crisis and have no alternative housing options. Shelters provide an entry point into stabilization services and move households towards permanent housing as quickly as possible. Individuals and families who enter emergency shelter should receive some immediate short-term case management to address and resolve current crises. Case management received in emergency shelter should focus on addressing barriers that prevent households from re-entering housing.

ii. Standard policies and procedures for prioritization

As described under Coordinated Entry, all households seeking shelter will be screened to determine whether they are literally homeless or at imminent risk of homelessness. Households that meet this screening criteria will meet with a diversion specialist to identify a housing solution if possible. Only those who cannot be diverted will receive a shelter placement.

In the event there are not enough shelter beds for all unsheltered households, beds will be prioritized using the following criteria:

- Household is unsheltered (living outdoors, in a vehicle or other place not meant for human habitation)
- Adult household member has disabling condition impairing ability to secure housing
- Adult household member has acute health or behavioral health condition
- Pregnancy of household member
- Young children in household

iii. Standards and policies relating to eligibility and access

Policies and practices relating to client eligibility are a key component of emergency shelter programs. Emergency shelter programs should focus on serving only the households that qualify as "literally homeless." Programs should also operate under Housing First principles, imposing minimal barriers to entry for prospective clients.

When the Coordinated Entry System (CES) is fully implemented, all shelters receiving funding from San Mateo County will be required to accept clients referred by CES. The CES provider will be responsible for screening to ensure clients referred are literally homeless and cannot identify a housing solution through the shelter diversion process.

Shelters must accept referrals from Coordinated Entry, unless the individual or family referred does not meet eligibility requirements that are mandated by a specific funder or are otherwise required by the shelter operator for legitimate reasons (e.g. physical configuration of the facility).

Programs will employ Housing First principles and seek to reduce program entry requirements that act as barriers to shelter services. This means that providers should not deny admission based on sobriety and/or an expressed commitment to becoming sober, participation in supportive services or other programming, proof of employment or citizenship, ability to pay, etc.

iv. Standards and policies relating to provision of services

Essential to the success of an emergency shelter program is its ability to implement effective, housing-focused case management and service linkage. The effectiveness of case management is based on the rate and speed with which program participants exit homelessness to permanent housing and are provided appropriate services to do so. Emergency shelter case managers are responsible for:

- Completing an initial housing needs assessment and developing a plan to secure housing;
- Responding to clients' immediate and short-term service needs;
- Orienting clients to shelter programs, expectations, and available services; and

- Coordinating and implementing client-centered services and support programming.

Policies:

- Emergency shelter programs should employ a person-centered, strengths-based approach that tailors case management to each client. Effective case management should not be a one-size-fits-all model; instead, case managers should actively work to identify the unique needs and goals of each client.
- Case management should implement Housing First principles, focusing on addressing clients' housing needs and goals.
- Participation in case management should not be mandatory. Case managers will engage with and develop a rapport with each client and offer assistance that is relevant and useful to addressing the needs the client has identified.
- Case managers should promote a safe, healthy environment for all clients at all times.
- Emergency shelter case management should employ harm reduction and trauma-informed care to tailor services to clients' needs.
- Shelter case managers should work collaboratively with any other agency staff that is providing services to the client while in shelter (e.g. a rapid re-housing program case manager). When possible, shelter case managers should ensure a smooth handoff and continuity of care with a client's new case manager.

Emergency shelter policies and procedures should employ involuntary exits as an absolute last resort strategy. Instead, case managers should support clients to manage conflict and/or any other problems that may be presented during their shelter stay.

d. Anti-Discrimination Policy

The Continuum of Care has adopted the following policy regarding affirmative marketing and non-discrimination.

All homeless system providers and programs receiving federal CoC and/or ESG funds, or who are under contract with the San Mateo County Human Services Agency (H.S.A.) shall affirmatively market their housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or disability who are least likely to apply in the absence of special outreach, and maintain records of those marketing activities. Housing and services must be made available to individuals and families without regard to actual or perceived sexual orientation, gender identity, or marital status in accordance with 24 CFR 5.105 (a)(2).

All programs shall comply with all applicable state and Federal civil rights and fair housing laws and requirements, including, but not limited to:

- Fair Housing Act prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status;

- Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance;

- Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin under any program or activity receiving Federal financial assistance; and

- Title II of the Americans with Disabilities Act prohibits public entities, which includes state and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing-related services such as housing search and referral assistance. Title III of the Americans with Disabilities Act prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

- HUD's Equal Access Rule at 24 CFR 5.105(a)(2) prohibits discriminatory eligibility determinations in HUD-assisted or HUD-insured housing programs based on actual or perceived sexual orientation, gender identity, or marital status, including any projects funded by the CoC Program, ESG Program, and HOPWA Program. The CoC Program interim rule also contains a fair housing provision at 24 CFR 578.93. For ESG, see 24 CFR 576.407(a) and (b), and for HOPWA, see 24 CFR 574.603.

No person shall be denied any services provided on the grounds of race, color, national origin, ancestry, age, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status, religion, political beliefs or affiliation, familial or parental status (including pregnancy), medical condition (cancer-related), military service, or genetic information.

No otherwise qualified individual with a disability shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of any services.

The above policies are incorporated by H.S.A. into the policies for the Coordinated Entry System (CES). Additional policies relating specifically to CES are listed below:

The CES is widely marketed and available to:

- All eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status.
- All populations and subpopulations in the CoC's geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, have fair and equal access to the coordinated entry process, regardless of the location or method by which they access the system.
- Individuals with disabilities; and
- Persons with Limited English Proficiency (LEP).

The prioritization policy and process adopted by the CoC is designed to be fair and non-discriminatory:

- To the maximum extent possible, prioritization criteria are designed to be objective and to focus on concrete housing barriers and vulnerability factors;
- Clients are not required to disclose the presence of a disability in order to be prioritized and presence of a disability by itself is not a prioritization factor.

e. Other Policies and Standards

Homeless providers funded by the CoC and ESG programs will ensure all children are enrolled in early childhood programs or in school and connected to appropriate services in the community.

Emergency shelters, transitional housing, and permanent housing–permanent supportive housing and rapid re-housing–projects within the CoC shall not deny admission to or separate family members when they enter shelter or housing.

All providers shall adopt strategies to help program participants obtain mainstream benefits.

The CoC will provide regular training for providers on topics relevant to implementation of these policies and standards, including training on how to effectively implement HUD's rule on Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity.

The CoC Lead Agency (H.S.A.) shall require all providers receiving funding through H.S.A. to comply with all applicable local, state and federal anti-discrimination requirements, including prohibiting discrimination based on age, sex, gender, LGBTQ status, marital status or disability.

4. Procedures for Monitoring Outcomes of CoC and ESG Recipients

The San Mateo County Human Services Agency (H.S.A), Center on Homelessness (the CoC Lead Agency) is responsible for regular monitoring of all emergency shelter, transitional housing, outreach, supportive housing, rapid re-housing and prevention programs as part of the H.S.A.'s contract management responsibilities. This includes all CoC and ESG funded projects. Monitoring shall include site visits, analysis of spending rates, review of financial information, review of occupancy data, and a review of whether projects are meeting the performance benchmarks established by HUD and the CoC. Specific performance measures to be monitored shall include: utilization rates, increasing housing stability, participant eligibility, length of time homeless, destination upon exit, increasing income, and connecting to mainstream benefits.

The CoC Project Performance subcommittee shall work with the Lead Agency staff to conduct an annual assessment of how well CoC and ESG projects are performing, identify those that are underachieving either in terms of outcomes, spending, effectiveness, or other factors, and recommends whether projects should be offered technical assistance to improve performance or should be candidates for grant re-allocation.

The San Mateo County Department of Housing (DOH), the County's ESG recipient, is responsible for coordinating closely with the CoC in regards to ESG funding. There is a designated slot for a CoC representative on the HCDC board which allocates ESG funding. The DOH has a designated representative on the CoC Steering Committee.

The CoC Steering Committee shall consult on relevant sections of the Consolidated Plan for the County and four entitlement jurisdictions, including sections covering funding priorities for the County's ESG funds. DOH works closely with the CoC Lead Agency, the San Mateo County Human Services Agency (H.S.A), on awarding contracts, gathering community input, data analysis and contract monitoring. The CoC Lead Agency is also the HMIS Lead Agency and develops the policies and procedures for operation and administration of HMIS for ESG funded projects. The CoC Lead Agency shall evaluate and rank local applications for State ESG funding in accordance with priorities established by the CoC Steering Committee.

Attachment C: HMIS Policies and Procedures Manual

County of San Mateo
Human Services Agency
HMIS Policies and Procedures

County of San Mateo's Homeless Management Information System
will provide standardized and timely information
to improve access to our housing and services
and strengthen our effort to end homelessness.

Contents

COC AND HMIS GOVERNANCE CHARTER 1
Contact information/User Support 27
Background 28
History 28
Eligible Programs 29
Why is this Important? 30
Expectations for HMIS Partner Agencies 30
Reporting 31
General On-Going Commitments and Data Quality 31
Information Entry Standards 32
No Conditioning of Services 32
Data Privacy and Protection 32
Data Sharing 34
Accountability for Noncompliance 35
Expectations for HMIS System Administrator 35
Providing an HMIS 35
Notice of Planned Interruption in Service 35
HMIS Policies Continued 35
Grievance Procedures for Individual Program Participants 36
Data Privacy and Security Protection Training 36
Data Accuracy 36
The Center on Homelessness shall regularly check data quality in County of San Mateo's HMIS. Agencies, or particular end-users, that make repeated errors may be required to attend more training, or may be barred from using HMIS if they are unwilling to improve data entry practices. ... 37
Third Party Access to Data 37

Contact information/User Support

Should you have any questions or technically difficulty regarding the Clarity HMIS application, or need to add or remove users, please contact the Human Services Agency, Business Systems Group Service Desk to submit a support ticket:

Human Services Agency Business Systems Group
HSA_ServiceDesk@smcgov.org
650-802-7573

Or the County of San Mateo Human Services Agency HMIS Coordinator can help troubleshoot:

Brian Eggers
BEggers@smcgov.org
(650) 802-5083

Background

The Homeless Management Information System (HMIS) enable data from a variety of service providers to be combined to reveal a more comprehensive picture of client needs. In San Mateo County and elsewhere, this is accomplished via the secure, private, client centric and centralized system by BitFocus (the vendor), called Clarity Human Services (Clarity).

History

In 2000 Congress instructed the U.S. Department of Housing and Urban Development to take measures to improve available data concerning homelessness in the United States. In response, HUD obligated all Continuum of Care regions to implement region-wide databases that would allow an unduplicated count of service users.

Specifically, Congress mandated HUD to collect information on the number of persons assisted through the McKinney-Vento Act. The Omnibus Appropriations Act of 2003 (Pub. L. 108-7) in its conference committee report noted:

> *HUD is directed to begin collecting data on the percentage and number of beds and supportive services programs that are serving people who are chronically disabled and/or chronically homeless . . . HUD should continue its collaborative efforts with local jurisdictions to collect an array of data on homelessness in order to analyze patterns of use of assistance, including how many people enter and exit the homeless assistance system, and to assess the effectiveness of the homeless assistance system.*

Previously in FY 1999 HUD Appropriations Act, Congress directed HUD to collect data from representative samples of existing HMIS systems,

> *Collect, at a minimum, the following data: The unduplicated count of clients served; client characteristics such as age, race, disability status, units (days) and type of housing received (shelter, transitional, permanent); and services rendered. Outcome information such as housing stability, income and health status should be collected.*[1]

[1] See Federal Register, Volume 68, No 140 (July 22, 2003) for further overview of federal mandates for HMIS.

Eligible Programs

Programs which may use HMIS include, but are not limited to:

- Emergency Shelters and Transitional Housing Programs serving homeless adults, families and youth[2]
- Street and Community outreach programs to persons who are homeless
- Supportive Service programs serving persons who are homeless

In addition, HMIS participation is a requirement of various funders. On the Federal level, HMIS participation is mandated for all service and housing providers that receive HUD funding under the McKinney-Vento Act, which includes:

- Supportive Housing Program (SHP)
- Permanent Supportive Housing
- Other Permanent Housing
- Shelter Plus Care
- Section 8 Moderate Rehab for Single Room Occupancy
- Emergency Solutions Grant (ESG)
- Housing for Persons with AIDS (HOPWA)

Ideally all emergency shelters, transitional and supportive housing program, and homeless outreach programs will participate in HMIS. The more agencies that participate in the system the better. More agencies equal more comprehensive data, and therefore improved information for planning and policymaking. More users within agencies means that clients will more likely receive appropriate services, since their caseworkers may have an opportunity to see relevant case history from prior service episodes, and will have an opportunity to rely upon the systems case planning, referral, and data protection capacities.

[2] In general, domestic violence shelters are prohibited from participating in HMIS by federal legislation, under the Violence Against Women Act (VAWA).

Why is this Important?

Because agencies that serve people experiencing homelessness work for the public welfare of our communities, they must remain accountable to their program participants, funders, and community partners. One way to remain accountable is to be driven and focused on a mission and to report progress on accomplishing that mission. Programs should be transparent about what outcomes and goals they have achieved. HMIS allows programs to manage data in a secure and standardized environment that also offers an aggregate view of our county's homelessness. We hope that with better information we will be able to plan, work, and achieve greater success in serving participants with meaningful services and housing options and end a social problem that can be fixed.

Expectations for HMIS Partner Agencies

Human services agencies that participate in San Mateo County's HMIS are referred to as "partner agencies." Each partner agency needs to follow certain guidelines to help keep the HMIS on track and to maintain data privacy and accuracy.

Implementing HMIS

To prepare for participating in San Mateo County's HMIS, agency administration should:

- Dedicate at least one computer to the use of HMIS. The computer must have access to the Internet and must be running a modern browser. The computer(s) should be in an area that is not accessible to the public or any staff not cleared to see identifying information of the agency's clients.

- Familiarize themselves with HMIS by attending a HMIS training session or by calling the HMIS coordinator and scheduling a HMIS site visit.

- Decide how many system end-users they will need. "End users" are the people who will actually enter data into the HMIS and use the system to run reports that the agency will need for funding purposes, or find useful for internal management. Typical end users include intake workers and case managers. Typically, the more end-users in an agency, the more useful the system becomes.

- Familiarize prospective end-users with basic computer skills if necessary (e.g., windows, using a mouse, navigating the internet).

- Designate a primary HMIS contact within the agency.

- Develop a clear understanding of current reporting needs and funding streams.

- Understand the agency's data privacy requirements. For example, is the agency covered by HIPAA?

- Who will run reports? Which ones? How often? Note that we strongly recommend running reports on a monthly or weekly basis to help check for data errors. This particularly includes program entry and exit dates and the progress of the client receiving services. The agency is responsible for maintaining accurate data, and regularly running reports is a good way to double check that information has been properly recorded in the system. Regular reporting may also provide the agency with important information about its clients and programmatic goals.

- Data privacy practices and client informed consent. Before entering actual data, agencies must develop or adopt any necessary client notice, consent, and release of information forms, as well as their own written data privacy policy.

Reporting

Agencies are required to run reports in the system as directed by their funding sources, and should run these reports prior to actual report due dates to check for data entry errors. Agencies are strongly encouraged to use the systems reporting features on a more frequent weekly or monthly basis to check for data entry errors. Agencies are responsible for the quality of the data that they report.

General On-Going Commitments and Data Quality

Participating agencies should be prepared to commit to the following:

Maintaining accurate data. The agency should run system reports on a regular weekly or monthly basis to check for errors. The agency should contact the County of San Mateo's Human Services Agency, Business Systems Group 650-802-7573 or HSA_ServiceDesk@smcgov.org if needing assistance with data correction, including deleting any client records that were entered by mistake.

Obtaining written client consent, or releases of information, for data sharing (if the agency desires to share client data with other HMIS partner agencies). HIPAA-covered agencies also must allow clients to opt out of research uses of HMIS data.

Cancel HMIS access of any end-user who is terminated from employment, leaves the agency, or needs to be restricted from the system for any other reason. The agency needs to contact the County of San Mateo's Human Services Agency, Business Systems Group 650-802-7573 or

HSA ServiceDesk@smcgov.org as soon as possible and no more than 24 hours after the end-user is terminated.

Information Entry Standards

- Information entered into County of San Mateo's HMIS will be truthful, accurate and complete.

- Agency staff will not enter information about clients into County of San Mateo's HMIS database unless the information is required for a legitimate business purpose such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements.

- When adding to, or modifying data in, an existing client's HMIS record, end users should check to see if that client is currently receiving services from a different HMIS partner agency (e.g., entered into, but not yet exited from another program).

No Conditioning of Services

Agencies shall not decline to provide any services to a client based upon a client's refusal to sign a Release of Information form or refusing to allow entry of information into County of San Mateo's HMIS. (Note: This does not over-ride agency policies or funding restrictions that may require certain data from a client before an agency is able to serve the client. However, the client may be offered the opportunity to be entered into HMIS as a "private" client – e.g., all client information will be hidden from other provider agencies.)

Data Privacy and Protection

Program participants have a clear right to:

- Keep their personal information held private.

- Have their preferences with regard to the entry and sharing of client information within County of San Mateo's HMIS respected, whether they prefer their data to be shared with other partner agencies or not.

- Request a change in their information sharing preferences.

- Refuse to allow entry of identifiable information into County of San Mateo's HMIS without being denied services (except if entry of identifiable information is necessary for program operation).

- Have only truthful and accurate information about them entered into the system.

- Not be asked for information unless the information is required for a legitimate business purpose such as to provide services to the client.

- Inspect and obtain a copy of their own information maintained within County of San Mateo's HMIS (except for information that is used in preparation for a criminal or civil court case under release by subpoena).

- File grievances related to the HMIS without retaliation.

Agencies are responsible for the actions of their users. Among the steps each agency will take to maintain data privacy and security are:

- Access. Agencies will permit access to County of San Mateo's HMIS or client-level information obtained from it only to paid employees or who need access to County of San Mateo's HMIS for legitimate business purposes (such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements).

- Usernames and passwords. Usernames and passwords shall not be stored or displayed in any publicly accessible location. Usernames and passwords may only be used by the person to whom they are assigned; licenses may not be shared under any circumstance. Each staff who accesses HMIS must have a unique username and password.

- Change in Employee status. If an authorized user separates from employment with a Core Service Agency or Homeless Service Provider, notification must be made via a support ticket to the HSA Services desk by contacting County of San Mateo's Human Services Agency, Business Systems Group at HSA_ServiceDesk@smcgov.org or 650-802-7573. The ticket shall request termination of the user's rights within 24 hours of an employee leaving employment to terminate access to the Clarity account.

- Training. Each agency will only allow their staff to access County of San Mateo's HMIS after the authorized user receives appropriate confidentiality training and has signed an Oath of Confidentiality. The Oath of Confidentiality represents the user's agreement to the following terms and conditions:

    - Do not access, review or discuss client information unless required in the completion of assigned responsibilities. Do not access any information for any unlawful or improper purpose.

- Do not disclose or discuss client information to other staff who do not have a legitimate business need for that information.

- Do not attempt to access systems or client data to which you lack authorization.

- Do not attempt to access client information through a colleague(s) unless it is for a legitimate business purpose.

- Do not change or delete any client data unless such a change or deletion is part of your job function.

- Do not attempt to access client information for personal use for any reason.

- Do not attempt to access client information for use that exceeds the scope of the Clarity User's duties and responsibilities.

- Staff should collect printed client information promptly from shared printers and photocopiers. Where the technology is available, "delayed" or "confidential" printing options should be selected for highly sensitive document production. All printed client information should be shredded when no longer needed or kept in a locked cabinet.

- Do not make or store printed or media copies of client information unless it is a necessary part of your job.

- Do not share your access information (user name and password) with anyone.

Data Sharing

One of the potential benefits – and potential risks – of the County of San Mateo's HMIS is the ability to easily share data between agencies in a standardized format. In either case, clients have the right to control access to their data and must sign a Client Release of Information form before an agency can share information about the client with other agencies via the County of San Mateo's HMIS. Note that agency staff must be prepared to explain the HMIS system and agency privacy policies upon request.

HMIS project staff at the County of San Mateo, Human Services Agency, Center on Homelessness, will have access to all information entered into the system. The Human Services Agency routinely deals with sensitive data and abide by strict data privacy practices. The

Human Services Agency will only access identifying information for business-related reasons, including administering the database, conducting research, and preparing reports (only aggregate information will be included in reports).

Accountability for Noncompliance

The Human Services Agency, Center on Homelessness will review progress made by participating programs with HMIS. The Center on Homelessness may provide notice to the local Continuum of Care when agencies are found not to be in compliance with data entry or have violated the code of ethics or privacy concerns.

Expectations for HMIS System Administrator

Providing an HMIS

As system administrator for County of San Mateo's HMIS, the Human Services Agency provides all of the necessary equipment, staff, and technology to operate and maintain the central site. This is done in partnership with the vendor (BitFocus) and San Mateo County Human Services Agency, which is the CoC Lead Agency and the HMIS Lead Agency.

In addition, the system administrator will work with Continuum of Care Coordinators, participating agencies, end-users, vendors, and other HMIS stakeholders to ensure compliance with HMIS-related rules and standards enacted by the U.S. Department of Housing and Urban Development, meaning the current HMIS Data Standard. This is to include, but not limited to:

- Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS
- Ensure consistent participation of recipients and sub recipients in the HMIS; and
- Ensure the HMIS is administered in compliance with requirements prescribed by HUD in the HMIS Data Standards

Notice of Planned Interruption in Service

Whenever possible, the Human Services Agency will notify participating agencies of planned interruptions to service at least 3 business days prior to the interruption.

HMIS Policies Continued

Data Requests

Agencies will respond to all data requests submitted by individual program participants served by that particular agency. Any requests received by an agency that the agency is unable to fulfill will be forwarded to H.S.A.

Requests for inspection or copies of personal data or private information or by individual program participants shall be accommodated with no service charges or fees. Any agency, or the County of San Mateo's Human Services Agency, may deny access to information that is legally protected due to current or pending legal activity. An agency or program may deny inspection or copies of personal information if the individual program participant has requested the same data or information more than two times in a calendar year (unless substantive change have been made to the record – program participants may request another copy upon substantive change to their records).

Program participants may request amendments or corrections to their record. Any such requests shall be honored unless program staff have a justifiable reason for not making the change, including that the requested change would misrepresent client characteristics, service dates, or the like. Requests for changes that are not honored may be recorded under client case notes in the HMIS. Requests for multiple alterations in any calendar year may be denied due to administrative burden or harassment by the individual program participant (unless substantive changes have been made to the record – program participants may request additional alterations following substantive changes to their records).

Grievance Procedures for Individual Program Participants

Users must permit clients to file a written complaint regarding the use or treatment of their information within County of San Mateo's HMIS. Clients may file a written complaint with either the Agency/program or with the Center on Homelessness. Clients may not be retaliated against for filing a complaint.

Data Privacy and Security Protection Training

The Human Services Agency encourages all participating agencies or programs to routinely train their personnel on best practices in data privacy and security protection. Data privacy is emphasized in HMIS training sessions, but more general training on this topic is encouraged.

Data Accuracy

Agencies are responsible for the accuracy of the data they enter into the HMIS. Agencies are strongly encouraged to run reports on a monthly or weekly basis to check data and consult with the Human Services Agency to correct any problems.

The Center on Homelessness shall regularly check data quality in County of San Mateo's HMIS. Agencies, or particular end-users, that make repeated errors may be required to attend more training, or may be barred from using HMIS if they are unwilling to improve data entry practices.

Third Party Access to Data

No request for private, personal information about an individual program participant from a third party or entity shall be honored unless the request is legally binding.

All requests for system-wide aggregate data or information shall be forwarded to the Human Services Agency.

Unused Licenses

If any license goes unused for more than 90 days, that license may be terminated. The Requesting Agency will be notified prior to deactivation of the license and the agency will have 5 business days to respond with a request if the license is to be continued.

San Mateo County Continuum of Care CoC Governance Charter and HMIS Policies and Procedures Manual were revised and approved September 12th, 2017 by the Continuum of Care Steering Committee

Selina Toy Lee, Director of Collaborative Community Outcomes
San Mateo County Human Services Agency (CoC Lead Agency)

Selina Toy Lee
Signature

9/20/17
Date

HMIS Policies and Procedures Manual excerpted from Governance Charter document in Attachment C on pages 26-37 attached

Attachment C: HMIS Policies and Procedures Manual

County of San Mateo
Human Services Agency
HMIS Policies and Procedures

County of San Mateo's Homeless Management Information System
will provide standardized and timely information
to improve access to our housing and services
and strengthen our effort to end homelessness.

Contents

COC AND HMIS GOVERNANCE CHARTER 1
Contact information/User Support 27
Background 28
History 28
Eligible Programs 29
Why is this Important? 30
Expectations for HMIS Partner Agencies 30
Reporting 31
General On-Going Commitments and Data Quality 31
Information Entry Standards 32
No Conditioning of Services 32
Data Privacy and Protection 32
Data Sharing 34
Accountability for Noncompliance 35
Expectations for HMIS System Administrator 35
Providing an HMIS 35
Notice of Planned Interruption in Service 35
HMIS Policies Continued 35
Grievance Procedures for Individual Program Participants 36
Data Privacy and Security Protection Training 36
Data Accuracy 36
The Center on Homelessness shall regularly check data quality in County of San Mateo's HMIS. Agencies, or particular end-users, that make repeated errors may be required to attend more training, or may be barred from using HMIS if they are unwilling to improve data entry practices.... 37
Third Party Access to Data 37

Contact information/User Support

Should you have any questions or technically difficulty regarding the Clarity HMIS application, or need to add or remove users, please contact the Human Services Agency, Business Systems Group Service Desk to submit a support ticket:

Human Services Agency Business Systems Group
HSA_ServiceDesk@smcgov.org
650-802-7573

Or the County of San Mateo Human Services Agency HMIS Coordinator can help troubleshoot:

Brian Eggers
BEggers@smcgov.org
(650) 802-5083

Background

The Homeless Management Information System (HMIS) enable data from a variety of service providers to be combined to reveal a more comprehensive picture of client needs. In San Mateo County and elsewhere, this is accomplished via the secure, private, client centric and centralized system by BitFocus (the vendor), called Clarity Human Services (Clarity).

History

In 2000 Congress instructed the U.S. Department of Housing and Urban Development to take measures to improve available data concerning homelessness in the United States. In response, HUD obligated all Continuum of Care regions to implement region-wide databases that would allow an unduplicated count of service users.

Specifically, Congress mandated HUD to collect information on the number of persons assisted through the McKinney-Vento Act. The Omnibus Appropriations Act of 2003 (Pub. L. 108-7) in its conference committee report noted:

> *HUD is directed to begin collecting data on the percentage and number of beds and supportive services programs that are serving people who are chronically disabled and/or chronically homeless . . . HUD should continue its collaborative efforts with local jurisdictions to collect an array of data on homelessness in order to analyze patterns of use of assistance, including how many people enter and exit the homeless assistance system, and to assess the effectiveness of the homeless assistance system.*

Previously in FY 1999 HUD Appropriations Act, Congress directed HUD to collect data from representative samples of existing HMIS systems,

> *Collect, at a minimum, the following data: The unduplicated count of clients served; client characteristics such as age, race, disability status, units (days) and type of housing received (shelter, transitional, permanent); and services rendered. Outcome information such as housing stability, income and health status should be collected.*[1]

[1] See Federal Register, Volume 68, No 140 (July 22, 2003) for further overview of federal mandates for HMIS.

Eligible Programs

Programs which may use HMIS include, but are not limited to:

- Emergency Shelters and Transitional Housing Programs serving homeless adults, families and youth[2]
- Street and Community outreach programs to persons who are homeless
- Supportive Service programs serving persons who are homeless

In addition, HMIS participation is a requirement of various funders. On the Federal level, HMIS participation is mandated for all service and housing providers that receive HUD funding under the McKinney-Vento Act, which includes:

- Supportive Housing Program (SHP)
- Permanent Supportive Housing
- Other Permanent Housing
- Shelter Plus Care
- Section 8 Moderate Rehab for Single Room Occupancy
- Emergency Solutions Grant (ESG)
- Housing for Persons with AIDS (HOPWA)

Ideally all emergency shelters, transitional and supportive housing program, and homeless outreach programs will participate in HMIS. The more agencies that participate in the system the better. More agencies equal more comprehensive data, and therefore improved information for planning and policymaking. More users within agencies means that clients will more likely receive appropriate services, since their caseworkers may have an opportunity to see relevant case history from prior service episodes, and will have an opportunity to rely upon the systems case planning, referral, and data protection capacities.

---

[2] In general, domestic violence shelters are prohibited from participating in HMIS by federal legislation, under the Violence Against Women Act (VAWA).

Why is this Important?

Because agencies that serve people experiencing homelessness work for the public welfare of our communities, they must remain accountable to their program participants, funders, and community partners. One way to remain accountable is to be driven and focused on a mission and to report progress on accomplishing that mission. Programs should be transparent about what outcomes and goals they have achieved. HMIS allows programs to manage data in a secure and standardized environment that also offers an aggregate view of our county's homelessness. We hope that with better information we will be able to plan, work, and achieve greater success in serving participants with meaningful services and housing options and end a social problem that can be fixed.

Expectations for HMIS Partner Agencies

Human services agencies that participate in San Mateo County's HMIS are referred to as "partner agencies." Each partner agency needs to follow certain guidelines to help keep the HMIS on track and to maintain data privacy and accuracy.

Implementing HMIS

To prepare for participating in San Mateo County's HMIS, agency administration should:

- Dedicate at least one computer to the use of HMIS. The computer must have access to the Internet and must be running a modern browser. The computer(s) should be in an area that is not accessible to the public or any staff not cleared to see identifying information of the agency's clients.

- Familiarize themselves with HMIS by attending a HMIS training session or by calling the HMIS coordinator and scheduling a HMIS site visit.

- Decide how many system end-users they will need. "End users" are the people who will actually enter data into the HMIS and use the system to run reports that the agency will need for funding purposes, or find useful for internal management. Typical end users include intake workers and case managers. Typically, the more end-users in an agency, the more useful the system becomes.

- Familiarize prospective end-users with basic computer skills if necessary (e.g., windows, using a mouse, navigating the internet).

- Designate a primary HMIS contact within the agency.

- Develop a clear understanding of current reporting needs and funding streams.

- Understand the agency's data privacy requirements. For example, is the agency covered by HIPAA?

- Who will run reports? Which ones? How often? Note that we strongly recommend running reports on a monthly or weekly basis to help check for data errors. This particularly includes program entry and exit dates and the progress of the client receiving services. The agency is responsible for maintaining accurate data, and regularly running reports is a good way to double check that information has been properly recorded in the system. Regular reporting may also provide the agency with important information about its clients and programmatic goals.

- Data privacy practices and client informed consent. Before entering actual data, agencies must develop or adopt any necessary client notice, consent, and release of information forms, as well as their own written data privacy policy.

Reporting

Agencies are required to run reports in the system as directed by their funding sources, and should run these reports prior to actual report due dates to check for data entry errors. Agencies are strongly encouraged to use the systems reporting features on a more frequent weekly or monthly basis to check for data entry errors. Agencies are responsible for the quality of the data that they report.

General On-Going Commitments and Data Quality

Participating agencies should be prepared to commit to the following:

Maintaining accurate data. The agency should run system reports on a regular weekly or monthly basis to check for errors. The agency should contact the County of San Mateo's Human Services Agency, Business Systems Group 650-802-7573 or HSA_ServiceDesk@smcgov.org if needing assistance with data correction, including deleting any client records that were entered by mistake.

Obtaining written client consent, or releases of information, for data sharing (if the agency desires to share client data with other HMIS partner agencies). HIPAA-covered agencies also must allow clients to opt out of research uses of HMIS data.

Cancel HMIS access of any end-user who is terminated from employment, leaves the agency, or needs to be restricted from the system for any other reason. The agency needs to contact the County of San Mateo's Human Services Agency, Business Systems Group 650-802-7573 or

HSA_ServiceDesk@smcgov.org as soon as possible and no more than 24 hours after the end-user is terminated.

Information Entry Standards

- Information entered into County of San Mateo's HMIS will be truthful, accurate and complete.

- Agency staff will not enter information about clients into County of San Mateo's HMIS database unless the information is required for a legitimate business purpose such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements.

- When adding to, or modifying data in, an existing client's HMIS record, end users should check to see if that client is currently receiving services from a different HMIS partner agency (e.g., entered into, but not yet exited from another program).

No Conditioning of Services

Agencies shall not decline to provide any services to a client based upon a client's refusal to sign a Release of Information form or refusing to allow entry of information into County of San Mateo's HMIS. (Note: This does not over-ride agency policies or funding restrictions that may require certain data from a client before an agency is able to serve the client. However, the client may be offered the opportunity to be entered into HMIS as a "private" client – e.g., all client information will be hidden from other provider agencies.)

Data Privacy and Protection

Program participants have a clear right to:

- Keep their personal information held private.

- Have their preferences with regard to the entry and sharing of client information within County of San Mateo's HMIS respected, whether they prefer their data to be shared with other partner agencies or not.

- Request a change in their information sharing preferences.

- Refuse to allow entry of identifiable information into County of San Mateo's HMIS without being denied services (except if entry of identifiable information is necessary for program operation).

- Have only truthful and accurate information about them entered into the system.

- Not be asked for information unless the information is required for a legitimate business purpose such as to provide services to the client.

- Inspect and obtain a copy of their own information maintained within County of San Mateo's HMIS (except for information that is used in preparation for a criminal or civil court case under release by subpoena).

- File grievances related to the HMIS without retaliation.

Agencies are responsible for the actions of their users. Among the steps each agency will take to maintain data privacy and security are:

- Access. Agencies will permit access to County of San Mateo's HMIS or client-level information obtained from it only to paid employees or who need access to County of San Mateo's HMIS for legitimate business purposes (such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements).

- Usernames and passwords. Usernames and passwords shall not be stored or displayed in any publicly accessible location. Usernames and passwords may only be used by the person to whom they are assigned; licenses may not be shared under any circumstance. Each staff who accesses HMIS must have a unique username and password.

- Change in Employee status. If an authorized user separates from employment with a Core Service Agency or Homeless Service Provider, notification must be made via a support ticket to the HSA Services desk by contacting County of San Mateo's Human Services Agency, Business Systems Group at HSA_ServiceDesk@smcgov.org or 650-802-7573. The ticket shall request termination of the user's rights within 24 hours of an employee leaving employment to terminate access to the Clarity account.

- Training. Each agency will only allow their staff to access County of San Mateo's HMIS after the authorized user receives appropriate confidentiality training and has signed an Oath of Confidentiality. The Oath of Confidentiality represents the user's agreement to the following terms and conditions:

    - Do not access, review or discuss client information unless required in the completion of assigned responsibilities. Do not access any information for any unlawful or improper purpose.

- Do not disclose or discuss client information to other staff who do not have a legitimate business need for that information.

- Do not attempt to access systems or client data to which you lack authorization.

- Do not attempt to access client information through a colleague(s) unless it is for a legitimate business purpose.

- Do not change or delete any client data unless such a change or deletion is part of your job function.

- Do not attempt to access client information for personal use for any reason.

- Do not attempt to access client information for use that exceeds the scope of the Clarity User's duties and responsibilities.

- Staff should collect printed client information promptly from shared printers and photocopiers. Where the technology is available, "delayed" or "confidential" printing options should be selected for highly sensitive document production. All printed client information should be shredded when no longer needed or kept in a locked cabinet.

- Do not make or store printed or media copies of client information unless it is a necessary part of your job.

- Do not share your access information (user name and password) with anyone.

Data Sharing

One of the potential benefits – and potential risks – of the County of San Mateo's HMIS is the ability to easily share data between agencies in a standardized format. In either case, clients have the right to control access to their data and must sign a Client Release of Information form before an agency can share information about the client with other agencies via the County of San Mateo's HMIS. Note that agency staff must be prepared to explain the HMIS system and agency privacy policies upon request.

HMIS project staff at the County of San Mateo, Human Services Agency, Center on Homelessness, will have access to all information entered into the system. The Human Services Agency routinely deals with sensitive data and abide by strict data privacy practices. The

Human Services Agency will only access identifying information for business-related reasons, including administering the database, conducting research, and preparing reports (only aggregate information will be included in reports).

Accountability for Noncompliance

The Human Services Agency, Center on Homelessness will review progress made by participating programs with HMIS. The Center on Homelessness may provide notice to the local Continuum of Care when agencies are found not to be in compliance with data entry or have violated the code of ethics or privacy concerns.

Expectations for HMIS System Administrator

Providing an HMIS

As system administrator for County of San Mateo's HMIS, the Human Services Agency provides all of the necessary equipment, staff, and technology to operate and maintain the central site. This is done in partnership with the vendor (BitFocus) and San Mateo County Human Services Agency, which is the CoC Lead Agency and the HMIS Lead Agency.

In addition, the system administrator will work with Continuum of Care Coordinators, participating agencies, end-users, vendors, and other HMIS stakeholders to ensure compliance with HMIS-related rules and standards enacted by the U.S. Department of Housing and Urban Development, meaning the current HMIS Data Standard. This is to include, but not limited to:

- Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS
- Ensure consistent participation of recipients and sub recipients in the HMIS; and
- Ensure the HMIS is administered in compliance with requirements prescribed by HUD in the HMIS Data Standards

Notice of Planned Interruption in Service

Whenever possible, the Human Services Agency will notify participating agencies of planned interruptions to service at least 3 business days prior to the interruption.

HMIS Policies Continued

Data Requests

Agencies will respond to all data requests submitted by individual program participants served by that particular agency. Any requests received by an agency that the agency is unable to fulfill will be forwarded to H.S.A.

Requests for inspection or copies of personal data or private information or by individual program participants shall be accommodated with no service charges or fees. Any agency, or the County of San Mateo's Human Services Agency, may deny access to information that is legally protected due to current or pending legal activity. An agency or program may deny inspection or copies of personal information if the individual program participant has requested the same data or information more than two times in a calendar year (unless substantive change have been made to the record – program participants may request another copy upon substantive change to their records).

Program participants may request amendments or corrections to their record. Any such requests shall be honored unless program staff have a justifiable reason for not making the change, including that the requested change would misrepresent client characteristics, service dates, or the like. Requests for changes that are not honored may be recorded under client case notes in the HMIS. Requests for multiple alterations in any calendar year may be denied due to administrative burden or harassment by the individual program participant (unless substantive changes have been made to the record – program participants may request additional alterations following substantive changes to their records).

Grievance Procedures for Individual Program Participants

Users must permit clients to file a written complaint regarding the use or treatment of their information within County of San Mateo's HMIS. Clients may file a written complaint with either the Agency/program or with the Center on Homelessness. Clients may not be retaliated against for filing a complaint.

Data Privacy and Security Protection Training

The Human Services Agency encourages all participating agencies or programs to routinely train their personnel on best practices in data privacy and security protection. Data privacy is emphasized in HMIS training sessions, but more general training on this topic is encouraged.

Data Accuracy

Agencies are responsible for the accuracy of the data they enter into the HMIS. Agencies are strongly encouraged to run reports on a monthly or weekly basis to check data and consult with the Human Services Agency to correct any problems.

The Center on Homelessness shall regularly check data quality in County of San Mateo's HMIS. Agencies, or particular end-users, that make repeated errors may be required to attend more training, or may be barred from using HMIS if they are unwilling to improve data entry practices.

Third Party Access to Data

No request for private, personal information about an individual program participant from a third party or entity shall be honored unless the request is legally binding.

All requests for system-wide aggregate data or information shall be forwarded to the Human Services Agency.

Unused Licenses

If any license goes unused for more than 90 days, that license may be terminated. The Requesting Agency will be notified prior to deactivation of the license and the agency will have 5 business days to respond with a request if the license is to be continued.

San Mateo County Continuum of Care CoC Governance Charter and HMIS Policies and Procedures Manual were revised and approved September 12th, 2017 by the Continuum of Care Steering Committee

Selina Toy Lee, Director of Collaborative Community Outcomes
San Mateo County Human Services Agency (CoC Lead Agency)

Selina Toy Lee
Signature

9/20/17
Date

PHA Administration Plan Applicable Section Only excerpted from full PHA Plan document in Chapter 18, pages 173-175 and from full Moving to Work Annual Plan Housing Readiness Program page 21

Housing Authority of the County of San Mateo

ADMINISTRATIVE PLAN

FOR THE

HOUSING VOUCHER AND

MOVING TO WORK PROGRAMS

Effective July 1, 2016 to June 30, 2017

IX. ESCROW CALCULATION…… 17-4
X. TERMINATION OF ASSISTANCE…….. 17-4

Chapter 18
HOUSING READINESS PROGRAM

I. INTRODUCTION…….. 18-1
II. PARTICIPANT SELECTION…….. 18-1
III. TIME-LIMITED ASSISTANCE…….. 18-3
IV. PORTABILITY…….. 18-3
V. VOUCHER ISSUANCE…….. 18-3
VI. SUBSIDY CALCULATION…….. 18-4
VII. TERMINATION OF ASSISTANCE…….. 18-4

Chapter 19
INFORMAL REVIEWS AND HEARINGS

I. INTRODUCTION…….. 19-1
II. INFORMAL REVIEWS…….. 19-1
III. INFORMAL HEARINGS FOR PARTICIPANTS…….. 19-2
IV. INFORMAL HEARING PROCEDURES…….. 19-3

Chapter 20
FAMILY OR OWNER DEBTS TO HACSM

I. INTRODUCTION…….. 20-1
II. REPAYMENT POLICY…….. 20-1

Chapter 18

HOUSING READINESS PROGRAM

I. INTRODUCTION

The Housing Authority of the County of San Mateo (HACSM) has been a participant in HUD's Moving to Work (MTW) demonstration program since the execution of its MTW Agreement in May 2000. The demonstration exempts HACSM from many of the regulatory requirements that would otherwise apply to these families.

This chapter states provisions unique to the MTW Housing Readiness Program (HRP). For items not addressed in this chapter, the Housing Voucher Program policies shall apply as stated in other chapters of this Plan.

II. PARTICIPANT SELECTION

Admission

The MTW-HRP has two components. The first component is to assist eligible individuals and families with their rent payments. The second component is to provide and coordinate a full range of supportive services for the individuals and families so that they may obtain self-sufficiency at the end of the contract term. The program relies upon the existing supportive services offered in San Mateo County. Some of these services are job training and placement, child care, transportation, education, homeownership education, alcohol and drug rehabilitation, domestic violence counseling, and other services that promote self-sufficiency.

Eligibility

The applicants must meet the same income and other eligibility requirements as the Housing Voucher Program applicants. In addition, applicants must meet the following HRP eligibility requirements:

- Applicants must be homeless as defined by HACSM's policy;
- The applicant must be receiving case management services from a HACSM-approved Community Based Assistance Program, and the applicant must be in compliance with the requirements of those programs;

- Applicants must agree to participate in the required case management, throughout the duration of their participation, with the goal of becoming self-sufficient.

HACSM Homeless Definition:

Applicants are considered homeless if they are:

- In places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings (on the street).
- In an emergency shelter.
- In transitional or supportive housing for homeless persons who originally came from the streets or emergency shelters.
- In any of the above places but spending a short time (up to 30 consecutive days) in a hospital or other institution.
- Being discharged within 30 calendar days from an institution, such as a mental health or substance abuse treatment facility or a jail/prison, in which the person has been a resident for more than 30 consecutive days and no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing.
- Fleeing a domestic violence housing situation and no subsequent residence has been identified and lacks the resources and support networks needed to obtain housing.

Preference

HACSM has established a system of preferences for the selection of individuals or families admitted to the program. These preferences are based on local housing needs and priorities, and are consistent with the program goals and objectives. The selection preferences affect only the order of selecting applicants. They do not make any individual or family ineligible which would otherwise be eligible. Preference will be given to individuals and families that:

- Have members who reside, work, or are hired to work in San Mateo County.
- Are not a prior MTW participant.
- Are currently receiving case management services from an HACSM-approved CBO.

One preference point will be given for each of the verifiable preferences. HACSM will select families with the highest total preference points for eligibility interviews first. Families who have the same total preference points will be selected based on the time and date that the completed referral packet was received by HACSM.

Applicants who claim a preference must submit verifiable documents with their referral packet. Below are some examples of acceptable documents:

- Residency: signed lease, utility bills, governmental benefit notices prior to becoming homeless.
- Certification from supportive service agencies.
- First time program participant: HACSM will use its database to verify this preference.

III. TIME-LIMITED ASSISTANCE

Participants in the MTW Housing Readiness Program have up to 60 months (five years) of rental assistance.

When applicants receive their vouchers they will be given an MTW addendum describing time limits on MTW assistance and other aspects of the program that differ from the Housing Voucher Program. MTW families will also be required to sign a statement regarding time remaining in the program at each reexamination.

IV. PORTABILITY

MTW Housing Readiness program participants may only use their rental assistance in the County of San Mateo. The HRP vouchers are not portable.

V. VOUCHER ISSUANCE

All applicants selected to receive MTW-HRP vouchers will receive a briefing on how the program operates and what he/she as an applicant must do to achieve and maintain eligible status. Whether delivered individually or in a group setting, the briefing will contain all pertinent information about the voucher program in general and the MTW program in particular. The staff member conducting the briefing will place special emphasis on non-traditional aspects of the program, particularly:

- The time limited feature of the program.
- The fact that MTW-HRP vouchers are not portable.
- The requirement of having case management.
- The HACSM hardship policy.

To ensure that the applicant fully understands the differences between an MTW-HRP voucher and a Housing Voucher, the applicant must sign the MTW Voucher Addendum.

VI. SUBSIDY CALCULATION

All definitions in subsidy calculation used in the Housing Voucher Program will apply to MTW-HRP participants (see Chapter 7).

VII. TERMINATION OF ASSISTANCE

In addition to compliance with Voucher program polices, MTW-HRP participants may have their assistance terminated for failure to comply with case management services.

HOUSING AUTHORITY

OF THE COUNTY OF SAN MATEO

MOVING TO WORK
ANNUAL PLAN FY2018

Original draft submission to HUD – April 12, 2017
HUD revised version submission - July 10, 2017

Over 70 different partner organizations were present to share their unique information and enroll families in their programs. Over 120 participants attended the event.

During 2015, HACSM modified the Hardship Policy due to the extremely competitive and challenging rental housing market. As such a result of the revised Hardship Policy, additional program extensions were approved and fewer households graduated from the program in CY16. In 2016 HACSM granted six hardship requests due to participants who were in the process of finishing their education/employment goals and 13 hardship requests due to the tight rental market in San Mateo County. There were also five elderly/disabled households and three households that met the criteria for a single HOH with a disabled minor, granted hardship extensions.

HACSM is not proposing any non-significant changes or modifications to this activity, and as such is also not proposing any changes to the baselines, metrics, benchmarks, or authorizations.

Activity #2009-2: Housing Readiness Program (HRP)

Approved by HUD: FYE2009 Implemented by HACSM: 7/1/2008

Description of the activity

Through partnerships with San Mateo County's Center on Homelessness and other providers of homeless services, HACSM is able to serve homeless individuals and families. All homeless families join the program through a referral process. In FY17, HACSM received approval to expand the vouchers allocated from 100, up to a maximum of 150 vouchers. Originally, program participants received rental subsidy for up to three years while at the same time having continued access to various supportive services programs, provided by the homeless services partners.

In FY17, HACSM proposed and received HUD approval to increase the term of assistance from three to five years. With this expansion, the first 18 months of case management assistance continues to be provided by the referring agency with the remaining term transitioned to the HACSM self-sufficiency team. Effective August 2016, each new household that enters the program and successfully completes the lease up process will receive up to five years of housing assistance and enters into a self-sufficiency COP upon move in. The HACSM self-sufficiency team coordinates with the referring agency regarding the participant's individual goal plan.

Upon successful graduation from the program, the HRP household will be eligible for escrow for their goals completed. On a case-by-case basis, HACSM may provide case management services 12 months after program admission if the referring agency is unable to provide such services due to limited resources.

Update on the activity

To date, the HRP has provided the San Mateo Community a key program to address the needs of homeless individuals and families residing in San Mateo County. Currently there are 134 formerly homeless households in the program and HASCM is continuing to accept referrals to fill the 150 vouchers allocated to HRP. Since August 2016, 46 households have signed a COP and begun working with the self-sufficiency case workers on a quarterly basis.

As with the 5-year self-sufficiency program, due to the challenging rental market in San Mateo County (SMC), HACSM has also expanded the Hardship policy for HRP households. In 2016 HACSM granted nine hardship requests due to participants who were in the process of finishing their education/employment goals and 17 hardship requests due to the tight rental market in San Mateo County. There were also five elderly/disabled

Order of Priority for PSH excerpted from Governance Charter document in Attachment B on pages 15-16 attached

converted to dedicated PSH units (some were already dedicated; the remainder were prioritized but are now becoming dedicated units).

The PSH prioritization process will continue as described in this document until the CES for adults/youth is operational by January 2018. At that time the CE process for PSH will be integrated into the broader Adult CES system.

i. Coordinated Outreach, Referral Process and Admission Process

The CoC has established a County-wide process for conducting outreach to unsheltered chronically homeless individuals to ensure they are identified and prioritized for assistance. This includes outreach conducted by the county-funded Homeless Outreach Team (HOT). HOT conducts regular and intensive outreach to individuals living outdoors; many of whom require intensive engagement and contacts before entering housing. HOT also conducts monthly multi-disciplinary team (MDT) case conferencing meetings coordinated by H.S.A and LifeMoves. The MDT's include staff from local Police Departments, County Behavioral Health and Recovery Services (BHRS), safety net providers, and other service providers working with homeless individuals. Homeless outreach is also conducted throughout the County by BHRS (through the PATH Team), Health Care for the Homeless and Dignity on Wheels.

PSH referring agencies record contacts with homeless people into HMIS. Once an individual expresses an interest in receiving housing assistance, the referring agency will complete the Housing Authority PSH application in HMIS and will also complete the VI-SPDAT. This triggers a referral to the Housing Authority. All PSH referrals require a completed VI-SPDAT submitted along with the application.

The Housing Authority staff review all PSH referrals for their completeness of applications and move the household into the priority pool for PSH. The Housing Authority uses the VI-SPDAT score and the length of time a household has been homeless to establish an order for the priority pool. Applicants are pulled from the list in their rank order and offered the next available PSH vacancy. Households matched to a vacancy are then scheduled for an eligibility appointment at which their documentation is verified. If the household has been enrolled in a tenant-based rental assistance program, they will be assigned a housing navigator to help them locate a unit.

ii. Orders of Priority

All CoC-funded permanent supportive housing (PSH) beds in the CoC are offered to eligible chronically homeless households using the process described above, and in accordance with the order of priority set forth in CPD Notice CPD-16-11 - *Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Persons in Supportive Housing.*

The San Mateo County Housing Authority maintains a centralized priority pool of chronically homeless people who are eligible to be matched to available PSH vacancies. Households must meet the new definition of chronically homeless as defined in CoC Program interim rule as amended by the Final Rule on Defining "Chronically Homeless."

The order of priority for households on the priority pool is based on:

1. Score on the VI-SPDAT administered by the Homeless Outreach Team (HOT) – which determines severity of service needs; and
2. Length of time the household has been homeless (living in a place not meant for human habitation, a safe haven, or an emergency shelter)

The CoC ensures that all eligible veterans are referred for assistance through HUD-VASH and SSVF. Those veterans who are not eligible for these VA-funded programs may access available CoC-funded PSH beds provided they meet the chronic homelessness criteria.

b. Rapid Re-Housing (RRH)

The San Mateo County CoC has established the following policies governing rapid re-housing assistance.

i. Rapid Re-Housing Guiding Principles

Beyond ending homelessness for individual households, rapid re-housing plays a key role in ending homelessness overall. To do so effectively and efficiently, a RRH program must coordinate with the broader homeless system, not screen out large portions of the homeless population, and have a commitment to a Housing First approach.

Principles

- In order to identify, engage, and assist as many households experiencing homelessness as possible, RRH programs will coordinate and fully participate with the broader homeless assistance system.
- Rapid re-housing is an intervention designed for and flexible enough to serve anyone not able to exit homelessness on their own.
- Rapid re-housing programs should not screen out households based on criteria such as a minimum income threshold, employment, absence of a criminal history, disability, evidence of "motivation," etc.
- Rapid re-housing participants should have all the rights and responsibilities of typical tenants and should sign a standard lease agreement.

All RRH programs in San Mateo County will align to the National Alliance to End Homelessness' (NAEH) "Rapid Re-Housing Performance Benchmarks and Program

2017 HDX Competition Report

PIT Count Data for CA-512 - Daly/San Mateo County CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count	**1361**	**1253**
Emergency Shelter Total	166	211
Safe Haven Total	0	0
Transitional Housing Total	420	405
Total Sheltered Count	**586**	**616**
Total Unsheltered Count	**775**	**637**

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	**238**	**234**
Sheltered Count of Chronically Homeless Persons	5	31
Unsheltered Count of Chronically Homeless Persons	233	203

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	**132**	**116**
Sheltered Count of Homeless Households with Children	97	97
Unsheltered Count of Homeless Households with Children	35	19

Homeless Veteran PIT Counts

	2011	2016	2017
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	**324**	**136**	**105**
Sheltered Count of Homeless Veterans	177	46	48
Unsheltered Count of Homeless Veterans	147	90	57

2017 HDX Competition Report

HIC Data for CA-512 - Daly/San Mateo County CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2017 HIC	Total Beds in 2017 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	**223**	**28**	**195**	**100.00%**
Safe Haven (SH) Beds	**0**	**0**	**0**	**NA**
Transitional Housing (TH) Beds	**414**	**25**	**379**	**97.43%**
Rapid Re-Housing (RRH) Beds	**139**	**5**	**134**	**100.00%**
Permanent Supportive Housing (PSH) Beds	**753**	**26**	**575**	**79.09%**
Other Permanent Housing (OPH) Beds	**313**	**0**	**313**	**100.00%**
Total Beds	1,842	84	1596	90.78%

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	**304**	**318**

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

Households with Children	2016 HIC	2017 HIC
RRH units available to serve families on the HIC	**22**	**31**

2017 HDX Competition Report

HIC Data for CA-512 - Daly/San Mateo County CoC

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC
RRH beds available to serve all populations on the HIC	**127**	**139**

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Summary Report for CA-512 - Daly/San Mateo County CoC

For each measure enter results in each table from the System Performance Measures report generated out of your CoCs HMIS System. There are seven performance measures. Each measure may have one or more "metrics" used to measure the system performance. Click through each tab above to enter FY2016 data for each measure and associated metrics.

RESUBMITTING FY2015 DATA: If you provided revised FY 2015 data, the original FY2015 submissions will be displayed for reference on each of the following screens, but will not be retained for analysis or review by HUD.
ERRORS AND WARNINGS: If data are uploaded that creates selected fatal errors, the HDX will prevent the CoC from submitting the System Performance Measures report. The CoC will need to review and correct the original HMIS data and generate a new HMIS report for submission.

Some validation checks will result in warnings that require explanation, but will not prevent submission. Users should enter a note of explanation for each validation warning received. To enter a note of explanation, move the cursor over the data entry field and click on the note box. Enter a note of explanation and "save" before closing.

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.

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

	Universe (Persons)			Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Submitted FY2015	Revised FY2015	Current FY	Submitted FY2015	Revised FY2015	Current FY	Difference	Submitted FY2015	Revised FY2015	Current FY	Difference
1.1 Persons in ES and SH	1723	1720	1217	43	34	41	7	28	26	27	1
1.2 Persons in ES, SH, and TH	2796	2681	2328	105	89	95	6	76	67	68	1

b.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

NOTE: Due to the data collection period for this year's submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.917 in time for next year's submission.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	1217	-	73		-	31	
1.2 Persons in ES, SH, and TH	-	2328	-	137		-	90	

FY2016 - Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	Revised FY2015	# of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	0	2	0	0	0%	0	0	0%	0	0	0%	0	0%
Exit was from ES	101	144	15	27	19%	9	11	8%	6	6	4%	44	31%
Exit was from TH	854	947	75	68	7%	31	26	3%	57	43	5%	137	14%
Exit was from SH	0	0	0	0		0	0		0	0		0	
Exit was from PH	126	247	13	25	10%	3	2	1%	10	5	2%	32	13%
TOTAL Returns to Homelessness	1081	1340	103	120	9%	43	39	3%	73	54	4%	213	16%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2017 HDX Competition Report
FY2016 - 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).

	2015 PIT Count	Most Recent PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1483	1361	-122
Emergency Shelter Total	289	166	-123
Safe Haven Total	0	0	0
Transitional Housing Total	419	420	1
Total Sheltered Count	708	586	-122
Unsheltered Count	775	775	0

Metric 3.2 – Change in Annual Counts

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	2846	2698	2341	-357
Emergency Shelter Total	1781	1732	1229	-503
Safe Haven Total	0	0	0	0
Transitional Housing Total	1932	1823	1685	-138

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

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	236	199	197	-2
Number of adults with increased earned income	3	3	3	0
Percentage of adults who increased earned income	1%	2%	2%	0%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	236	199	197	-2
Number of adults with increased non-employment cash income	21	18	14	-4
Percentage of adults who increased non-employment cash income	9%	9%	7%	-2%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	236	199	197	-2
Number of adults with increased total income	21	18	17	-1
Percentage of adults who increased total income	9%	9%	9%	0%

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	565	557	630	73
Number of adults who exited with increased earned income	76	73	80	7
Percentage of adults who increased earned income	13%	13%	13%	0%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	565	557	630	73
Number of adults who exited with increased non-employment cash income	57	56	43	-13
Percentage of adults who increased non-employment cash income	10%	10%	7%	-3%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	565	557	630	73
Number of adults who exited with increased total income	120	117	109	-8
Percentage of adults who increased total income	21%	21%	17%	-4%

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

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

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	2441	2338	2023	-315
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.	368	542	734	192
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)	2073	1796	1289	-507

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	2585	2484	2407	-77
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.	407	588	842	254
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.)	2178	1896	1565	-331

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 the FY2016 Resubmission reporting period.

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

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons who exit Street Outreach	4	5	98	93
Of persons above, those who exited to temporary & some institutional destinations	1	1	9	8
Of the persons above, those who exited to permanent housing destinations	3	4	45	41
% Successful exits	100%	100%	55%	-45%

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

FY2016 - Performance Measurement Module (Sys PM)

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	2237	2213	2004	-209
Of the persons above, those who exited to permanent housing destinations	957	949	1073	124
% Successful exits	43%	43%	54%	11%

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	578	450	585	135
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	554	433	573	140
% Successful exits/retention	96%	96%	98%	2%

2017 HDX Competition Report

FY2016 - SysPM Data Quality

CA-512 - Daly/San Mateo County CoC

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

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

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

2017 HDX Competition Report
FY2016 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016
1. Number of non-DV Beds on HIC	207	282	293	199	537	520	452	371	596	663	689	894	40	24	94	115				
2. Number of HMIS Beds	120	204	207	199	517	500	432	361	505	512	532	535	40	24	94	115				
3. HMIS Participation Rate from HIC (%)	57.97	72.34	70.65	100.00	96.28	96.15	95.58	97.30	84.73	77.22	77.21	59.84	100.00	100.00	100.00	100.00				
4. Unduplicated Persons Served (HMIS)	1085	1397	1877	1488	1795	1970	1940	1853	576	600	585	669	337	544	378	745	3	16	17	206
5. Total Leavers (HMIS)	971	1286	1667	1367	1444	1515	1553	1430	63	114	119	57	256	410	216	527	0	6	1	40
6. Destination of Don't Know, Refused, or Missing (HMIS)	243	298	626	84	286	215	574	226	9	14	29	3	19	29	47	14	0	4	0	4
7. Destination Error Rate (%)	25.03	23.17	37.55	6.14	19.81	14.19	36.96	15.80	14.29	12.28	24.37	5.26	7.42	7.07	21.76	2.66		66.67	0.00	10.00

2017 HDX Competition Report

Submission and Count Dates for CA-512 - Daly/San Mateo County CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2017 PIT Count	1/25/2017	

Report Submission Date in HDX

	Submitted On	Met Deadline
2017 PIT Count Submittal Date	4/28/2017	Yes
2017 HIC Count Submittal Date	4/28/2017	Yes
2016 System PM Submittal Date	6/1/2017	Yes

Evidence of the CoC's communication to accepted projects includes:

Section 1: Copy of email to notify all project applicants and community members of the final project ranking and where it can be found on the CoC's website

Section 2: Written notification to accepted project applications

Section 3: Documentation of ranking decision-making process: minutes of the CoC Review Panel meeting (9/5/17) and minutes of the CoC Steering Committee meeting (9/12/17) and email to all project applicants and community members directing them to the CoC website for final project ranking

Section 1: Copy of email to notify all project applicants and community members of the ranking and where it can be found on the website

From: Jessica Silverberg
Sent: Friday, September 15, 2017 7:36 AM
To: Jessica Silverberg
Subject: NOFA- final Project Priority List

Dear CoC Steering Committee and stakeholders,

The final Project Priority List for this year's CoC NOFA, which was approved by the CoC Steering Committee at their September 12th meeting, has been posted online at the following link. The final project list is the same as the project list that was sent out on 9/10.

http://hsa.smcgov.org/sites/hsa.smcgov.org/files/Project%20Priority%20List%20-%20Final.pdf

Thank you and please let me know if any questions,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Section 2: Written notification to accepted project applications

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 9:08 PM
To: Cori Manthorne; Ana Morales
Cc: Brian Eggers
Subject: CoC NOFA applications review

Cori and Ana,

This email is to inform you that the project review panel met and their review of CORA's application for Casa de Sor Juana Ines ranked the application in tier 1.

The CoC Steering Committee will meet on September 12, 2017 to approve the final Project Priority List.

Also, please do not take any action in esnaps at this time; we will be in touch separately regarding our technical review of the application and any requested revisions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 9:13 PM
To: Melissa Platte
Cc: Brian Eggers
Subject: CoC NOFA applications review

Melissa,

This email is to inform you that the project review panel met and both the SAYAT and the Spring Street applications were ranked in tier 1.

The CoC Steering Committee will meet on September 12, 2017 to approve the final Project Priority List.

Please do not take any action in esnaps at this time; we will be in touch separately regarding our technical review of the application and any requested revisions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 8:55 PM
To: Cindy Chan
Cc: Brian Eggers; 'Kate Bristol'
Subject: CoC NOFA applications review

Hi Cindy,

As a follow up to our conversation yesterday, below are the results of the CoC project review panel's review of the Housing Authority's CoC applications. The CoC Steering Committee will meet on September 12, 2017 to approve the final Project Priority List.

The following applications were ranked in tier 1 by the project review panel.

- Belmont Apartments SP8
- SHP Scattered Site
- Sponsor Based SP2
- SP13
- SP14
- SP10
- SP16
- SP15/Waverly
- SP18
- SP17
- SP 10 Supportive Services (new PSH with reallocated funds)

The following new applications were ranked in tier 2:

- SP 16 Expansion (bonus funding)
- SP 16 Expansion #2 (with reallocated funding).

Please let us know if you have any questions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Jessica Silverberg

From: Jessica Silverberg
Sent: Thursday, September 07, 2017 8:50 PM
To: 'Katherine Finnigan'; 'Brian Greenberg'
Cc: Brian Eggers; 'Kate Bristol'; 'Jeannie Leahy'; Catherine Dreyer
Subject: CoC NOFA applications review
Attachments: LifeMoves First Step letter 9-7-17.pdf; 2017 Project Review and Ranking Process.pdf

Katherine and Brian,

As a follow up to our conversation today, below are the results of the CoC project review panel's review of the LifeMoves CoC applications.

a) First Step for Families: $74,768 of this renewal application was not included in the 2017 CoC Project Priority List, as this amount was reallocated to a different project. The remaining $429,444 of the First Step renewal project application is included in the Project Priority List, in tier 2.
   - Attached is the letter regarding the CoC project review panel's review of the First Step application, as well as information about the appeal process.
   - The Project Review and Ranking Process policy is also attached for easy reference.

b) All of the other LifeMoves applications, listed below, were ranked in tier 1 by the project review panel.
   i. Vendome
   ii. RRH 2015
   iii. Redwood Family
   iv. SAFE
   v. Family Crossroads

The CoC Steering Committee will meet on September 12, 2017 to approve the final Project Priority List.

Please let us know if you have any questions.

Thank you,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Note on notification for the HMIS Project:

There is no notification sent on the HMIS project application as the HMIS project applicant is the Human Services Agency, which is the CoC Lead Agency/Collaborative Applicant, so the Human Services Agency was aware of the HMIS project application as the Human Services Agency coordinated the Ranking Committee Meeting and Compiled the Project Priority List

Section 3: Documentation of ranking decision-making process: minutes of the CoC Review Panel meeting (9/5/17) and minutes of the CoC Steering Committee meeting (9/12/17) and email to all project applicants and community members directing them to the CoC website for final project ranking

San Mateo County Continuum of Care - 2017 NOFA Review Panel Meeting

September 5, 2017, 8:30am – 12:00 pm, HSA office, 1 Davis Drive, Belmont

Minutes

Present: Review Panel Members
Committee support: Kate Bristol (Focus Strategies); and HSA staff Jessica Silverberg, Brian Eggers, Kat Chan, and Ruby Tomas.

Topic	Discussion	Action/ Next Steps
Review of Rating and Ranking Policy	Focus Strategies and HSA staff provided an overview of the Project Review and Ranking Process policy (approved by the CoC Steering Committee in August 2017), the role of this committee, and aspects of the NOFA that impact scoring of projects.	
Review and Discussion of New Project Scores	The panel members individually scored the 2 new project applications prior to today's meeting based on the 9 factors listed in the Ranking Policy. The panel reviewed and discussed ranking of the new project applications, and rankings relative to the renewal projects. The panel voted to place the highest scoring new project into the Project Priority list in Tier 2: Housing Authority's SP16 Expansion PSH Project.	HSA will notify applicants of the project ranking and whether or not their projects are included in the 2017 CoC application.
Review and Discussion of Renewal Project Scores and Re-Allocation	HSA staff presented the scores for the renewals, which were calculated based on the 13 objective scoring factors in the Ranking Policy. The panel asked questions about scores but did not identify any needed adjustments. The panel discussed the projects with the lowest scores and voted to re-allocate the lowest scoring project, Safe Harbor TH, and re-allocate part of the First Step TH project which was one of the lowest scoring projects. The rest of the renewal projects were kept in their rank order by score.	
Proposed Project Priority List	The panel finalized the project priority list ranking of 23 total projects. Tier 1: 19 renewal projects and 1 new re-allocated project Tier 2: 1 renewal project, 1 new bonus project, and 1 new re-allocated project Renewal projects re-allocated to new projects: Safe Harbor TH re-allocated to SP16 Expansion #2 PSH. Part of First Step TH re-allocated to SP10 Supportive Services PSH. New project application not selected to be included: 1 new application (Retraining the Village) See attachment for full list.	CoC Steering Committee will review and vote on the ranking at their meeting on 9/12/2017
Closing	Meeting adjourned at approximately 12:00pm	

San Mateo County Continuum of Care (CoC) Steering Committee
Special Meeting Including Project Priority List Approval for 2017 NOFA
September 12, 2017
Minutes

Present: Brian Greenberg, Linda Nguyen, Melissa Platte, Fatima Soares, Laura Escobar, Laura Bent, Jennifer Rainwater, Teri Chin, Mary Bedford-Carter, Meg Clark, Sandy Council, Jose Betancourt, Katherine Finnigan, Diane Dworkin, Cheryle Matteo,
Staff/Committee Support: Brian Eggers, Jessica Silverberg, Ruby Tomas, Tammie Sweetser, Kate Bristol

Topic	Discussion
Welcome and Introductions Melissa Platte (MHA)	Melissa Platte called meeting to order at 10:42AM
Vote on potential new committee members Jessica Silverberg (HSA)	CoC Steering Committee voted on potential new committee members. Tanya Tabon, VA Palo Alto will be replacing Allison Ulrich for the Veterans Stakeholder Group Sandy Council, City of San Mateo will be replacing Danielle Thoe for the Entitlement Cities Stakeholder Group Jason Cameron, Veterans Resource Center will be added to the At Large Stakeholder Group Hailey Crumb, Retraining the Village will be added to the At Large Stakeholder Group Rosa Acosta, formally with the City of SSF was removed from the Entitlement Cities Stakeholder Group New City of SSF member to be voted on next committee meeting Linda Nguyen made a motion to add Tanya Tabon, Sandy Council, Jason Cameron and Hailey Crumb to the CoC Steering Committee Teri Chin seconded the motion All members present voted in favor, zero opposed, zero abstained Motion passed.

Topic	Discussion
CoC NOFA Review and Ranking Kate Bristol (Focus Strategies), Jessica Silverberg and Brian Eggers (HSA)	Laura Escobar, as a member of the Review Panel, reported on how the CoC Rating and Ranking Review Panel followed the approved Project Review and Ranking Process and scored the 2017 CoC NOFA Project Priority List. 23 projects applications were received. 21 projects for renewal (none requested to reduce their grant or voluntarily reallocated their grant). 2 new Bonus projects Rating and ranking results: 1 new project added to the priority list (Housing Authority PSH), 2 projects were reallocated (1 full project, Samaritan House Safe Harbor TH, and part of another, LifeMoves First Step TH), and 2 new projects created from reallocation funds (Housing Authority PSH and Supportive Services) 19 renewing projects and 1 new project from reallocation funding were placed in Tier 1. 1 renewing project and 2 new projects (one from bonus funding and one from reallocation funding) were placed in Tier 2. CoC Committee members (not CoC NOFA applicants) were asked to approve the CoC 2017 Project Priority List Diane Dworkin made a motion to approve the 2017 CoC Project Priority List, Fatima Soares seconded the motion All members present voted in favor, zero opposed, zero abstained Motion passed. CoC NOFA is due September 28, 2017 **Handout-** San Mateo County CoC Project Priority List- 2017 CoC NOFA

Topic	Discussion
Review & Approval of revisions to the CoC Governance Charter Kate Bristol (Focus Strategies), Jessica Silverberg and Brian Eggers (HSA)	Committee reviewed revised San Mateo County Continuum of Care CoC and HMIS Governance Charter Reviewed revisions regarding CoC Steering Committee Structure and Function, including: adding stakeholder groups, adjusting term limits and election/nomination of members, expanding decision-making abilities for time-sensitive items, and clarifying subcommittees Reviewed revisions regarding San Mateo County CoC Policies and Standards, including: providing more information about the CES provider and implementation, CES prioritization, adding Emergency Shelter and Transitional Housing standards, and adding the anti-discrimination Policy Reviewed revisions regarding the HMIS Policies and Procedures, including: ensuring all project types were included in manual Laura Bent made a motion to approve the revisions of the CoC and HMIS Governance Charter Diane Dworkin seconded the motion All members present voted in favor, zero opposed, zero abstained Motion passed. **Handout**- San Mateo Continuum of Care CoC and HMIS Governance Charter Proposed Revisions 9/10/17
Adjournment Melissa Platte	Attendees shared various program updates and then Melissa adjourned the meeting at 11:40AM

Next meetings:
October 13, 2017, 10:30-12:00 at the HSA office at 1 Davis Drive, Belmont- Montara Room

San Mateo County CoC Project Priority List – 2017 CoC NOFA

September 8, 2017

Tier	Rank	Project Name	Provider Name	Type	Grant Request	Running Total
1	1	Vendome 2016	LifeMoves	PSH	$191,257	$191,257
	2	S+C Belmont Apartments (SP8)	Housing Auth.	PSH	$196,483	$387,740
	3	SHP Scattered Sites	Housing Auth.	PSH	$886,735	$1,274,475
	4	S+C Sponsor Based (SP2)	Housing Auth.	PSH	$1,146,966	$2,421,441
	5	S+C Tenant Based (SP13)	Housing Auth.	PSH	$69,875	$2,491,316
	6	RRH 2015	LifeMoves	RRH	$434,004	$2,925,320
	7	Casa de Sor Juana Ines	CORA	TH	$229,668	$3,154,988
	8	S+C Tenant Based (SP14)	Housing Auth.	PSH	$64,077	$3,219,065
	9	S+C Tenant Based (SP10)	Housing Auth.	PSH	$2,226,452	$5,445,517
	10	Redwood Family House	LifeMoves	TH	$133,750	$5,579,267
	11	PSH (SP16)	Housing Auth.	PSH	$1,051,041	$6,630,308
	12	SAYAT Program	MHA	PSH	$74,666	$6,704,974
	13	Spring Street Transitional	MHA	TH	$40,283	$6,745,257
	14	SAFE	LifeMoves	RRH	$145,911	$6,891,168
	15	Family Crossroads	LifeMoves	TH	$133,750	$7,024,918
	16	SP 15 (Waverly Place)	Housing Auth.	PSH	$214,345	$7,239,263
	17	PSH (SP18)	Housing Auth.	PSH	$408,031	$7,647,294
	18	PSH (SP17)	Housing Auth.	PSH	$602,120	$8,249,414
	19	SP10 Supportive Services	Housing Authority	PSH	$74,768	$8,324,182
	20	HMIS	HSA	HMIS	$80,110	$8,404,292
2	21	First Step for Families	LifeMoves	TH	$429,444	$8,833,736
	22	SP 16 Expansion	Housing Authority	PSH	$536,444	$9,370,180
	23	SP 16 Expansion #2	Housing Authority	PSH	$107,000	$9,477,180

*Tier 1 threshold = $8,404,292.00

**New projects selected to be included in application are highlighted in green

Renewal projects that were reallocated or partially reallocated	Safe Harbor	Samaritan House	TH	$107,000
	First Step *(Partial Reallocation)*	LifeMoves	TH	Partial reallocation amount: $74,768
New project applications received but will not be included in application	HOME	Retraining the Village	TH-RRH	$89,065

CoC planning grant (not ranked)	CoC Planning/System Coordination	HSA	Plan-ning	$268,222

From: Jessica Silverberg
Sent: Friday, September 15, 2017 7:36 AM
To: Jessica Silverberg
Subject: NOFA- final Project Priority List

Dear CoC Steering Committee and stakeholders,

The final Project Priority List for this year's CoC NOFA, which was approved by the CoC Steering Committee at their September 12th meeting, has been posted online at the following link. The final project list is the same as the project list that was sent out on 9/10.

http://hsa.smcgov.org/sites/hsa.smcgov.org/files/Project%20Priority%20List%20-%20Final.pdf

Thank you and please let me know if any questions,
Jessica

Jessica Silverberg, MSW
Human Services Manager, Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
jsilverberg@smcgov.org
650-802-3378

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of intended recipient(s) and may contain confidential and protected information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.