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:
 - Reviewing the FY 2016 CoC Program Competition NOFA in its entirety for specific application and program requirements.
 - Using the CoC Application Detailed Instructions while completing the application in e-snaps.
 - Answering all questions in the CoC application. It is the responsibility of the Collaborative Applicant to ensure that all imported and new responses in all parts of the application are fully reviewed and completed. When doing this keep in mind:

 - This year, CoCs will see that a few responses have been imported from the FY 2015 CoC Application.
 - For some of the questions HUD has provided documents to assist Collaborative Applicants in completing responses.
 - For other questions, the Collaborative Applicant must be aware of responses provided by project applications in their Project Applications.
 - Some questions require the Collaborative Applicant to attach a document to receive credit. This will be identified in the question.
 - 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 form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: PA-501 - Harrisburg/Dauphin County CoC

1A-2. Collaborative Applicant Name: Capital Area Coalition on Homelessness

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Capital Area Coalition on Homelessness

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1B-1. From the list below, select those organizations and persons that participate in CoC meetings.
Then select "Yes" or "No" to indicate if CoC meeting participants are voting members or if they sit on the CoC Board.
Only select "Not Applicable" if the organization or person does not exist in the CoC's geographic area.

Organization/Person Categories	Participates in CoC Meetings	Votes, including electing CoC Board	Sits on CoC Board
Local Government Staff/Officials	Yes	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes	Yes
Law Enforcement	Yes	No	No
Local Jail(s)	Yes	No	No
Hospital(s)	Yes	Yes	No
EMT/Crisis Response Team(s)	Yes	No	No
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	No	No
Affordable Housing Developer(s)	Yes	Yes	Yes
Public Housing Authorities	Yes	Yes	Yes
CoC Funded Youth Homeless Organizations	Yes	Yes	Yes
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	No
School Administrators/Homeless Liaisons	Yes	Yes	No
CoC Funded Victim Service Providers	Yes	Yes	Yes
Non-CoC Funded Victim Service Providers	Yes	Yes	Yes
Street Outreach Team(s)	Yes	Yes	Yes
Youth advocates	Yes	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes	Yes
Local Foundations	Yes	Yes	Yes
Legal Services	Yes	Yes	No
County Assistance Office	Yes	No	No

1B-1a. Describe in detail how the CoC solicits and considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area. Please provide two examples of organizations or individuals from the list in 1B-1 to answer this question.

CACH annually reaches multiple partners for information and endeavors to prevent and end homelessness in our CoC. As an example, Project Homeless Connect is a yearly CACH event, led by a formerly homeless person, which organizes with 65 different organizations culminating in a daylong event that connects direct services to our homeless population.

Pinnacle Health, a major hospital, is represented at CACH by Maria Chianos, MSW who routinely meets with unsheltered and chronically homeless persons to address their ongoing medical needs, and solicits their comments on their situation and how to prevent and end homelessness.

Bethesda Mission, led by Chuck Wingate, represents non CoC funded youth outreach, chronic homelessness outreach, overnight shelter and medical clinics. CACH's coordinates with Bethesda on several new projects and joint planning with Chuck providing faith-based and non-CoC funded resources and insight into needs of the homeless population within our jurisdiction.

1B-1b. List Runaway and Homeless Youth (RHY)-funded and other youth homeless assistance providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area.
Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

Youth Service Provider (up to 10)	RHY Funded?	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 20, 2016.	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 20, 2016.
ECYEH - Regional Local Education Agency Coordinator	No	Yes	No
Harrisburg School District	No	Yes	No
Dauphin County Children and Youth Services	No	No	No
Dauphin County Juvenile Probation	No	Yes	No
YWCA of Greater Harrisburg	No	Yes	Yes
AlderHealth (involved with LBGTQ+ concerns and youth)	No	Yes	Yes
LGBT Center of PA	No	Yes	Yes
Bethesda Mission and Youth Center	No	Yes	Yes
Valley Youth House Harrisburg	Yes	Yes	No
Brethren Housing Association	No	Yes	Yes

1B-1c. List the victim service providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area.

Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

Victim Service Provider for Survivors of Domestic Violence (up to 10)	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 30, 2016.
YWCA of Greater Harrisburg (State funded Domestic Violence/Sexual Assault, VAWA and Human Trafficking Service Provider)	Yes	Yes

1B-2. Explain how the CoC is open to proposals from entities that have not previously received funds in prior CoC Program competitions, even if the CoC is not applying for new projects in 2016. (limit 1000 characters)

CACH aggressively announces availability of funding through email distributions to local homeless assistance service providers (members and nonmembers), CACH general membership meeting announcements, CACH list serve announcements, other community meetings and individual personal contacts by CACH leadership. For example, board partner, The Foundation for Enhancing Communities, announced the NOFA to over 1200 non-profit organizations providing services in our CoC, with an invitation for new projects and technical assistance through CACH for those unfamiliar with the CoC application process.

CACH welcomes interest from new and emerging organizations. Past practice shows our willingness to add new projects e.g. recently Brethren Housing Association, a faith based agency's, Side by Side PH.

New projects are added based on priorities for permanent housing and gaps in services. New PH RRH proposal was accepted as a result.

1B-3. How often does the CoC invite new members to join the CoC through a publicly available invitation?   Monthly

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. Does the CoC coordinate with Federal, State, Local, private and other entities serving homeless individuals and families and those at risk of homelessness in the planning, operation and funding of projects? Only select "Not Applicable" if the funding source does not exist within the CoC's geographic area.

Funding or Program Source	Coordinates with Planning, Operation and Funding 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 Federal, State and local government resources.	Yes

1C-2. The McKinney-Vento Act, requires CoC's to participate in the Consolidated Plan(s) (Con Plan(s)) for the geographic area served by the CoC. The CoC Program Interim rule at 24 CFR 578.7 (c) (4) requires the CoC to provide information required to complete the Con Plan(s) within the CoC's geographic area, and 24 CFR 91.100(a)(2)(i) and 24 CFR 91.110 (b)(2) requires the State and local Con Plan jurisdiction(s) consult with the CoC. The following chart asks for the information about CoC and Con Plan jurisdiction coordination, as well as CoC and ESG recipient coordination.

CoCs can use the CoCs and Consolidated Plan Jurisdiction Crosswalk to assist in answering this question.

	Number
Number of Con Plan jurisdictions with whom the CoC geography overlaps	2
How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?	2
How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?	2
How many of the Con Plan jurisdictions are also ESG recipients?	2
How many ESG recipients did the CoC participate with to make ESG funding decisions?	2
How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities?	2

1C-2a. Based on the responses provided in 1C-2, describe in greater detail how the CoC participates with the Consolidated Plan jurisdiction(s) located in the CoC's geographic area and include the frequency and type of interactions between the CoC and the Consolidated Plan jurisdiction(s). (limit 1000 characters)

CoC PA501 has two Con Plan jurisdictions, the City of Harrisburg and the County of Dauphin, Pennsylvania, and both follow the CoC (CACH's) policies, determinations, and prioritization. This is noted in the detail and in reference in each Con Plan submitted to HUD. As an example the City of Harrisburg submitted its five year Con Plan during the previous fiscal year and in so doing consulted CACH frequently for the data, policy direction, and evaluation standards in outlining ESG and homeless action plans to direct its homelessness strategy.

Annually, and as a matter of course, both City and County contacts CACH to request Point in Time and other pertinent data to update its Con Plan and progress through emails and phone calls. This interaction is informed more systematically by the City and the County relevant representatives being active members of CACH's Steering Committee that meets monthly for 2 hours.

1C-2b. Based on the response in 1C-2, describe how the CoC is working with ESG recipients to determine local ESG funding decisions and how the CoC assists in the development of performance standards and evaluation of outcomes for ESG-funded activities. (limit 1000 characters)

CACH developed Written Standards for ESG performance used to guide ESG recipients on funding decisions. These standards were derived from HUD guidance and based on longitudinal Con-Plan level PIT and HMIS data analysis. They outline benchmarks for housing destination and self-sufficiency benchmarks for example.

The performance standards were developed with feedback from ESG recipients; the City of Harrisburg and Dauphin County, and ESG sub-recipient agencies. This interaction is readily achieved as County and City representatives sit on CACH's monthly steering committee, and ESG subrecipients are members of the CoC Service Delivery Committee tasked with the
development and annual update of the Written Standards with CACH oversight.

The CoC also evaluates ESG outcomes, as the City of Harrisburg has all ESG sub-recipients submit through CACH as a single consolidated application to present to City Council for final approval, with CACH evaluating sub-recipients outcomes.

1C-3. Describe how the CoC coordinates with victim service providers and non-victim service providers (CoC Program funded and non-CoC funded) to ensure that survivors of domestic violence are provided housing and

services that provide and maintain safety and security. Responses must address how the service providers ensure and maintain the safety and security of participants and how client choice is upheld.
(limit 1000 characters)

Scenario A: Victims can enter ANY homeless or housing service as our Coordinated Entry has no wrong door. CACH's Coordinated Entry tool begins with a victim oriented question to ensure best and fast referral, including in the event of no victim housing vacancy. Victims are referred (only with their choice and consent) to the YWCA and its victim shelter, transitional, and other housing which provides the safest place, trained staff, and optimum victim resources. At all homeless agencies client confidentiality concerning domestic violence and safety is upheld and the YWCA provides continual training on such protocols.

Scenario B: Direct entry to the YWCA, the state designated VAWA victim service provider in our CoC. The organization is also our largest comprehensive provider of non-victim specific homeless housing and services for women, families and also men. Homeless victims can choose VAWA services including HUD funded victim housing, or non-victim homeless services at the YWCA.

1C-4. List each of the Public Housing Agencies (PHAs) within the CoC's geographic area. If there are more than 5 PHAs within the CoC's geographic area, list the 5 largest PHAs. For each PHA, provide the percentage of new admissions that were homeless at the time of admission between July 1, 2015 and June 30, 2016 and indicate whether the PHA has a homeless admissions preference in its Public Housing and/or Housing Choice Voucher (HCV) program.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program from 7/1/15 to 6/30/16 who were homeless at entry	PHA has General or Limited Homeless Preference
Harrisburg Housing Authority		Yes-Both
Dauphin County Housing Authority		Yes-Both

1C-5. Other than CoC, ESG, Housing Choice Voucher Programs and Public Housing, describe other subsidized or low-income housing opportunities that exist within the CoC that target persons experiencing homelessness.
(limit 1000 characters)

CACH is the Local Lead Agency (LLA) to coordinate subsidized housing developers with extremely low income and homeless residents. CACH was Pennsylvania's pilot agency for a new Section 811 Project Based Rental Assistance (811 PRA) program with 400 subsidies statewide. As the LLA, CACH referred homeless applicants for 7 newly available 811 PRA beds.

Our CoC has Low Income Housing Tax Credit developments with homeless set-asides. CACH promotes and has 51 HUD-VASH vouchers; 8 OVW subsidized Transitional Housing for Domestic Violence; OJP - Human Trafficking program with subsidies to house homeless victims; 14 State DV and VAWA funded homeless beds; PA Dept. of Human Services subsidies for 25 transitional beds, emergency shelter, and rental assistance; Dauphin County rental assistance Program; PATH emergency housing subsidies; and County Drug and Alcohol transitional subsidy. CACH is also promoting landlord homeless preference and exploring medical respite homes with local hospitals.

1C-6. Select the specific strategies implemented by the CoC to ensure that homelessness is not criminalized in the CoC's geographic area. Select all that apply.

Engaged/educated local policymakers:	X
Engaged/educated law enforcement:	X
Implemented communitywide plans:	☐
No strategies have been implemented	☐
Other:(limit 1000 characters)	
	☐
	☐
	☐

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Select the system(s) of care within the CoC's geographic area for which there is a discharge policy in place that is mandated by the State, the CoC, or another entity for the following institutions? Check all that apply.

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

1D-2. Select the system(s) of care within the CoC's geographic area with which the CoC actively coordinates with to ensure institutionalized persons that have resided in each system of care for longer than 90 days are not discharged into homelessness. Check all that apply.

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

1D-2a. If the applicant did not check all boxes in 1D-2, explain why there is no coordination with the institution(s) that were not selected and explain how the CoC plans to coordinate with the institution(s) to ensure persons

**discharged are not discharged into homelessness.
(limit 1000 characters)**

1E. Centralized or Coordinated Assessment (Coordinated Entry)

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The CoC Program Interim Rule requires CoCs to establish a Centralized or Coordinated Assessment System which HUD refers to as the Coordinated Entry Process. Based on the recent Coordinated Entry Policy Brief, HUD's primary goals for the coordinated entry process are that assistance be allocated as effectively as possible and that it be easily accessible no matter where or how people present for assistance.

1E-1. Explain how the CoC's coordinated entry process is designed to identify, engage, and assist homeless individuals and families that will ensure those who request or need assistance are connected to proper housing and services.
(limit 1000 characters)

CACH's "Coordinated Entry" outlines:
1. Priorities of homeless subpopulations (CH, families, youth, VAWA and veterans) into various housing programs, with
2. Outcomes for each type of housing program; and
3. Use VI-SPDAT vulnerability assessment.

Outreach is conducted to unsheltered homeless veterans and those with behavioral health yet at the same time reaches the unsheltered population as a whole.

A central point of intake and referral for ES, and points of entry and referral for others are clearly outlined. A Coordinated Entry excel questionnaire lists the resources for first referral based on answers to homeless category and priority. The tool is disseminated community-wide for a no wrong door approach. This results in an expedited referral of homeless individuals and families to the proper housing and services. The Coordinated Entry is advertised to the public and homeless population through the CoC website and by member agencies throughout the service area.

1E-2. CoC Program and ESG Program funded projects are required to participate in the coordinated entry process, but there are many other organizations and individuals who may participate but are not required to

do so. From the following list, for each type of organization or individual, select all of the applicable checkboxes that indicate how that organization or individual participates in the CoC's coordinated entry process. If there are other organizations or persons who participate but are not on this list, enter the information in the blank text box, click "Save" at the bottom of the screen, and then select the applicable checkboxes.

Organization/Person Categories	Participates in Ongoing Planning and Evaluation	Makes Referrals to the Coordinated Entry Process	Receives Referrals from the Coordinated Entry Process	Operates Access Point for Coordinated Entry Process	Participates in Case Conferencing	Does not Participate	Does not Exist
Local Government Staff/Officials	X	X	X	X			
CDBG/HOME/Entitlement Jurisdiction	X	X	X				
Law Enforcement	X	X	X				
Local Jail(s)		X					
Hospital(s)	X	X	X	X			
EMT/Crisis Response Team(s)	X	X	X	X			
Mental Health Service Organizations	X	X	X	X	X		
Substance Abuse Service Organizations	X	X	X	X	X		
Affordable Housing Developer(s)		X	X				
Public Housing Authorities	X	X	X	X			
Non-CoC Funded Youth Homeless Organizations	X	X	X	X			
School Administrators/Homeless Liaisons	X	X	X	X			
Non-CoC Funded Victim Service Organizations	X	X	X	X			
Street Outreach Team(s)	X	X	X	X			
Homeless or Formerly Homeless Persons	X	X					

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

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1F-1. For all renewal project applications submitted in the FY 2016 CoC Program Competition complete the chart below regarding the CoC's review of the Annual Performance Report(s).

How many renewal project applications were submitted in the FY 2016 CoC Program Competition?	15

How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	1

How many renewal project application APRs were reviewed by the CoC as part of the local CoC competition project review, ranking, and selection process for the FY 2016 CoC Program Competition?	14

Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2016 CoC Competition?	100.00%

1F-2 - In the sections below, check the appropriate box(es) for each selection to indicate how project applications were reviewed and ranked for the FY 2016 CoC Program Competition. Written documentation of the CoC's publicly announced Rating and Review procedure must be attached.

Performance outcomes from APR reports/HMIS:	
% permanent housing exit destinations	X
% increases in income	X

Monitoring criteria:	
Utilization rates	X
Drawdown rates	X
Frequency or Amount of Funds Recaptured by HUD	X

Need for specialized population services:	

Youth	X
Victims of Domestic Violence	X
Families with Children	X
Persons Experiencing Chronic Homelessness	X
Veterans	X

None:	

1F-2a. Describe how the CoC considered the severity of needs and vulnerabilities of participants that are, or will be, served by the project applications when determining project application priority.
(limit 1000 characters)

In addition to giving points for performance measures in the ranking tool, the CoC also included points based on service to populations of vulnerability understanding that this affects performance: low or no income; current or past substance use; criminal record; having been or currently a victim of domestic violence or VAWA victim; Significant health/behavioral health challenges; high utilization of crisis or emergency services (i.e. chronic homeless); vulnerability to victimization i.e. VAWA, Human trafficking, youth, and coming from street and unsheltered situations. More weight in points were given to chronic homeless and those coming from streets and unsheltered situations. Responses were derived from project application answers in 3b, 4b (CH dedicated beds), 5b (sub-populations served), and 5c (origin of clients served at outreach).

1F-3. Describe how the CoC made the local competition review, ranking, and selection criteria publicly available, and identify the public medium(s) used and the date(s) of posting. Evidence of the public posting must be attached.
(limit 750 characters)

and written copies to all CoC stakeholders, which contain Prioritization Criteria and Performance Standards pertinent to CoC projects.

On July 5th 2016, Public Notice of the HUD CoC application was distributed to the CoC's email ListServe and also put on CACH website. On July 20th, 2016, instructions were given inviting new, renewal, and reallocation applications to be submitted to CACH via esnaps by August 14th 2016.

On August 30, 2016 CACH emailed an attached Review, Ranking, and Selection criteria to all applicants within the open grant period. This attachment includes criteria explanation and ranking results, and posted it on its website

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2016 CoC Consolidated Application that included the final project application ranking? (Written documentation of the public posting, with the date of the posting clearly visible, must be attached. In addition, evidence of communicating decisions to the CoC's full membership must be attached). 09/11/2016

1F-5. Did the CoC use the reallocation process in the FY 2016 CoC Program Competition to reduce or reject projects for the creation of new projects? (If the CoC utilized the reallocation process, evidence of the public posting of the reallocation process must be attached.) Yes

1F-5a. If the CoC rejected project application(s), on what date did the CoC and Collaborative Applicant notify those project applicants that their project application was rejected? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.)

1F-6. In the Annual Renewal Demand (ARD) is the CoC's FY 2016 CoC's FY 2016 Priority Listing equal to or less than the ARD on the final HUD-approved FY2016 GIW? Yes

1G. Continuum of Care (CoC) Addressing Project Capacity

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1G-1. Describe how the CoC monitors the performance of CoC Program recipients.
(limit 1000 characters)

CACH annually reviews each CoC project's APR for submission timeliness, bed utilization, and their outcomes including housing stability, length of homelessness, increase in income, and mainstream utilization, etc. These and other measures like regular draw downs and full expenditure are then part of the ranking score sheet that determine project prioritization for CoC application and program evaluation in general.

CACH implements the HMIS and produces regular data quality reports to monitor recipient performance, changes and challenges.

CACH also submitted System Performance Measures using HMIS.

CACH's participation in CoC committees, specifically, the Service Delivery/Data Collection committee helps to learn and monitor challenges and changes projects encounter.

Finally, the City of Harrisburg and Dauphin County, which oversee related funding to CoC recipients are on the CACH Coordinating Committee providing CACH with broader insight into the recipients' performance.

1G-2. Did the Collaborative Applicant include accurately completed and appropriately signed form HUD-2991(s) for all project applications submitted on the CoC Priority Listing?   Yes

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2A-1. Does the CoC have a Governance Charter that outlines the roles and responsibilities of the CoC and the HMIS Lead, either within the Charter itself or by reference to a separate document like an MOU/MOA? In all cases, the CoC's Governance Charter must be attached to receive credit, In addition, if applicable, any separate document, like an MOU/MOA, must also be attached to receive credit.

Yes

2A-1a. Include the page number where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document referenced in 2A-1. In addition, in the textbox indicate if the page number applies to the CoC's attached governance charter or attached MOU/MOA.

Attached "GC" pg 2-3

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? If yes, in order to receive credit the HMIS Policies and Procedures Manual must be attached to the CoC Application.

Yes

2A-3. Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organization (CHOs)?

Yes

2A-4. What is the name of the HMIS software   Bowman Service Point

used by the CoC (e.g., ABC Software)?

2A-5. What is the name of the HMIS software vendor (e.g., ABC Systems)? Bowman

2B. Homeless Management Information System (HMIS) Funding Sources

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. Select the HMIS implementation coverage area: Single CoC

* 2B-2. In the charts below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

2B-2.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	$48,705
ESG	$20,685
CDBG	$0
HOME	$0
HOPWA	$0
Federal - HUD - Total Amount	$69,390

2B-2.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	$0
Department of Health and Human Services	$0
Department of Labor	$0
Department of Agriculture	$0
Department of Veterans Affairs	$0
Other Federal	$0
Other Federal - Total Amount	$0

2B-2.3 Funding Type: State and Local

Funding Source	Funding

City	$13,185
County	$7,500
State	$0
State and Local - Total Amount	$20,685

2B-2.4 Funding Type: Private

Funding Source	Funding
Individual	$0
Organization	$12,176
Private - Total Amount	$12,176

2B-2.5 Funding Type: Other

Funding Source	Funding
Participation Fees	$0
Other - Total Amount	$0

2B-2.6 Total Budget for Operating Year	$102,251

2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Enter the date the CoC submitted the 2016 HIC data in HDX, (mm/dd/yyyy): 04/21/2016

2C-2. Per the 2016 Housing Inventory Count (HIC) Indicate the number of beds in the 2016 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 2016 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	213	16	96	48.73%
Safe Haven (SH) beds	25	0	25	100.00%
Transitional Housing (TH) beds	221	8	181	84.98%
Rapid Re-Housing (RRH) beds	34	0	34	100.00%
Permanent Supportive Housing (PSH) beds	121	0	121	100.00%
Other Permanent Housing (OPH) beds	59	0	8	13.56%

2C-2a. If the bed coverage rate for any project type is below 85 percent, describe how the CoC plans to increase the bed coverage rate for each of these project types in the next 12 months.
(limit 1000 characters)

only shelter and transitional housing programs with 50% of the beds) and another faith based ES do not wish to utilize HMIS in favor or in addition to their own software. The solution is that CACH and the men's rescue mission are working with our HMIS vendor for data migration so that we include all individual client level and unduplicated information into HMIS.

TH is 0.02% below 85% because another faith based provider increased its bed capacity, but is not willing to use HMIS. Over the next 12 month we will continue to encourage use of HMIS, persuading them to see its benefits to connect clients to other services and its benefit to the CoC.

Most of OPH beds are HUD-VASH which use their own system, and SSVF which uses a statewide HMIS per mandate since they covers multiple CoCs. In the next 12 months we are entering SSVF into our HMIS as part of the by name list. VA's use of local HMIS in the next 12 months depends on US-VA and US-

HUD policy directives.

2C-3. If any of the project types listed in question 2C-2 above have a coverage rate below 85 percent, and some or all of these rates can be attributed to beds covered by one of the following program types, please indicate that here by selecting all that apply from the list below.

VA Grant per diem (VA GPD):	
VASH:	X
Faith-Based projects/Rescue mission:	X
Youth focused projects:	
Voucher beds (non-permanent housing):	
HOPWA projects:	
Not Applicable:	

2C-4. How often does the CoC review or assess its HMIS bed coverage?   Annually

2D. Homeless Management Information System (HMIS) Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2D-1. Indicate the percentage of unduplicated client records with null or missing values and the percentage of "Client Doesn't Know" or "Client Refused" within the last 10 days of January 2016.

Universal Data Element	Percentage Null or Missing	Percentage Client Doesn't Know or Refused
3.1 Name	0%	0%
3.2 Social Security Number	6%	4%
3.3 Date of birth	5%	0%
3.4 Race	8%	3%
3.5 Ethnicity	7%	1%
3.6 Gender	5%	0%
3.7 Veteran status	1%	1%
3.8 Disabling condition	10%	1%
3.9 Residence prior to project entry	12%	2%
3.10 Project Entry Date	0%	0%
3.11 Project Exit Date	0%	0%
3.12 Destination	25%	0%
3.15 Relationship to Head of Household	72%	0%
3.16 Client Location	0%	0%
3.17 Length of time on street, in an emergency shelter, or safe haven	54%	0%

2D-2. Identify which of the following reports your HMIS generates. Select all that apply:

CoC Annual Performance Report (APR):	X
ESG Consolidated Annual Performance and Evaluation Report (CAPER):	X
Annual Homeless Assessment Report (AHAR) table shells:	X
	☐

None	☐

2D-3. If you submitted the 2016 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR? 3

2D-4. How frequently does the CoC review data quality in the HMIS? Monthly

2D-5. Select from the dropdown to indicate if standardized HMIS data quality reports are generated to review data quality at the CoC level, project level, or both. Both Project and CoC

2D-6. From the following list of federal partner programs, select the ones that are currently using the CoC's HMIS.

VA Supportive Services for Veteran Families (SSVF):	☐
VA Grant and Per Diem (GPD):	X
Runaway and Homeless Youth (RHY):	☐
Projects for Assistance in Transition from Homelessness (PATH):	X
	☐
None:	☐

2D-6a. If any of the Federal partner programs listed in 2D-6 are not currently entering data in the CoC's HMIS and intend to begin entering data in the next 12 months, indicate the Federal partner program and the anticipated start date.
(limit 750 characters)

SSVF - October 2016

2E. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The data collected during the PIT count is vital for both CoC's and HUD. HUD needs accurate data to understand the context and nature of homelessness throughout the country, and to provide Congressand the Office of Management and Budget (OMB) with information regarding services provided, gaps in service, and performance. Accurate, high quality data is vital to inform Congress' funding decisions.

2E-1. Did the CoC approve the final sheltered PIT count methodology for the 2016 sheltered PIT count?   Yes

2E-2. Indicate the date of the most recent sheltered PIT count: (mm/dd/yyyy)   02/03/2016

2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2016, was an exception granted by HUD?   Yes

2E-3. Enter the date the CoC submitted the sheltered PIT count data in HDX: (mm/dd/yyyy)   04/21/2016

2F. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2F-1. Indicate the method(s) used to count sheltered homeless persons during the 2016 PIT count:

Complete Census Count:	X
Random sample and extrapolation:	
Non-random sample and extrapolation:	

2F-2. Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:

HMIS:	X
HMIS plus extrapolation:	
Interview of sheltered persons:	X
Sample of PIT interviews plus extrapolation:	

2F-3. Provide a brief description of your CoC's sheltered PIT count methodology and describe why your CoC selected its sheltered PIT count methodology.
(limit 1000 characters)

CACH adopted the following PIT Methodology for the Sheltered Population: CACH uses a "Complete Census Count" utilizing a client questionnaire survey that includes all required HUD data elements in addition to other elements of

local data collection interest. The survey is informed by HMIS collected data, case staff information, and surveys of participants at various sites throughout the PIT period. In both sheltered and unsheltered counts an identifier is created based upon each participant's demographic and anonymous identification information that results in an identifier that is unique to only that person. This provides accurate de-duplication if that person is surveyed at various places multiple times throughout the PIT period. The survey included new HMIS data standards and questions as recommended by CPD-14-014 notice on October 2 2014, and the PIT Methodology Guide. Our CoC ratified this method as the most accurate and complete method of unduplicated count.

2F-4. Describe any change in methodology from your sheltered PIT count in 2015 to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to the implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the PIT count).
(limit 1000 characters)

Not Applicable

2F-5. Did your CoC change its provider coverage in the 2016 sheltered count?   No

2F-5a. If "Yes" in 2F-5, then describe the change in provider coverage in the 2016 sheltered count.
(limit 750 characters)

Not Applicable

2G. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2G-1. Indicate the methods used to ensure the quality of the data collected during the sheltered PIT count:

Training:	X
Follow-up:	X
HMIS:	X
Non-HMIS de-duplication techniques:	X

2G-2. Describe any change to the way your CoC implemented its sheltered PIT count from 2015 to 2016 that would change data quality, including changes to training volunteers and inclusion of any partner agencies in the sheltered PIT count planning and implementation, if applicable. Do not include information on changes to actual sheltered PIT count methodology (e.g. change in sampling or extrapolation methods). (limit 1000 characters)

There were no changes to outreach, training schedules and follow ups remained comprehensive as before. In addition to HMIS, in previous years we also used a Scantron based questionnaire. Now we digitized the survey so that providers may have the choice of not only filling out a paper based form if they want to, but to also fill out the same form directly on the computer using an excel based user-form. The excel data collection tool allowed us to accurately collect and tabulate standardized responses to the various question fields. We trained on the method well and volunteers, especially shelters, found it more convenient than filling out Scantron forms. It was very successful with quality data results, more options, and less burden.

2H. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD requires CoCs to conduct an unsheltered PIT count every 2 years (biennially) during the last 10 days in January; however, HUD also strongly encourages CoCs to conduct the unsheltered PIT count annually at the same time that they conduct annual sheltered PIT counts. HUD required CoCs to conduct the last biennial PIT count during the last 10 days in January 2015.

2H-1. Did the CoC approve the final unsheltered PIT count methodology for the most recent unsheltered PIT count?   Yes

2H-2. Indicate the date of the most recent unsheltered PIT count (mm/dd/yyyy):   02/03/2016

2H-2a. If the CoC conducted the unsheltered PIT count outside of the last 10 days of January 2016, or most recent count, was an exception granted by HUD?   Yes

2H-3. Enter the date the CoC submitted the unsheltered PIT count data in HDX (mm/dd/yyyy):   04/26/2016

2I. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2I-1. Indicate the methods used to count unsheltered homeless persons during the 2016 or most recent PIT count:

Night of the count - complete census:	
Night of the count - known locations:	X
Night of the count - random sample:	
Service-based count:	X
HMIS:	

2I-2. Provide a brief descripton of your CoC's unsheltered PIT count methodology and describe why your CoC selected this unsheltered PIT count methodology.
(limit 1000 characters)

CACH adopted and used the following PIT methodology for Unsheltered Population: CACH surveys the unsheltered population using a "known locations count" i.e. at known sites and encampments, and a "Services based count" i.e. at soup kitchens, service agency, etc., during "night of the Count" and "Post night of Count."

In both sheltered and unsheltered counts an identifier is created based upon each participant's demographic and anonymous identification information that results in an identifier that is unique to only that person. This provides accurate de-duplication if that person is surveyed at various places multiple times throughout the PIT period.

2I-3. Describe any change in methodology from your unsheltered PIT count in 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the count).
(limit 1000 characters)

Not applicable

2I-4. Has the CoC taken extra measures to identify unaccompanied homeless youth in the PIT count?   Yes

2I-4a. If the response in 2I-4 was "no" describe any extra measures that are being taken to identify youth and what the CoC is doing for homeless youth.
(limit 1000 characters)

2J. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2J-1. Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2016 unsheltered PIT count:

Training:	X
"Blitz" count:	
Unique identifier:	X
Survey questions:	X
Enumerator observation:	
None:	

2J-2. Describe any change to the way the CoC implemented the unsheltered PIT count from 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016 that would affect data quality. This includes changes to training volunteers and inclusion of any partner agencies in the unsheltered PIT count planning and implementation, if applicable. Do not include information on changes in actual methodology (e.g. change in sampling or extrapolation method).
(limit 1000 characters)

This year per HUD request for extra efforts for an unsheltered count related to veterans homelessness and CH upcoming goals, we ramped up more volunteers and strategies for our unsheltered count and our greater effort resulted in a higher count than last year, although it was roughly the same as the number counted in the prior year.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. Performance Measure: Number of Persons Homeless - Point-in-Time Count.

* 3A-1a. Change in PIT Counts of Sheltered and Unsheltered Homeless Persons
Using the table below, indicate the number of persons who were homeless at a Point-in-Time (PIT) based on the 2015 and 2016 PIT counts as recorded in the Homelessness Data Exchange (HDX).

	2015 PIT (for unsheltered count, most recent year conducted)	2016 PIT	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	402	433	31
Emergency Shelter Total	199	205	6
Safe Haven Total	21	15	-6
Transitional Housing Total	166	170	4
Total Sheltered Count	386	390	4
Total Unsheltered Count	16	43	27

3A-1b. Number of Sheltered Persons Homeless - HMIS.
Using HMIS data, enter the number of homeless persons who were served in a sheltered environment between October 1, 2014 and September 30, 2015 for each category provided.

	Between October 1, 2014 and September 30, 2015
Universe: Unduplicated Total sheltered homeless persons	863
Emergency Shelter Total	649
Safe Haven Total	40
Transitional Housing Total	235

3A-2. Performance Measure: First Time Homeless.

Describe the CoC's efforts to reduce the number of individuals and families who become homeless for the first time. Specifically, describe what the CoC is doing to identify risk factors of becoming homeless.

(limit 1000 characters)

Our HMIS SPM show new entries into homelessness decreased 9% from prior year from 693 to 631.
1.CACH identifies risk factors through the PIT which also surveys those at risk (near homeless) about causes and needs. CACH's Prevention and the Service Delivery Committees then addresses those risk factors. Agencies like the Center for Peace and Justice that provide housing advocacy to those at risk attends and informs these standing committees and CACH prevention activities.
2.CACH's Coordinated Entry centralizes its assessment for those at risk of homelessness at a single point of contact for ES, HELP Ministries, since HELP operates ESG-HP and other programs that triage, prevent or divert entry into shelter.
3.CACH has protocols with hospitals, PHAs, and Mental Health for early identification of at-risk individuals to triage, divert or place into housing. CACH is also the Local Lead Agency (LLA) to connect new housing resources to special populations at risk of homelessness.

3A-3. Performance Measure: Length of Time Homeless.

Describe the CoC's efforts to reduce the length of time individuals and families remain homeless. Specifically, describe how your CoC has reduced the average length of time homeless, including how the CoC identifies and houses individuals and families with the longest lengths of time homeless.
(limit 1000 characters)

1.Our median LOS for ES and SH is 35 days and only 46 with TH as compared to 53 and 167 in previous year respectively.
2.The Service Committee addresses reducing shelter stay and proposed shorter yet optimum protocols of length of TH stay, which results in more space and less time for those in ES. The Committee uses RRH and HP protocols to reduce shelter stay, for diversion and outreach.
3.HMIS tracking reduces length of stays i.e. the HMIS Coordinator identifies the average length of stay through monthly reports and the information is shared with the programs for strategies to further reduce shelter stays.
4.The Housing Committee plans for faster move to permanent housing, including new PSH options such as 811 PRA of which CACH is the local lead agency.
5.All CoC and ESG programs participate in Coordinated Entry which identify and prioritize those with long histories using a single referral list for appropriate PH.

* 3A-4. Performance Measure: Successful Permanent Housing Placement or Retention.

 In the next two questions, CoCs must indicate the success of its projects in placing persons from its projects into permanent housing.

3A-4a. Exits to Permanent Housing Destinations:
Fill in the chart to indicate the extent to which projects exit program participants into permanent housing (subsidized or non-subsidized) or the retention of program participants in CoC Program-funded permanent supportive housing.

	Between October 1, 2014 and September 30, 2015
Universe: Persons in SSO, TH and PH-RRH who exited	707
Of the persons in the Universe above, how many of those exited to permanent destinations?	394
% Successful Exits	55.73%

3A-4b. Exit To or Retention Of Permanent Housing:
In the chart below, CoCs must indicate the number of persons who exited from any CoC funded permanent housing project, except rapid re-housing projects, to permanent housing destinations or retained their permanent housing between October 1, 2014 and September 31, 2015.

	Between October 1, 2014 and September 30, 2015
Universe: Persons in all PH projects except PH-RRH	137
Of the persons in the Universe above, indicate how many of those remained in applicable PH projects and how many of those exited to permanent destinations?	125
% Successful Retentions/Exits	91.24%

3A-5. Performance Measure: Returns to Homelessness: Describe the CoCs efforts to reduce the rate of individuals and families who return to homelessness. Specifically, describe strategies your CoC has implemented to identify and minimize returns to homelessness, and demonstrate the use of HMIS or a comparable database to monitor and record returns to homelessness.
(limit 1000 characters)

1.Recidivism is 10.73% (9.45%) TH programs =0%! ES = 12.7%, SH for CH = 33% and PH = 8%.
2.Homeless Prevention, Housing and Service Delivery Committees are tasked to reduce recidivism and established a "No Wrong Door" coordinated entry to match the optimum housing and services with homeless need for lasting results and reduced recidivism on the front end. A case management group is established to address a by name list of CH who often return to homelessness.
3.Strategies include Service Delivery Committee furthering access to mainstream services and self-sufficiency skills; Housing Committee promoting affordable permanent housing with supportive services to prevent recidivism; studying causes of those who return; finding support floating case management resources e.g. ROSS.
4.The HMIS Coordinator runs monthly reports which can be based on SPM to inform on CoC-wide recidivism and at program level.

3A-6. Performance Measure: Job and Income Growth.
Performance Measure: Job and Income Growth. Describe the CoC's specific strategies to assist CoC Program-funded projects to increase program participants' cash income from employment and non-employment non-cash sources.
(limit 1000 characters)

1.Our CoC has homeless specific dedicated employment programs including one for those with disabilities (Supported Employment) and one for homeless veterans (HVRP) by the YWCA, with an employment network (EN) and Certified Benefit Specialist to comprehensively service ALL experiencing homelessness.
2.Related to NON-EMPLOYMENT INCOME, our continuum has a SOAR project to assist those eligible to successfully obtain SSI/SSDI. Each CoC program is connected with Department of Human Services (DHS) for MAINSTREAM INCOME BENEFITS such as TANF as evidenced by applicant leverage letter from DHS.
3.In addition to homeless employment services in # 1, ALL CoC programs connect with PA CareerLink (WIB) as the mainstream provider of employment services. Every year our CoC hosts an annual Project Homeless Connect to help unsheltered and sheltered homeless individuals obtain DHS mainstream benefits and income that very day.
4.Our CoC has a 29% change in income for leavers.

3A-6a. Describe how the CoC is working with mainstream employment organizations to aid homeless individuals and families in increasing their income.
(limit 1000 characters)

The Dept. of Human Services (DHS) in Dauphin County is the primary mainstream organization for benefits including employment services. Cash benefits are tied to TANF work requirement and homeless families are directly enrolled in EDSI the organization contracted by DHS to assist beneficiaries in obtaining employment. All CoC projects have regular direct contact with DHS.

CoC programs connect clients to WIB CareerLink for employment. This includes Careerlink DVOP and LVERs, who with the YWCA's US-DOL HVRP, help all identified homeless veterans find employment. CoC employment SSO projects ensure homeless clients access the CareerLink while providing tailored employment services.

CACH is located at the City Center and partners through the City with WIB in joint WIA related job development opportunities for those at risk including homeless.

100% of CoC's SH, TH, and PH projects connect work eligible participants with mainstream employment services, Careerlink, DHS.

3A-7. What was the the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoC's unsheltered PIT count?
(limit 1000 characters)

N/A. The Continuum did not have criteria to exclude specific geographic areas

from the CoC PIT unsheltered count.

3A-7a. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. disasters)?   No

3A-7b. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. deserts, wilderness, etc.)?
(limit 1000 characters)

N/A. The CoC did not exclude areas by determining that they were uninhabitable or that there were no homeless persons residing there.

**3A-8. Enter the date the CoC submitted the system performance measure data into HDX. The System Performance Report generated by HDX must be attached.
(mm/dd/yyyy)**   08/15/2016

**3A-8a. If the CoC was unable to submit their System Performance Measures data to HUD via the HDX by the deadline, explain why and describe what specific steps they are taking to ensure they meet the next HDX submission deadline for System Performance Measures data.
(limit 1500 characters)**

N/A. The CoC submitted its System Performance Measures by the deadline.

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

Objective 1: Ending Chronic Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

To end chronic homelessness by 2017, HUD encourages three areas of focus through the implementation of Notice CPD 14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status.

1. Targeting persons with the highest needs and longest histories of homelessness for existing and new permanent supportive housing; 2. Prioritizing chronically homeless individuals, youth and families who have the longest histories of homelessness; and 3. The highest needs for new and turnover units.

3B-1.1. Compare the total number of chronically homeless persons, which includes persons in families, in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

		2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons		47	42	-5
Sheltered Count of chronically homeless persons		41	28	-13
Unsheltered Count of chronically homeless persons		6	14	8

3B-1.1a. Using the "Differences" calculated in question 3B-1.1 above, explain the reason(s) for any increase, or no change in the overall TOTAL number of chronically homeless persons in the CoC, as well as the change in the unsheltered count, as reported in the PIT count in 2016 compared to 2015.
(limit 1000 characters)

1.CH decreased overall; the number of Sheltered CH decreased while the number of CH unsheltered increased. This continues an overall CH downward trend each year reducing CH by two thirds since 2009. The overall decrease reflects the CoC's strategy to decrease CH through permanent housing. This is in line with the effort to end CH by 2017 and unsheltered homelessness in our CoC.

2.The increase in unsheltered CH is a result of extra PIT count focus this year per HUD request to intentionally increase 2016 unsheltered census effort. As such, the extra unsheltered PIT effort this year produced no more than the unsheltered CH count of two years prior. This indicates that this year's unsheltered increase was likely due to the extra endeavor as compared to regular practice of the previous year.

3.This year's PIT effort included more volunteers and post PIT count (up to 7 days as allowed by HUD regulations) at places unsheltered congregate.

3B-1.2. Compare the total number of PSH beds (CoC Program and non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count, as compared to those identified on the 2015 Housing Inventory Count.

	2015	2016	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	38	38	0

3B-1.2a. Explain the reason(s) for any increase, or no change in the total number of PSH beds (CoC program funded or non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count compared to those identified on the 2015 Housing Inventory Count.
(limit 1000 characters)

Unchanged. In 2014 CoC application we did not receive new PSH CH beds we requested. The addition of current PH beds dedicated to CH is unchanged as programs see prioritizing and using CH prioritization coordinated entry as just as efficient, as evidenced by the reduction of overall and sheltered CH.

3B-1.3. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH as described in Notice CPD-14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status?   Yes

3B-1.3a. If "Yes" was selected for question 3B-1.3, attach a copy of the CoC's written   Resolution

standards or other evidence that clearly shows the incorporation of the Orders of Priority in Notice CPD 14-012 and indicate the page(s) for all documents where the Orders of Priority are found.

3B-1.4. Is the CoC on track to meet the goal of ending chronic homelessness by 2017?   Yes

This question will not be scored.

3B-1.4a. If the response to question 3B-1.4 was "Yes" what are the strategies that have been implemented by the CoC to maximize current resources to meet this goal? If "No" was selected, what resources or technical assistance will be implemented by the CoC to reach to goal of ending chronically homelessness by 2017?
(limit 1000 characters)

Our Written Standards, and our overall tendency prioritizes CH and those unsheltered for PH. This is best achieved in our Coordinated Entry and adoption of CH prioritization. As a result, our CH has steadily decreased every year to one third of its population since 2009. We are starting to use a by name list similar to the veterans initiative to focus and keep in front of us the CH population until all are housed.

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

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD will evaluate CoC's based on the extent to which they are making progress to achieve the goal of ending homelessness among households with children by 2020.

3B-2.1. What factors will the CoC use to prioritize households with children during the FY2016 Operating year? (Check all that apply).

Vulnerability to victimization:	X
Number of previous homeless episodes:	X
Unsheltered homelessness:	X
Criminal History:	
Bad credit or rental history (including not having been a leaseholder):	
Head of household has mental/physical disabilities:	X
N/A:	

3B-2.2. Describe the CoC's strategies including concrete steps to rapidly rehouse every household with children within 30 days of those families becoming homeless.
(limit 1000 characters)

1.Our Written Standards Priority # 3 is that "Families with children should be prioritized…(and that) Units that are not fixed but can be configured to serve families or singles should prioritize for families." That encourages more and quicker placement. We initiated a new referral Coordinated Entry tool that helps quicker placement with this and other priorities.

2.This fiscal year the CoC will use the VI-SPDAT vulnerability assessment in Coordinated Entry so that vulnerable families will be identified quickly and prioritized into ESG-RRH, PH and TH for special populations like VAWA victims. In this FY application the CoC also has multiple reallocation and new applications for RRH that will benefit families rehouse within 30 days of homelessness.

3.Our coordinated entry paths already directs homeless families with short term needs seeking shelter first into ESG-RRH and this competition we are reallocating and applying for longer term CoC RRH which we do not currently have.

3B-2.3. Compare the number of RRH units available to serve families from the 2015 and 2016 HIC.

	2015	2016	Difference
RRH units available to serve families in the HIC:	0	30	30

3B-2.4. How does the CoC ensure that emergency shelters, transitional housing, and permanent housing (PSH and RRH) providers within the CoC do not deny admission to or separate any family members from other members of their family based on age, sex, gender or disability when entering shelter or housing? (check all strategies that apply)

CoC policies and procedures prohibit involuntary family separation:	
There is a method for clients to alert CoC when involuntarily separated:	
CoC holds trainings on preventing involuntary family separation, at least once a year:	X
The CoC has discussed this issue at length with providers and discussed practical ways to achieve this, thereby ensuring compliance and responsbility is understood at the provider level.	X
None:	

3B-2.5. Compare the total number of homeless households with children in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

PIT Count of Homelessness Among Households With Children

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered homeless households with children:	70	66	-4
Sheltered Count of homeless households with children:	70	65	-5
Unsheltered Count of homeless households with children:	0	1	1

3B-2.5a. Explain the reason(s) for any increase, or no change in the total number of homeless households with children in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)

1.PIT Sheltered count decreased by 6%. Our HMIS report for the full fiscal year for sheltered (ES, TH, and SH) families with children shows an increase in PH placement from 2014 to 2015 also of 6%. For ES especially PH placement increased by 60%! This reflects our CoC's success in placing homeless families in permanent homes over the year, which in turn shows in a reduced PIT count.
2.Unsheltered count of families has usually been zero but this year there was one. The change is negligible and has constantly been unchanged every year at zero.

3B-2.6. From the list below select the strategies to the CoC uses to address the unique needs of unaccompanied homeless youth including youth under age 18, and youth ages 18-24, including the following.

Human trafficking and other forms of exploitation?	Yes
LGBTQ 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
Unaccompanied minors/youth below the age of 18?	Yes

3B-2.6a. Select all strategies that the CoC uses to address homeless youth trafficking and other forms of exploitation.

Diversion from institutions and decriminalization of youth actions that stem from being trafficked:	X
Increase housing and service options for youth fleeing or attempting to flee trafficking:	X

Specific sampling methodology for enumerating and characterizing local youth trafficking:	X
Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:	X
Community awareness training concerning youth trafficking:	X
N/A:	

3B-2.7. What factors will the CoC use to prioritize unaccompanied youth including youth under age 18, and youth ages 18-24 for housing and services during the FY 2016 operating year? (Check all that apply)

Vulnerability to victimization:	X
Length of time homeless:	X
Unsheltered homelessness:	X
Lack of access to family and community support networks:	X
N/A:	

3B-2.8. Using HMIS, compare all unaccompanied youth including youth under age 18, and youth ages 18-24 served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2014 (October 1, 2013-September 30, 2014) and FY 2015 (October 1, 2014 - September 30, 2015).

	FY 2014 (October 1, 2013 - September 30, 2014)	FY 2015 (October 1, 2014 - September 30, 2105)	Difference
Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:	1	0	-1

3B-2.8a. If the number of unaccompanied youth and children, and youth-headed households with children served in any HMIS contributing

program who were in an unsheltered situation prior to entry in FY 2015 is lower than FY 2014 explain why.
(limit 1000 characters)

The count of unaccompanied youth/children who were unsheltered is less by 1. The difference is negligible as there are few if any unaccompanied youth who are unsheltered upon entry into our CoC system.

3B-2.9. Compare funding for youth homelessness in the CoC's geographic area in CY 2016 and CY 2017.

	Calendar Year 2016	Calendar Year 2017	Difference
Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded):	$104,472.00	$104,472.00	$0.00
CoC Program funding for youth homelessness dedicated projects:	$104,472.00	$104,472.00	$0.00
Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):	$0.00	$0.00	$0.00

3B-2.10. To what extent have youth services and educational representatives, and CoC representatives participated in each other's meetings between July 1, 2015 and June 30, 2016?

Cross-Participation in Meetings	# Times
CoC meetings or planning events attended by LEA or SEA representatives:	5
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenille justice or out of school time) attended by CoC representatives:	1
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):	2

3B-2.10a. Based on the responses in 3B-2.10, describe in detail how the CoC collaborates with the McKinney-Vento local educational authorities and school districts.
(limit 1000 characters)

1.The State's Education for Children and Youth Experiencing Homelessness (ECYEH) regional and county reps along with school district LEA reps attend the CoC's General meetings, Service Delivery, and Homeless Youth sub-committee meetings. All ESG and CoC programs have direct contact with their LEA liaison.

2.CoC staff also attended the ECYEH's Regional Meeting focused on identifying homeless families, coordination and services for families across districts, and policy adherence.

The CoC's Homeless Youth Sub-committee includes ECYEH, LEA, youth service providers, Children and Youth, Juvenile Probation, housing providers, and faith based networks. The committee planned an area-wide survey of

unaccompanied homeless youth from October 2015 to January 2016.

Keystone Capital Area HeadStart as a CACH member agency provides dedicated homeless slots. Valley Youth Home, a regional RHY grantee dialogued with CACH to coordinate and provide services in the CoC.

3B-2.11. How does the CoC make sure that homeless individuals and families who become homeless are informed of their eligibility for and receive access to educational services? Include the policies and procedures that homeless service providers (CoC and ESG Programs) are required to follow.
(limit 2000 characters)

1.The Regional ECYEH, which is a member agency of our CoC, proactively ensures that its local district's homeless liaisons provide information and literature to homeless families in their jurisdiction about their rights and services, the methods of obtaining these rights and services, appeals and grievance procedures related to Mckinney-Vento HEARTH education benefits such as transportation to original school district. This is enforced through compliance procedures, regional meetings, and data collection and report on homeless clients served. The CoC as mentioned attend the regional meeting where these are reviewed.

2.In the CoC, all shelters, TH and homeless housing providers that serve families are aware of and make homeless families in their programs aware of the educational services that they are eligible to receive. Agency case managers directly contact, and put homeless families in direct contact with the LEA homeless liaison to access and coordinate these services.

The CoC administers the ESG for the City of Harrisburg and will require in subcontracts with ESG providers, the mandate and mechanism to report that all homeless families served have their children enrolled in school or early childhood programs including at the district of origin if they so choose, which providers will do in concert with and through the LEA homeless liaisons.

3B-2.12. Does the CoC or any HUD-funded projects within the CoC have any written agreements with a program that services infants, toddlers, and youth children, such as Head Start; Child Care and Development Fund; Healthy Start; Maternal, Infant, Early Childhood Home Visiting programs; Public Pre-K; and others?
(limit 1000 characters)

No. We do not feel written agreements are necessary since the agencies aforementioned mission is to provide those services with or without such agreements. Such agreements, or rather practices are at the provider level rather than the CoC level. The CoC focuses instead on engaging and participating on child development programs such as HeadStart and the School district to ensure macro strategy that is effective for homeless students.

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

Objective 3: Ending Veterans Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

Opening Doors outlines the goal of ending Veteran homelessness by the end of 2016. The following questions focus on the various strategies that will aid communities in meeting this goal.

3B-3.1. Compare the total number of homeless Veterans in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT count of sheltered and unsheltered homeless veterans:	44	50	6
Sheltered count of homeless veterans:	43	44	1
Unsheltered count of homeless veterans:	1	6	5

3B-3.1a. Explain the reason(s) for any increase, or no change in the total number of homeless veterans in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count.
(limit 1000 characters)

1.The change in sheltered homeless veterans is negligible. The change in unsheltered homeless veterans is slight and reflects as before a extra efforts in point in time count to enumerate unsheltered homelessness than previously, as requested by HUD for the 2016 PIT. As the results show unsheltered homeless veterans are now only a handful, even just only 1 in 2015.
2.The trend overall since 2009 has been a sharp decrease annually in unsheltered homeless veterans, so this minor exception is attributed to PIT method of counting which this year including unduplicated counting at places unsheltered homeless households frequent for up to seven days after the PIT to see if unsheltered contacts were homeless at the PIT date, as prescribed by PIT instructions. The overall decline is due to increase in SSVF beds and HUD VASH opportunities.

3B-3.2. Describe how the CoC identifies, assesses, and refers homeless veterans who are eligible for Veterean's Affairs services and housing to appropriate reources such as HUD-VASH and SSVF. (limit 1000 characters)

The CoC has DEDICATED homeless veterans' outreach and services as mentioned: SSVF, HVRP, VA GPD, and CoC PSH for Veterans, all in coordination with the Lebanon VAMC. These programs operated by CACH member agencies; the YWCA, VOA, and Shalom House assess and refer homeless veterans for eligibility to VA services and housing as a standard process of outreach and intake. This includes DD214 determination and direct referral to VAMC.

In addition, every year the CoC with the VAMC hosts a Homeless Veterans "Stand Down" weekend to further reach and connect homeless veterans to VA services such as HUD-VASH, SSVF and other mainstream services.

All homeless veterans are referred first to SSVF RRH as PH. However, VA implements "bridge housing" for immediate shelter and TH for 60 days while leases are being constructed for PH. Hence overall since 2010, our unsheltered decreased dramatically yet our sheltered count increased because we immediately bridged housed unsheltered veterans.

3B-3.3. Compare the total number of homeless Veterans in the CoC and the total number of unsheltered homeless Veterans in the CoC, as reported by the CoC for the 2016 PIT Count compared to the 2010 PIT Count (or 2009 if an unsheltered count was not conducted in 2010).

	2010 (or 2009 if an unsheltered count was not conducted in 2010)	2016	% Difference
Total PIT Count of sheltered and unsheltered homeless veterans:	19	44	131.58%
Unsheltered Count of homeless veterans:	11	6	-45.45%

3B-3.4. Indicate from the dropdown whether you are on target to end Veteran homelessness by the end of 2016.   Yes

This question will not be scored.

3B-3.4a. If "Yes", what are the strategies being used to maximize your current resources to meet this goal? If "No" what resources or technical assistance would help you reach the goal of ending Veteran homelessness by the end of 2016?

(limit 1000 characters)

We have implemented a "by name" list for referral and bi-weekly case review among the homeless veterans services providers to follow and place into PH. This process is incorporated into our no wrong door coordinated entry system.

4A. Accessing Mainstream Benefits

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4A-1. Does the CoC systematically provide information to provider staff about mainstream benefits, including up-to-date resources on eligibility and program changes that can affect homeless clients?   Yes

4A-2. Based on the CoC's FY 2016 new and renewal project applications, what percentage of projects have demonstrated they are assisting project participants to obtain mainstream benefits? This includes all of the following within each project: transportation assistance, use of a single application, annual follow-ups with participants, and SOAR-trained staff technical assistance to obtain SSI/SSDI?

FY 2016 Assistance with Mainstream Benefits

Total number of project applications in the FY 2016 competition (new and renewal):	17
Total number of renewal and new project applications that demonstrate assistance to project participants to obtain mainstream benefits (i.e. In a Renewal Project Application, "Yes" is selected for Questions 2a, 2b and 2c on Screen 4A. In a New Project Application, "Yes" is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A).	16
Percentage of renewal and new project applications in the FY 2016 competition that have demonstrated assistance to project participants to obtain mainstream benefits:	94%

**4A-3. List the organizations (public, private, non-profit and other) that you collaborate with to facilitate health insurance enrollment, (e.g., Medicaid, Medicare, Affordable Care Act options) for program participants. For each organization you partner with, detail the specific outcomes resulting from the partnership in the establishment of benefits.
(limit 1000 characters)**

Pennsylvania has expanded Medicaid coverage under the ACA, and members of our CoC assist consumers with applying for traditional Medicaid and expanded Medicaid Health Insurance through the PA Department of Human Services (DHS) operated County Assistance Offices, and through online COMPASS applications. PA uses a Federally Facilitated Marketplace during open enrollment and CoC members collaborate with a variety of local Navigators to assist uninsured individual in exploring benefits to which they may be eligible. Navigators include Hamilton Health, Planned Parenthood, and

Pennsylvania Mental Health Consumers Association. Outcomes are that through September of 2015, Dauphin County has increased the number of recipients with Medicaid by more than 12,000 persons, and specifically 851 homeless households were enrolled upon exit of DHS funded homeless programs.

4A-4. What are the primary ways the CoC ensures that program participants with health insurance are able to effectively utilize the healthcare benefits available to them?

Educational materials:	X
In-Person Trainings:	X
Transportation to medical appointments:	X
Project Homeless Connect Event to enroll and connect persons directly with the healthcare organization overseeing these benefits: PerformCare, as well as directly with Department of Human Services for enrollment in Medicaid.	X
Not Applicable or None:	

4B. Additional Policies

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4B-1. Based on the CoCs FY 2016 new and renewal project applications, what percentage of Permanent Housing (PSH and RRH), Transitional Housing (TH), and SSO (non-Coordinated Entry) projects in the CoC are low barrier?

FY 2016 Low Barrier Designation

Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2016 competition (new and renewal):	17
Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2016 competition:	16
Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2016 competition that will be designated as "low barrier":	94%

4B-2. What percentage of CoC Program-funded Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), SSO (non-Coordinated Entry) and Transitional Housing (TH) FY 2016 Projects have adopted a Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

FY 2016 Projects Housing First Designation

Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2016 competition (new and renewal):	17
Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2016 competition:	9
Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2016 competition that will be designated as Housing First:	53%

4B-3. What has the CoC done to ensure awareness of and access to housing and supportive services within the CoC's geographic area to persons that could benefit from CoC-funded programs but are not currently participating in a CoC funded program? In particular, how does the CoC reach out to for persons that are least likely to request housing or services in the absence of special outreach?

Direct outreach and marketing:	X

Use of phone or internet-based services like 211:	X
Marketing in languages commonly spoken in the community:	X
Making physical and virtual locations accessible to those with disabilities:	X
No wrong door easy to use excel algorythym Coordinated Assessment tool for all and any agency	X
CACH Website	X
Social Media i.e. Twitter, facebook, etc.	X
Not applicable:	

4B-4. Compare the number of RRH units available to serve populations from the 2015 and 2016 HIC.

	2015	2016	Difference
RRH units available to serve all populations in the HIC:	0	34	34

4B-5. Are any new proposed project applications requesting $200,000 or more in funding for housing rehabilitation or new construction? No

4B-6. If "Yes" in Questions 4B-5, then describe the activities that the project(s) will undertake to ensure that employment, training and other economic opportunities are directed to low or very low income persons to comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3) and HUD's implementing rules at 24 CFR part 135? (limit 1000 characters)

N/A

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

4B-7a. If "Yes", to question 4B-7, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons

defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan. (limit 2500 characters)

N/A

4B-8. Has the project been affected by a major disaster, as declared by the President Obama under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (Public Law 93-288) in the 12 months prior to the opening of the FY 2016 CoC Program Competition?   No

4B-8a. If "Yes" in Question 4B-8, describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD. (limit 1500 characters)

N/A

4B-9. Did the CoC or any of its CoC program recipients/subrecipients request technical assistance from HUD since the submission of the FY 2015 application? This response does not affect the scoring of this application.   Yes

4B-9a. If "Yes" to Question 4B-9, check the box(es) for which technical assistance was requested.

This response does not affect the scoring of this application.

CoC Governance:	
CoC Systems Performance Measurement:	X
Coordinated Entry:	X
Data reporting and data analysis:	
HMIS:	

Homeless subpopulations targeted by Opening Doors: veterans, chronic, children and families, and unaccompanied youth:	X
Maximizing the use of mainstream resources:	
Retooling transitional housing:	X
Rapid re-housing:	X
Under-performing program recipient, subrecipient or project:	X
Not applicable:	

4B-9b. Indicate the type(s) of Technical Aassistance that was provided, using the categories listed in 4B-9a, provide the month and year the CoC Program recipient or sub-recipient received the assistance and the value of the Technical Assistance to the CoC/recipient/sub recipient involved given the local conditions at the time, with 5 being the highest value and a 1 indicating no value.

Type of Technical Assistance Received	Date Received	Rate the Value of the Technical Assistance
HMIS	12/21/2015	4
GIW	05/26/2016	4
Homeless subpopulatin	06/15/2016	2
RRH	06/15/2016	4
Retooling TH	08/04/2016	3

4C. 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	Evidence of Rejec...	09/09/2016
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	Rating, Review, a...	09/09/2016
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	Proof of Public P...	09/09/2016
05. CoCs Process for Reallocating	Yes	PA501 2016 CoC Re...	08/30/2016
06. CoC's Governance Charter	Yes	CACH governance c...	08/26/2016
07. HMIS Policy and Procedures Manual	Yes	--	08/29/2016
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 Homeless Pref...	08/29/2016
10. CoC-HMIS MOU (if referenced in the CoC's Goverance Charter)	No		
11. CoC Written Standards for Order of Priority	No	Written Standards...	08/30/2016
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	PA501SPMReport	08/16/2016
14. Other	No		
15. Other	No		

Attachment Details

Document Description: Evidence of Rejection Notification

Attachment Details

Document Description:

Attachment Details

Document Description: Rating, Review, and Ranking Procedure

Attachment Details

Document Description: Proof of Public Posting of Ratiing and Review Procedure

Attachment Details

Document Description: PA501 2016 CoC Reallocation Process

Attachment Details

Document Description: CACH governance charter

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: PHA Homeless Preference Harrisburg and
Dauphin County Combined

Attachment Details

Document Description:

Attachment Details

Document Description: Written Standards including CH prioritization -
standard number 9

Attachment Details

Document Description:

Attachment Details

Document Description: PA501SPMReport

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	08/16/2016
1B. CoC Engagement	08/19/2016
1C. Coordination	08/16/2016

1D. CoC Discharge Planning	08/16/2016
1E. Coordinated Assessment	08/16/2016
1F. Project Review	Please Complete
1G. Addressing Project Capacity	08/16/2016
2A. HMIS Implementation	08/16/2016
2B. HMIS Funding Sources	08/19/2016
2C. HMIS Beds	08/16/2016
2D. HMIS Data Quality	09/06/2016
2E. Sheltered PIT	08/19/2016
2F. Sheltered Data - Methods	08/16/2016
2G. Sheltered Data - Quality	08/16/2016
2H. Unsheltered PIT	08/16/2016
2I. Unsheltered Data - Methods	08/16/2016
2J. Unsheltered Data - Quality	08/16/2016
3A. System Performance	08/17/2016
3B. Objective 1	08/17/2016
3B. Objective 2	08/19/2016
3B. Objective 3	08/18/2016
4A. Benefits	08/18/2016
4B. Additional Policies	08/19/2016
4C. Attachments	Please Complete
Submission Summary	No Input Required

Rating and Review Procedure:

The Continuum of Care's Ranking, Rating and Review Procedure is as follows:

The 2016 scoring tool utilizes each project's APR, the reallocation process that was emailed to CACH listserv and placed on the website on 8/29, and the following prioritizing principles and criteria based on our CoC community need and HUD priorities.

1. PRIORITIZING PRINCIPLES:
    A. Permanent housing (PH) is a first priority as reflected in weighting of score, then Safe Haven (SH), HMIS, and Transitional Housing (TH)
    B. Renewals (which include re-allocations) are important to our continuum's stable function and current proven successful housing of homeless beneficiaries. As such renewals/reallocations will score higher than new projects of the same housing category, for example, PH renewals will have more weighted points as a renewal above other PH new projects, but then compare with new projects of the same time as well as all other projects based on merits, cost efficiency, APR performance and special populations.
    C. Transitional Housing (TH) has its place in our Continuum, however, TH renewals will not have a higher weighting but the same weight as new PH bonus projects. All projects are then further scored in comparison to all projects, new or renewal based on merits, cost efficiency, APR performance and special populations
2. SCORING CRITERIA: The following criterion were used in scoring
    A. PROJECT TYPE
    B. HUD POPULATION PRIORITIES
    C. AGENCY EXPERIENCE AND CAPACITY
    D. CURRENT GRANT STATUS
    E. PROJECT COST EFFECTIVENESS
    F. NEW PROJECT APPLICATION (Not re-allocation): Readiness and Non-duplication
    G. RENEWAL PROJECTS: APR/Performance
    H. VULNERABILITY AND POSSIBLE NEEDS

Attached is the Rating, Review, and Ranking Excel Tool that has each segment of the scoring criteria and its points including "G" Renewal Projects APR/Performance which has all the checked boxes in 1f-2 (highlighted below)

THESE WERE PUBLICALLY POSTED ON AUGUST 30 2016, - SEE ATTACHMENT "04. CoC RATING, REVIEW AND PROCEDURE PUBLIC POSTING EVIDENCE" IN THIS SUBMISSION.

	BHA Side By Side Renewal	Susquehanna Harbor Safe Haven	HMIS	Dauphin Co 2008 S+C Expansion Renewal	S+C	S+C 2011 Expansion	YW-TH	YWCA PHD renewal	YWCA - Safe Haven Permanent Supportive Housing	YW Veterans Housing	Shalom House - SHARP	CCU-RRH (New Project)	Delta TH	Delta RRH Re-allocation	YW-Linda House	2016 Housing for Victims of Human Trafficking Renewal
THRESHOLDS																
Attend 75% of general membership meetings	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Consistent with BluePrint	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Consistent with Consolidated Plan	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Consistent with Comp Plan and Zoning	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Consistent with Human Services Plans	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
PROJECT TYPE PRIORITIES																
Renewals and Redistributed Projects																
PH (50 pts)	50	0	0	50	50	50	0	50	50	50	50		0	50	0	50
HMIS (45 pts)	0	0	45	0	0	0	0	0	0	0	0		0	0	0	0
SH (40 pts)	0	40	0	0	0	0	0	0	0	0	0		0	0	0	0
TH (15 pts)	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0
New Projects																
PH (15 pts)							15					15	15		15	
HMIS (10 pt)																
HUD POPULATION PRIORITIES (Range of 4- 10 points up to 34 pts)																
Dedicated Beds to CH (10 pts x % of beds)	0	10		10	0	0		0	10	10	10	0	0	0		0
Prioritized Beds for CH (for PH only) (4 pts X % of beds)	0	0		0	0.2	1.32		1	0	0	0	0		0		0
Dedicated Beds to Families with Children (5 pts x % of beds)	4.375	0		0	0.9	0	3.810	3	0	0	0	5	5	5	3	3.6
Dedicated Beds to Veterans (5 pts x % of beds)	0	0		0	0	0	0	0	0.6	5	0	0	0	0	0	0
Dedicated Beds to Unacc Youth under 25 (5pts x % of beds)	0	0		0	0	0	0.476	0	0	0	0	0	0	0	0	0
Dedicated Beds to VAWA victims (5 pts x % of beds)	0	0		0	0	0	0.476	0	0	0	0	0	0	0	5	0
AGENCY EXPERIENCE AND CAPACITY (Total possible points 9)																
Board Members' Experience (0.5 pts)	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Executive Leadership Experience (2 pts)	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Program Manager Experience (0.5 pts)	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Agency Resume (2 pts)	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Agency Financial Statement (2 pts)	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Program Operating successfully/sufficient staff (2 pts)	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
CURRENT GRANT STATUS (Total possible points 6) *N/A for 2015 new project renewal, new projects, reallocation -given full points*																
Existing grants executed (2 pts)	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Existing grants implemented and drawing funds on time (1 pts)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Participant eligibility adhered (1 pt)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Funds Recaptured by HUD (-2 pts)	-2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No HUD findings in last 3 years (2 pts)	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
PROJECT COST EFFECTIVENESS (Total possible points 8)																
NUMBER OF BEDS (1 point for every 5 beds)	4	8	8	0	7	0	5	2	1	1	4	6	8	2	2	2
NEW PROJECT APPLICATION (Not re-allocation): Readiness and Non-duplication (Total possible points: 5)	2	5		0	0	0	0	0	0	0	0	5	0	1	0	0
RENEWAL PROJECTS: APR/Performance (Total possible points 25) *N/A for 2015 new award renewal, HMIS and 2016 reallocation - given average of total.*																
% PH destination at exit (% x 10 pts) or no-one left PH	10	6	5	10	8.3	8.6	9.7	8.2	10	10	10		9.2	5	10	5
% Increase ("or maintain" for PH projects) income (% x 10 pts)	10	3.5	5	10	6.8	8.6	9.6	8.8	3.8	4.2	10		4.3	5	6.7	5
Utilization rate above 80% (5 pt)	5	0	2.5	5	0	5	0	5	0	5	0	5	0	2.5	0	2.5
VULNERABILITY AND POSSIBLE NEEDS (Total possible points: 20)																
Serving Low or no Income (2 pts)	2	2		2	2	2	2	2	2	2	2	2	2	2	2	2

PROJECT	BHA Side By Side Renewal	Susquehanna Harbor Safe Haven	HMIS	Dauphin Co 2008 S+C Expansion Renewal	S+C	S+C 2011 Expansion	YW-TH	YWCA PHD renewal	YWCA -Safe Haven Permanent Supportive Housing	YW Veterans Housing	Shalom House - SHARP	CCU-RRH (New Project)	Delta TH	Delta RRH Re-allocation	YW-Linda House	2016 Housing for Victims of Human Trafficking Renewal
Not screening out current or past substance use (2 pts)	2	2		2	2	2	0	2	2	2	2	2	2	2	2	2
Serving or not screening out Criminal Record (2 pts)	2	2		2	2	2	2	2	2	2	2	2	2	2	2	2
Willing to serve those having been or currently a victim of DV/VAWA (2pts)	2	0		2	2	2	2	2	2	2	2	2	2	2	2	2
Serving those with significant Health/Behavioral challenges (2 pts)	2	2		2	2	2	2	2	2	2	2	2	2	2	2	2
Serving those with a high utilization of crisis or ES (ie CH) (3 pts)	0	3		3	0	0		3	3	3	3	3		3	0	0
Vulnerability to victimization (some/all beds dedicated to serve VAWA) (2 pts)	0	2		0	0	0	2	2	2	0	2	2	2	2	0	2
Serving those coming from streets or unsheltered situations (5 pts)	5	5		5	5	5	5	5	5	5	0	5	0	0	0	5
Total	113.375	105.5	80.5	118	105.2	103.52	74.0619048	113	110.4	118.2	118	68	76.5	100.5	66.7	105.1

PROOF OF PUBLIC POSTING OF RATING, REVIEW AND SELECTION CRITERIA

Attached is

1. **An email communique** from the CoC (CACH) to all CoC applicants, **DATED** August 31, 2016, 15 days prior to submission, of the ranking, review, and selection criteria and results. The email also has the ranking tool which outlines and sores all the criteria attached.
2. The ranking list and ranking tool (excel) which lists the criteria and score for each project which was attached to the email to all CoC applicants mentioned above, and placed on CACH website for CoC wide publication.
3. **Screenshot of CACH website** that has the link and **date of release** of the ranking list, rationale, and tool criteria scores for application projects, **AND...**
4. **Screenshot of the review criteria, rationale, and scores** on CACH website when following the link referenced by #3.

Also attached are

5. July 20th 2016 email to CACH listserv Notice of the CoC competition, invitation for new, renewal, and reallocation projects and the process for submission to CACH.
6. Content of the Actual Notice.

From:	George Payne <gpayne@hra-harrisburgpa.org>
Sent:	Wednesday, August 31, 2016 9:54 PM
To:	Mary Quinn; 'Darrel Reinford'; Denise Britton; Julie Hoskins; 'Rhonda Hendrickson'; William Reed; Kristen Runion; Leo Argesti; 'Karol Tasker (ktasker@gaudenzia.org)'; 'Janet Jones'; Cyrstal Baxter; Marilyn Bellesfield
Cc:	Bryan Davis (bdavis@hra-harrisburgpa.org); Deborah Ritchey
Subject:	Continuum of Care Ranking, Review and Rationale
Attachments:	Ranking Tool 2016.xlsx

Dear Continuum of Care Applicants,

Below is a Table Summary Ranking of Reviewed CoC Projects and the ranking tool with category scores is attached. It is submitted to you 15 days before the final submission to HUD as directed.

The 2016 scoring tool utilizes each project's APR, the reallocation process that was emailed to CACH listserv and placed on the website on 8/29, and the following prioritizing principles and criteria based on our CoC community need and HUD priorities.

1. PRIORITIZING PRINCIPLES:
    A. Permanent housing (PH) is a first priority as reflected in weighting of score, then Safe Haven (SH), HMIS, and Transitional Housing (TH)
    B. Renewals (which include re-allocations) are important to our continuum's stable function and current proven successful housing of homeless beneficiaries. As such renewals/reallocations will score higher than new projects of the same housing category, for example, PH renewals will have more weighted points as a renewal above other PH new projects, but then compare with new projects of the same time as well as all other projects based on merits, cost efficiency, APR performance and special populations.
    C. Transitional Housing (TH) has its place in our Continuum, however, TH renewals will not have a higher weighting but the same weight as new PH bonus projects. All projects are then further scored in comparison to all projects, new or renewal based on merits, cost efficiency, APR performance and special populations
2. SCORING CRITERIA: The following criterion were used in scoring
    A. PROJECT TYPE
    B. HUD POPULATION PRIORITIES
    C. AGENCY EXPERIENCE AND CAPACITY
    D. CURRENT GRANT STATUS
    E. PROJECT COST EFFECTIVENESS
    F. NEW PROJECT APPLICATION (Not re-allocation): Readiness and Non-duplication
    G. RENEWAL PROJECTS: APR/Performance
    H. VULNERABILITY AND POSSIBLE NEEDS

RANK	PROJECT	Score	Amo
1			
	YW Veterans Housing (PH)	118.2	$68
2	Dauphin Co 2008 S+C Expansion Renewal (PH)	118	$33
3			
	SHARP (PH)	118	$91
4			
	YW-PH-Re-allocation (PH)	114.5	$22

5	Side By Side (PH)	113.375	$68
6	YWCA PHD renewal (PH)	113	$112
7	YWCA Safe Haven Permanent Supportive Housing (PH)	110.4	$130
8	Susquehanna Harbor Safe Haven (PH)	105.5	$317
9	Dauphin Co. Housing Authority Renewal S+C (PH)	105.2	$223
10	YW-2015-PSH-YW-Bonus Project – Human Trafficking Victims (PH)	105.1	$143
11	S+C 2011 Expansion (PH)	104.2	$23
12	Delta RRH Reallocation (PH)	100.5	$31
13	HMIS	80.5	$48
14	DELTA Transitional Housing (TH)	76.5	$85
15	YWCA Transitional Housing Renewal (TH)	72.8	$148
16	CCU RRH Bonus Project (PH)	68	$84
17	Linda House Renewal (TH)	66.7	$50

Total Amount = $168,2663 (ARD +
Bonus)

ARD is
$1,597,865

Tier 1 is $1,486,014 or 93% of
ARD

Tie 2 is remainder of ARD +Bonus less Tier
1

Thank you,

George Payne
Capital Area Coalition on Homelessness (CACH)
10 North Second Street, Suite 405
P.O. Box 2157
Harrisburg, PA 17105-2157
717-255-6431
717-238-5432 (fax)
gpayne@hra-harrisburgpa.org

The Attached Ranking list and Tool submitted by email to applicant and placed on CACH (CoC) website for CoC.

PROJECT	RANK	Score	Amount	Running total	Tier
YW Veterans Housing	1	118.2	$68,104	$68,104	Tier 1
Dauphin Co 2008 S+C Expansion Renewal	2	118	$33,624	$101,728	
SHARP	3	118	$91,578	$193,306	
BHA Side By Side Renewal	5	113.4	$68,109	$261,415	
YWCA PHD renewal	6	113	$112,166	$373,581	
YWCA- Safe Haven Permanent Supportive Housing	7	110.4	$130,696	$504,277	
Susquehanna Harbor Safe Haven	8	105.5	$317,210	$821,487	
Dauphin Co. Housing Authority Renewal 2015	9	105.2	$223,101	$1,044,588	
2016 Housing for Victims of Human Trafficking Renewal	10	105.1	$143,125	$1,187,713	
S+C 2011 Expansion	11	103.5	$23,035	$1,210,748	
Delta RRH Reallocation	12	100.5	$31,648	$1,242,396	
HMIS	13	80.5	$48,705	$1,291,101	
DELTA Transitional Housing	14	76.5	$85,668	$1,376,769	
YWCA Transitional Housing Renewal	15	74	$171,096	$1,547,865	
CCU RRH Bonus Project	16	68	$84,799	$1,632,664	$61,851 Tier 1 Straddle Amount
Linda House Renewal	17	66.7	$50,000	$1,682,664	

Total Amount = $1,682,664 (ARD + Bonus)
ARD is $1,597,865
Tier 1 is $1,486,014 or 93% of ARD
Tier 2 is reminder of ARD +Bonus less Tier 1

RANKING RATIONALE, PRIORITIZATION PRINCIPLES, AND SCORING CRITERIA

The 2016 scoring tool utilizes each project's APR, the reallocation process that was emailed to CACH listserv and placed on the website on 8/29, and the following prioritizing principles and criteria based on our CoC community need and HUD priorities.

1. **PRIORITIZING PRINCIPLES:**

   A. Permanent housing (PH) is a first priority as reflected in weighting of score, then Safe Haven (SH), HMIS, and Transitional Housing (TH)
   B. Renewals (which include re-allocations) are important to our continuum's stable function and current proven successful housing of homeless
   C. Transitional Housing (TH) has its place in our Continuum, however, TH renewals will not have a higher weighting but the same weight as new PH

2. **SCORING CRITERIA:** The following criterion were used in scoring
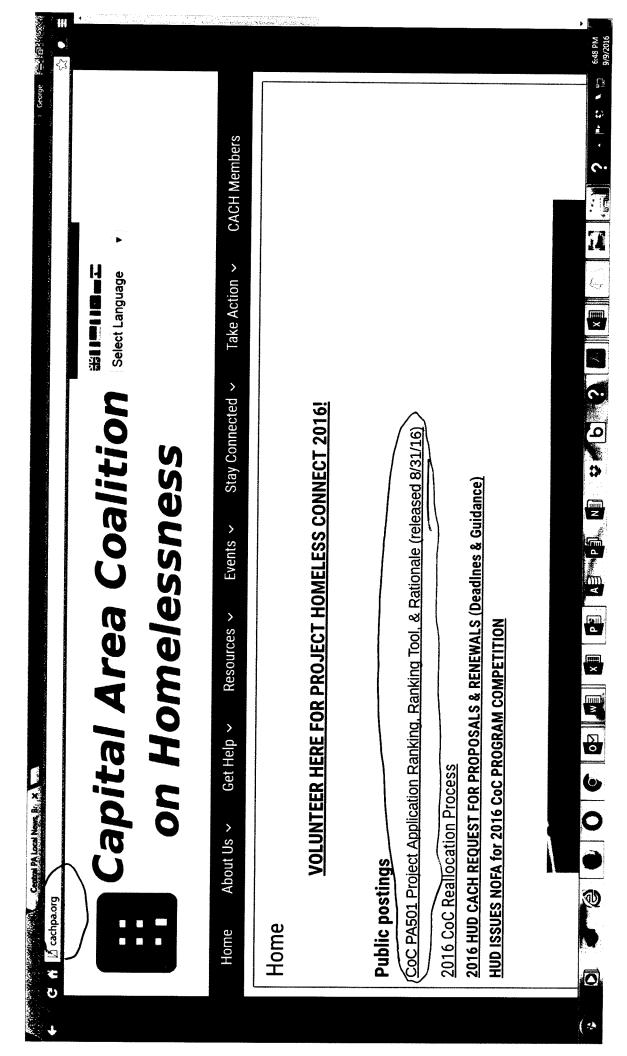
   A. PROJECT TYPE
   B. HUD POPULATION PRIORITIES
   C. AGENCY EXPERIENCE AND CAPACITY
   D. CURRENT GRANT STATUS
   E. PROJECT COST EFFECTIVENESS
   F. NEW PROJECT APPLICATION (Not re-allocation): Readiness and Non-duplication
   G. RENEWAL PROJECTS: APR/Performance
   H. VULNERABILITY AND POSSIBLE NEEDS

PROJECT	BHA Side By Side Renewal	Susquehanna Harbor Safe Haven	HMIS	Dauphin Co 2008 S+C Expansion Renewal	S+C	S+C 2011 Expansion	YW-TH	YWCA PHD renewal	YWCA-Safe Haven Permanent Supportive Housing	YW Veterans Housing	Shalom House- SHARP	CCU-RRH (New Project)	Delta TH	Delta RRH Re-allocation	YW-Linda House	2016 Housing for Victims of Human Trafficking Renewal
THRESHOLDS																
Attend 75% of general membership meetings	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Consistent with BluePrint	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Consistent with Consolidated Plan	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Consistent with Comp Plan and Zoning	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Consistent with Human Services Plans	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
PROJECT TYPE PRIORITIES																
Renewals and Redistributed Projects																
PH (50 pts)	50	0	0	50	50	50	0	50	50	50	50	0	0	50	0	50
HMIS (45 pts)	0	0	45	0	0	0	0	0	0	0	0	0	0	0	0	0
SH (40 pts)	0	40	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TH (15 pts)	0	0	0	0	0	0	15	0	0	0	0	0	15	0	15	0
New Projects																
PH (15 pts)												15				
HMIS (10 pt)																

Capital Area Coalition
on Homelessness

Select Language ▼

Home   About Us ⌄   Get Help ⌄   Resources ⌄   Events ⌄   Stay Connected ⌄   Take Action ⌄   CACH Members

Home

VOLUNTEER HERE FOR PROJECT HOMELESS CONNECT 2016!

Public postings

CoC PA501 Project Application Ranking, Ranking Tool, & Rationale (released 8/31/16)

2016 CoC Reallocation Process

2016 HUD CACH REQUEST FOR PROPOSALS & RENEWALS (Deadlnes & Guidance)

HUD ISSUES NOFA for 2016 CoC PROGRAM COMPETITION

PROJECT	RANK	Score	Amount	Running total	Tier
YW Veterans Housing	1	118.2	$68,109	$68,109	Tier 1
Dauphin Co 2008 S+C Expansion Renewal	2	118	$33,624	$101,733	
SHARP	3	118	$91,578	$193,311	
YW-PH-Reallocation	4	114.5	$22,989	$216,300	
BHA Side By Side Renewal	5	113.375	$68,104	$284,404	
YWCA PHD renewal	6	113	$112,166	$396,570	
YWCA-Safe Haven Permanent Supportive Housing	7	110.4	$130,696	$527,266	
Susquehanna Harbor Safe Haven	8	105.5	$317,210	$844,476	
Dauphin Co. Housing Authority Renewal 2015	9	105.2	$223,101	$1,067,577	
YW-2015-PSH-YW-Bonus Project (HT Victims)	10	105.1	$143,125	$1,210,702	
S+C 2011 Expansion	11	104.2	$23,035	$1,233,737	
Delta RRH Reallocation	12	100.5	$31,648	$1,265,385	
HMIS	13	80.5	$48,705	$1,314,090	
DELTA Transitional Housing	14	76.5	$85,668	$1,399,758	
YWCA Transitional Housing Renewal	15	76	$148,107	$1,547,865	
CCU RRH Bonus Project	16	68	$84,798	$1,632,663	
Linda House Renewal	17	66.7	$50,000	$1,682,663	

$61,851 Tier 1 Straddle Amount

Total Amount = $1,682,663 (ARD + Bonus)
ARD is $1,597,865
Tier 1 is $1,486,014 or 93% of ARD
Tier 2 is reminder of ARD +Bonus less Tier 1

RANKING RATIONALE, PRIORITIZATION PRINCIPLES, AND SCORING CRITERIA

The 2016 scoring tool utilizes each project's APR, the reallocation process that was emailed to CACH listserv and placed on the website on 8/29, and the following prioritizing principles and criteria based on our CoC community need and HUD priorities.

1. **PRIORITIZING PRINCIPLES:**

   A. Permanent housing (PH) is a first priority as reflected in weighting of score, then Safe Haven (SH), HMIS, and Transitional Housing (TH)

   B. Renewals (which include re-allocations) are important to our continuum's stable function and current proven successful housing of homeless beneficiaries. As such renewals/reallocations will score higher than new projects of the same housing category, for example, PH renewals will have more weighted points as a renewal above other PH new projects, but then compare with new projects of the same time as well as all other projects based on merits, cost efficiency, APR performance and special populations.

   C. Transitional Housing (TH) has its place in our Continuum, however, TH renewals will not have a higher weighting but the same weight as new PH bonus projects. All projects are then further scored in comparison to all projects, new or renewal based on merits, cost efficiency, APR performance and special population

2. **SCORING CRITERIA:** The following criterion were used in scoring

   A. PROJECT TYPE
   B. HUD POPULATION PRIORITIES
   C. AGENCY EXPERIENCE AND CAPACITY
   D. CURRENT GRANT STATUS
   E. PROJECT COST EFFECTIVENESS
   F. NEW PROJECT APPLICATION (Not re-allocation): Readiness and Non-duplication
   G. RENEWAL PROJECTS: APR/Performance
   H. VULNERABILITY AND POSSIBLE NEEDS

PROJECT	BHA Side By Side Renewal	Susquehanna Harbor Safe Haven	HMIS	Dauphin Co 2008 S+C Expansion Renewal	S+C	S+C 2011 Expansion	YW-TH	YWCA PHD renewal	YWCA -Safe Haven Permanent Supportive Housing	YW Veterans Housing	Shalom House - SHARP	CCU-RRH (New Project)	Delta TH	Delta RRH Re-allocation	YW-Linda House	YW-2015-PSH-YW-Bonus Project (HT Victims)	YW-PH-Re-allocation
THRESHOLDS																	
Attend 75% of general membership meetings	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

George Payne

From: Deborah Ritchey <dritchey@hra-harrisburgpa.org>
Sent: Wednesday, July 20 2016 10:37 AM
To: CACH eNews Alert!; Kristen Hoffa
Cc: Bryan Davis
Subject: Time line for 2016 Continuum of Care application
Attachments: CoC2016_Submission_Timeline_and_Summary.pdf

Importance: High

Good morning. Please see the attached time line for the 2016 Continuum of Care application.   CACH must submit this application to HUD by September 14, 2016.

For those agencies interested in learning more about this funding and considering applying or intending to apply, the attachment list specific due dates of documentation to CACH. Please review the attachment and contact either me or George Payne (717/255-6431 or gpayne@hra-harrisburgpa.org) if you have questions.

Thank you. - Deb

Deborah L. Ritchey, CCIMS Project Manager
Direct: (717) 255-6587

2016 HUD CONTINUUM OF CARE COMPETION

SUBMISSION TIMELINE AND SUMMARY

Capital Area Coalition on Homelessness – Continuum of Care PA501

Harrisburg/Dauphin County

I. RENEWALS

All Renewing Projects musts submit their most recent APR to CACH dritchey@hra-harrisburgpa.org by July 29th 2016.

II. NEW PROJECTS or Re-Allocation of EXISTING PROJECT

NOTE: You must Notify CACH of any (1) New Project or (2) Renewal Project wishing to Cease by Reallocating its Renewal into Permanent Housing Project, at least one week prior to August 14th, by contacting Bryan Davis (717) 255-6639 bdavis@hra-harrisburgpa.org

A brief written Executive Summary Must Be Provided to include the type of project, population to be served, and the amount requested following HUD budget categories of leasing, operations, and supportive services, if applicable. Email the Executive Summary to Mr. Davis using the email listed above.

A) BONUS NEW PERMANENT HOUSING PROJECTS – 5% of the Pro-Rata Need (approximately $84,789) is available for **New Permanent Housing Projects** as follows. HUD will release finalized Pro-Rata and bonus amount in the near future.

New project grant that are Tenant Based Rental Assistance (TBRA) can be 1, 2, 3, 4, 5, or 15 years e.g. Shelter + Care is a five year project

New Leasing projects can request only up to 3 years

Supportive Services Only (SSO) projects can only be for HMIS or Coordinated Assessment System

B) RE-ALLOCATION: New projects can be created through the defunding and reallocation of renewals into permanent housing project

Rapid Rehousing Projects created through re allocation can only serve individuals and families, including unaccompanied youth, coming directly from the streets (unsheltered) or emergency shelter or fleeing domestic violence situation or other persons who qualify under paragraph (4) of the definition of homelessness.

III. TIMELINE:

Renewals, New Permanent Housing Bonus Projects, and Reallocations must be submitted to CACH - by applicants in esnaps by August 14th 2016.

Ranking results (including any potential rejection of renewals and/or reallocation to new projects) will be released by CACH and posted on the website no later than September 4th 2016.

Rejected Applications will also receive written Notice from CACH, listing the reason(s) for rejection.

FINAL SUBMISSION TO HUD is by 7:59:59 pm, September 14th 2016

NOTICE: This is not an exhaustive summary. Project Applicants are responsible to read the FY-2016 HUD CoC-Program-NOFA and follow HUD guidelines found here: https://www.hudexchange.info/resource/5068/fy-2016-coc-program-nofa

website posting

Capital Area Coalition on Homelessness

Select Language ▼

Home | About Us ∨ | Get Help ∨ | Resources ∨ | Events ∨ | Stay Connected ∨ | Take Action ∨ | CACH Members

Home

Public postings

2016 CoC Reallocation Process

2016 HUD CACH REQUEST FOR PROPOSALS & RENEWALS (Deadlines & Guidance)

HUD ISSUES NOFA for 2016 CoC PROGRAM COMPETITION

"The Drop-In Center"

FOR

HOMELESS INDIVIDUALS

Date of Notice

12:13 PM 8/30/2016

PA-501 Continuum of Care – Capital Area Coalition on Homelessness (CACH)

2016 Continuum of Care Reallocation Process

The following is CACH's Reallocation Process for the 2016 Continuum of Care Application:

1. Permanent Housing (PH) renewals and applications are prioritized above all other projects as reflected in CACH's CoC application ranking score matrix.
2. CACH advertises the CoC NOFA application continuum-wide on its website and through its listserv inviting new PH applications bonus or PH reallocation as communicated in the NOFA.
3. CACH promotes scattered site Rapid Rehousing (RRH) as an optimum and needed Continuum of Care (CoC) PH solution to replace Transitional Housing (TH). RRH meets transitioning needs as it may provide up to 24 months of rental assistance and supportive services until participant housing is permanently supported through other means.
4. CACH prioritizes scattered site rental or leasing assistance PH projects above project based or fixed site PH programs. Scattered site projects provides participants with greater community based housing choice and without congregate living restrictions.
5. Other than reallocation, all new RRH and PH programs will be prioritized as they best fit CACH's Coordinated Entry system.

For the 2016 Competition, CACH has directly and individually informed all CoC funded TH projects that serve non-specific o general homeless population to fully re-allocate or reduce current projects to RRH or PH projects. CACH has individually assisted all CoC funded TH agencies with guidance and assistance on how best to reallocate or reduce their projects.

August 2016

Introduction and Purpose – Continuum of Care (CoC) PA501 "Governance Charter"

The Capital Area Coalition on Homelessness (CACH) functions as the Collaborative Applicant and the Homeless Management Information System (HMIS) applicant to the US Department of Housing and Urban Development (HUD) for CoC PA501 that serves the County of Dauphin and the City of Harrisburg.

As the CoC Collaborative Applicant, CACH develops the following **Governance Charter** in accordance with, and in the structure format of 24 CFR §578.7(a)(5) Interim Rule of the HEARTH Act. The primary aim of this Governance Charter is to define how CACH fulfils 24 CFR 578 Subpart B: Establishing and Operating a CoC, as well as HUD HMIS requirements.

1. **CACH Responsibilities of the Continuum of Care** as outlined by 24 CFR §578.7.

 (a) Operation of the Continuum of Care

(1) To fulfil its mission, CACH is comprised of a coalition of CACH members or "CACH Group." The full CACH Group meets bi-monthly on the 2nd Thursday from 10:00 a.m. to 11:30 a.m. at Christ Lutheran Church, 124 S 13th St., Harrisburg, PA 17104.

(2) CACH membership is open, informal and consists of those who attend the regularly scheduled meetings. CACH Group composition and structure can be found in the CACH By-Laws 2.3.1.

(3) The "Coordinating Committee" serves as the Board for CACH. The composition, size, process, terms, election and removal of members or officers of the Coordination Committee is expressed in Articles III and IV of the CACH By-Laws. Article IX includes conflict of interest and recusal processes for its board, chair(s), and persons acting on behalf of the Board of CACH.

(4) CACH has Standing Committees which are the Education and Public Information Committee; Planning and Resource Development Committee; Finance and Budget Committee; Service Delivery Committee which is combined with the Data Collection and Needs Assessment Committee; Housing Committee; Homeless Prevention Committee; BluePrint Implementation Commttee. Additional working committees include Homeless Youth sub-committee, and Emergency Response. HMIS is a function of Data Collection and Service Delivery Committee.

(5) CACH creates a Governance Charter of policies and procedures necessary to comply with 24 CFR Part 578 Subpart B. As required the Charter also references a code of conduct and recusal process for the board, its chair(s), and any person acting on behalf of the board; and HMIS requirements as prescribed by HUD. A sub-committee appointed by the Coordinating Committee will annually review the Governing Charter of CACH including attachments, and propose any recommendations, amendments, editions or deletions as necessary to reflect the on-going purpose and progress of CACH.

(6) CACH uses HUD prescribed benchmarks and input from grantees to develop performance standards for CoC types of homeless housing programs and services. These performance standards are found in the *CACH Written Standards* document (see 1.a.(9)). Outcomes and performance achievement does influence program ranking by CACH for the CoC application.

Updated: 11-17-2015

(7) CACH will evaluate outcomes of both the Emergency Solutions Grant (ESG) and Continuum of Care funded projects with the authority to report to HUD. CACH requires a copy of Annual Performance Reports (APR) and reports from CoC and ESG grantees to evaluate these outcomes.

(8) CACH charges its Service Delivery Committee to create, review and update its Centralized and Coordinated Assessment system for recipients of ESG funded Programs. The centralized system for all ESG funded programs begins at the HELP Ministries Office of Christian Churches United (CCU), 413 S 19th St, Harrisburg, PA 17104. HELP Ministries assesses and matches all applicants seeking shelter with available and appropriate beds from ESG programs. HELP Ministries also administers the ESG Rapid Rehousing (RRH) and Homeless Prevention (HP) programs.

For victims who are homeless because of fleeing domestic violence, dating violence, stalking or sexual assault and find themselves seeking services from non-victim service providers, CACH's centralized ESG network quickly and confidentially coordinates space to ensure that these participants can access the safe victim service shelter operated by YWCA of Greater Harrisburg's with its comprehensive victim housing and services.

The ESG centralized system serves as an initial portal to a comprehensive Coordinated System and Assessment process of other transitional housing, permanent housing, or supportive services. This comprehensive system is detailed in the *CACH Coordinated System and Assessment Plan.*

(9) Written Standards:

In consultation with ESG and CoC Programs, CACH has established "Written Standards" for providing Continuum of Care assistance. These Standards encompass the following:

(i) Policies and procedures for evaluating individuals' and families' eligibility for assistance:

(ii) Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance;

(iii) Policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance;

(iv) Determining what percentage or amount of rent each program participant must pay while receiving rapid rehousing assistance;

(v) Policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance.

These CoC Written Standards and the Written Standards for ESG assistance as required by 24 CFR §576.400(e) are found in the *CACH Coordinated System and Assessment Plan.*

(b) Operation of an HMIS

CACH is the designated "HMIS Lead" agency for CoC PA501:

(1) Bowman ServicePoint™ is the designated HMIS vendor and software for this Continuum

(2) As the HMIS Lead, CACH operates and manages the function, policies, and procedures of HMIS for the CoC.

(3) CACH has an established privacy plan, security plan, and data quality plan for the HMIS.

(4) CACH ensures the consistent participation of both required (HUD funded) and voluntary (non-HUD funded) program participants in HMIS.

(5) CACH has policies and procedures for the program's data entry quality and compliance with requirements prescribed by HUD.

These policies and procedures are delineated in *CACH's Client Management Information System (CCMIS) Policy and Procedures.*

(c) Continuum of Care Planning.

CACH serves as the Continuum of Care Planning agency:

(1) CACH represents a coordinated continuum of care encompassing outreach, engagement and assessment of persons and families experiencing homelessness, emergency shelter, rapid rehousing, transitional housing or permanent supportive housing and stand-alone supportive services. Special consideration for homeless veterans, families, chronically homeless, and unaccompanied youth are incorporated in this system. Homeless Prevention is also included. This coordination is delineated in the *CACH Coordinated System and Assessment Plan.*

(2) CACH conducts an annual Point in Time (PIT) census and survey of sheltered, unsheltered, and permanently housed formerly homeless individuals and families. The survey also captures homeless housing inventory chart (HIC) information and occupancy for that period. The Data Collection and Service Delivery Committees oversee and carry out the PIT which is held in conjunction with national PIT efforts on the last week of January for 24 hours that spans a dusk to dawn overnight period. PIT and HIC data is then submitted to HUD as prescribed and released to the community in the form of an annual CACH PIT report. CACH complies with PIT Data Standards and Collections Requirements (2014 PIT Methodology) and has adopted the methodology for sheltered and unsheltered PIT count as described in *CACH Resolution 03-2015.*

(3) Utilizing PIT, HIC and survey results on housing needs, CACH determines an emergency shelter, transitional housing, permanent housing, and rapid rehousing gaps analysis that is then submitted with the annual PIT and HIC information to HUD.

(4) CACH provides the annual PIT, HIC, gaps analysis and other pertinent information to the City of Harrisburg and the County of Dauphin for its Consolidated Plan and reports, as well as to State planning entities.

(5) CACH is the lead administrative applicant for program recipients of ESG funds from the City of Harrisburg. The County of Dauphin is the administrative applicant for ESG funds for the county from the State of Pennsylvania. As the CoC collaborative agency CACH is required by HUD to sign approval on funding priorities for the ESG and does so in consultation with the City and County that has membership in the CACH Coordinating Committee.

2. The Role of CACH in Preparing an application for Funds as outlined in 24 CFR §578.9

(a) CACH functions as the Collaborative Applicant for HUD NOFA published funds

(1) CACH facilitates the collaborative response to the HUD NOFA competition of CoC funding for renewals, new applications, and bonus applications. In the application process, CACH is the liaison with HUD for NOFA related matters and announcements; verifies and submits grant inventory worksheets (GIW); composes the Exhibit 1 CoC funding application response; assists and/or contracts with consultants to assist grantees with Exhibit 2 project applications; reviews and ranks project submissions, and executes the full and final submission.

(2) CACH establishes the following priority order for funding projects in the CoC application
1. Permanent Supportive Housing renewals in rank of Annual Program Report (APR) housing performance
2. Safe Haven renewals in rank of APR housing performance
3. Transitional Housing renewals in rank of APR housing performance
4. Supportive Services in rank of community need and APR performance

New permanent supportive housing projects that are bonus or over the Annual Renewal Demand (ARD) but which fit within the pro-rata allowed amount for CoC PA501, are prioritized after renewals, UNLESS otherwise specified by the NOFA instructions.

LIST OF ATTACHMENTS:

1. CACH CODE OF CONDUCT

2. CACH COORDINATED SYSTEM AND ASSESSMENT PLAN which includes

   CACH WRITTEN STANDARDS for CoC and ESG Access and Performance

3. CACH CCIMS POLICIES AND PROCEDURES

4. CACH RESOLUTION 03-2015 (PIT Methodology)

5. CACH BY-LAWS

Updated: 11-17-2015

ATTACHMENT 1:   CODE OF CONDUCT

CAPITAL AREA COALITION ON HOMELESSNESS

It shall be the policy of the Capital Area Coalition on Homelessness to set standards of conduct and ethics are outlined below.

Overview

This Code of Conduct and Ethics policy applies to the Capital Area Coalition on Homelessness (hereinafter "CACH"), its officers and directors, its partners, its General Members, contractors, and all others performing work with, or on behalf of, CACH (hereinafter collectively referred to as "Agents").

CACH requires that its Agents uphold, promote and demand the highest standards of conduct. Accordingly, all Agents are to maintain the highest standards of personal integrity, honesty, ethics and fairness in carrying out their public duties. All Agents are expected to avoid any improprieties in their roles as public servants, and never use their positions or powers for improper personal gain while adhering to legal, moral and professional standards of conduct in the fulfillment of their responsibilities.

Confidentiality and Privacy

In the course of work, an Agent may have access to proprietary or confidential information regarding CACH, its clients, its operations, its suppliers or even co-workers. Agents shall demonstrate extreme sensitivity in the issuance and management of information by insuring that all information relating to clients is kept confidential and used only for those purposes specified by the laws and regulations governing the services provided. Clients must be informed fully about the limits of confidentiality in a given situation, the purpose for which information is obtained and how it may be used. Agents will not knowingly sign, subscribe to, or permit the issuance of any statement, report or document which contains any misstatement or which omits any material fact

while being sensitive and responsive to inquiries from the public, clients, customers and the media, within the framework of CACH policy.

Conflict of Interest

Agents are expected to avoid situations that create any actual or potential conflict. Agents must avoid any activity, agreement, business investment or interest that could be in conflict with CACH's interests or could interfere with Agents' duty and ability to serve CACH as well as possible. Situations of actual or potential conflict of interest are to be avoided by all Agents.

Personal, financial or romantic involvement with a client, supplier, resident or subordinate employee of CACH, which impairs Agents' ability to exercise good judgment on behalf of CACH, creates a conflict of interest. Inappropriate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment and morale problems.

Under the provisions of the Hatch Act, it s is unlawful for a government employee to take active part in partisan political management or in partisan political campaigns, or to attempt to influence the choice of one partisan candidate in preference to another, by writing, speeches, or solicitation. Agents subject to the Hatch Act who violate the provisions of this Act may be subject to corrective action.

Whenever an Agent elects (or plans) to engage in an activity or relationship outside of CACH that "may be in conflict with" or "may impact upon" CACH business, the Agent shall report such activity to the CACH Chair, who may instruct the Agent to complete a Conflict of Interest Statement. Such statement shall be reviewed by the CACH executive committee. An Agent found to be engaging in activities determined to be in conflict with CACH business shall be advised not to pursue (or to discontinue immediately) such activities.

General Principles of Ethical Conduct and Agent Responsibility:

• Agents shall demonstrate the highest ideals of honor and integrity in all public and professional relationships to merit the respect, trust and confidence

of other public officials, clients, customers, fellow member agencies, and the general public.

• Agents will prevent discrimination against any person or group on the basis of race, color gender, sexual orientation, age, religion, national origin, marital status, and mental or physical handicap.

• Agents will always deal fairly with clients and co-workers, handling all complaints courteously, admitting errors and /or mistakes, making adjustments promptly, and recognizing and respecting the rights of clients and co-agencies.

• Agents will act in accordance with and maintain the highest standards of professional integrity, impartiality, diligence, creativity and productivity.

• CACH business will be conducted in manner that reflects the highest standards and in accordance with federal, state, and local laws and regulations.

• Agents shall be responsible for maintaining their own competence and for enhancing the competence of their co-workers by promoting excellence in public service.

Impartiality

Agents shall act impartially and with integrity in all professional relationships by:

• Not discriminating in provision of services.

• Not knowingly being a party to or condoning any illegal or improper activity.

• Not directly, or indirectly, seeking or accepting personal gain which would influence, or appear to influence, the conduct of their duties.

• Not exploiting professional relationships for personal or professional gain

• Not using public property or resources for personal gain.

• Not accepting fees, gifts or other valuable items in the course of performing the duties and responsibilities of their position, or in connection with such fees, gifts or other valuable items given them by any person in hope or expectation of receiving a favor or better treatment than accorded other persons.

• Being alert to the influences and pressures that interfere with the professional discretion and impartial judgment required for the performance of professional functions.

• Agents shall maintain an active interest in matters pertaining to the public welfare.

Review Process

Agents should report any violations of this policy, or any violations of laws, rules or regulations to the CACH Chair or other member of the CACH Executive Committee. CACH will investigate any such report, and take appropriate corrective action, if warranted. Retaliation against an Agent who reports violations of such conduct in good faith will not be tolerated. If an Agent has any questions about the ethics of a situation, he/she/it is encouraged to consult with the CACH Chair. All issues will be kept confidential.

Corrective/Disciplinary Action

Appropriate corrective/disciplinary action up to and including separation/termination/ejection will be taken against individuals found to have violated CACH's Code of Conduct and Ethics Policy. In addition to any such corrective/disciplinary action - civil and/or criminal penalties may be sought.

Code of Conduct and Ethics Policy

Acknowledgment of Receipt

I, _____, acknowledge, in writing, I have received the Capital Area Coalition on Homelessness Continuum of Care Code of Conduct and Ethics policy and have read and understand it.

AGENT: _____

_____   _____

By: (typed name & title if applicable)   Date

Updated: 11-17-2015

ATTACHMENT 2:

COORDINATED ENTRY AND ASSESSMENT PLAN

2015

CAPITAL AREA COALITION ON HOMELESSNESS

Of the City of Harrisburg and the County of Dauphin

Updated: 11-17-2015

The Capital Area Coalition on Homelessness (CACH) of homeless housing programs and services in Continuum of Care PA501, has developed a Coordination System and Assessment Plan (Coordinated Assessment) for the benefit of families and individuals experiencing homelessness in the City of Harrisburg and County of Dauphin. The Coordinated Assessment is based on the following Written Standards for eligibility, prioritization and outcomes.

WRITTEN STANDARDS

A. Eligibility Standards:

Policies and procedures for evaluating individuals' and families' eligibility for assistance:

1. Must be homeless by federal definition.
2. Dauphin County origin priority i.e. homeless or at risk status must have originated in Dauphin County which includes the City of Harrisburg, or were born or had residency at some time in Dauphin County. Persons who are homeless but from outside of Dauphin County are not disqualified but priority is first given to those of Dauphin County origin.
3. Emergency Shelter requires Proof of Homelessness for the following:
   - ESG is only for those who would otherwise without it be unsheltered or forced to live in unsafe and near homeless housing conditions.
   - Emergency Shelter stay may be limited for those who left previous adequate housing for reasons other than fleeing victim violence and are now homeless because they cannot easily go back. For example, an applicant may have left adequate housing due to family disagreement, but not eviction, and left without a housing plan, or someone who was not homeless or near homeless but simply decided to relocate without means.

B. Prioritization Standards:

These **Prioritization Standards** embody the continuum specific rationale for effective triage and referral to "Emergency Shelter" (**ES**); "Transitional Housing" (**TH**); "Rapid Rehousing" (**RRH**); "Homeless Prevention" (**HP**); and "Permanent Supportive Housing" (**PSH**) programs. There are different priorities single females, singles or couples with children (families), single males, those who are categorized as "Chronically Homeless" (**CH**); and/or "Unsheltered" e.g. "living on the streets" (**UN**), or "Near Homeless" (**NH**), i.e. those who are about to become unsheltered or are unstably housed with friends or family and not on the lease. These housing and homeless categories do not include specialized housing and provisions for homeless veterans and those homeless due to domestic violence and victimization as defined by the VAWA Act.

According to CACH 2015 and Five Year Point In Time (PIT) data and analysis:
- 28% of all homeless persons are CH and ¼ of all homeless persons are CH single males.
- There are more who are CH than who are UN (not all UN are CH i.e. not all unsheltered have a disability or were unsheltered for 12 months or in ES 4 times in 3 years.)
- The highest frequency of disability (67%) for CH is mental health (MH), but there is a significant percentage of other disabilities (37%)

- Many who were unsheltered were considered sheltered in PIT counts but only because they were in seasonal and night only shelters or programs.
- PSH is not an option for unsheltered persons who do not have a disability except for the YW-SRO Section 8 Moderate Rehabilitation Program for women.
- 1/3 of homeless population are children in families.
- Although only 10% report originally becoming homeless in Dauphin County outside of the City of Harrisburg, there is an undercount and lack of geographic based services for persons experiencing homelessness in rural and parts of Dauphin County outside of Harrisburg.

Based on CoC experience, practice and HUD policies:

- In previous CoC experience as well as nationally, Rapid Rehousing and Homeless Prevention was effective in serving large rural geographical areas that do not have shelter.
- Rapid Rehousing and Homeless Prevention is limited, intended primarily to be short term assistance (3 months), with the purpose quickly move persons out of shelter (RRH) or to prevent at risk persons from entering shelters or become unsheltered (HP).
- HUD regulations for homeless programs in general is that participants can pay up to 30% of their gross income on rent or utilities up to fair market rate.

Therefore, the following are Prioritization Standards for homelessness housing and categories:

Priority Standard 1: CH individuals and families are priority for PSH Programs; unsheltered CH first and then CH residing in ES

> *with this recommendation for specific programs:*

> *CH with MH disability should first and foremost be referred to MH dedicated PSH. All things being equal, if a CH applicant to PSH who has a MH disability willingly and rapidly can be housed at a MH dedicated PSH, then other PSH programs should accommodate those with non-MH disabilities.*

Priority Standard 2: UN individuals and families are priority for TH and ES

> *with these recommendations for specific programs:*

> A. *YW-SRO for women prioritize UN who are not CH, because it is the only PH that can house those who sleep "on the streets" but do not have a disability or meet a length/duration of homelessness requirement. However, care needs to be taken about level of service need as SRO is a PH not PSH i.e. with limited case management*
> B. *Any TH that can serve males should prioritize CH and UN males.*

Priority Standard 3: Families with children should be prioritized, after first applying priority standards 1 and 2.

> *with this recommendation for specific programs:*

> *Units that are not fixed or have dedicated single and family designations but can be configured to serve either families or singles should prioritize for families.*

Updated: 11-17-2015

<u>Priority Standard 4:</u> All homeless veterans and those who are homeless as victims defined by VAWA should first and as quickly as possible be referred to the specialized housing and services in our continuum that is dedicated for them.

<u>Priority Standard 5:</u> Unaccompanied homeless youth or minors are referred to Dauphin County Children and Youth Services (CYS) who have housing programs such as Independent Living for court adjudicated youth, Schaffner for runaway or homeless youth who are part of CYS system. Victims of human trafficking should be referred to the YWCA's human trafficking program. Our CoC prioritizes further efforts and resources for outreach and housing for homeless youth.

<u>Priority Standard 6:</u> NH, UN, ES and those in TH for up to 3 months, who can sustainably and rapidly be rehoused in 3 months through short term rental assistance are first priority for RRH.

<u>Priority Standard 7:</u> NH who are about to be evicted but who can rapidly and sustainably be stabilized in 3 months through short term rental assistance are first priority for HP. This does to pertain to ESA rental assistance funds through PA-DHS.

<u>Priority Standard 8:</u> At least 20% of RRH funds from ESG awarded to the County of Dauphin should be prioritized for persons or households who are unsheltered in remote and rural areas in Dauphin County outside of the City of Harrisburg.* Assistance may require and be allowed to be medium term (6 months).

<u>Priority Standard 9:</u> At least 20% of HP funds from ESG awarded to the County of Dauphin should be prioritized for persons or households whose housing at risk is in remote and rural areas in Dauphin County outside of the City of Harrisburg.* Assistance may require and be allowed to be medium term (6 months).

*In the event that in the last 8 months before an HP and RP grant term expires, and the drawdown rate for the 20% rural Dauphin County priority is not at an adequate level to ensure timely spend down and closeout, then these priorities may be adjusted or suspended.

<u>Prioritization and Coordinated Assessment:</u> The Prioritization Standards will be integrated into a Continuum Wide Coordinated "Standardized Intake." A VI-SPDAT Vulnerability Assessment will also be administered and added to the final Intake score to further prioritize applicants based on vulnerability. Applicants can then be referred to eligible and preferred triaged housing and service agencies through prioritization based on their homeless situation and vulnerability score. The implementation of this process is forthcoming as procedure is being addressed and tested.

<u>Prioritization and Process Review:</u> The rationale for prioritization is based on analysis of PIT, HMIS, and other CoC relevant data and will be reviewed annually by the service and data collection committee or sub-committee. Any changes recommended by the sub-committee will have to be ratified by the CACH Steering Committee or Board.

C. Outcome Standards:

<u>Emergency Shelter (ES):</u>

% of admitted clients that exit to permanent housing	*45%*
% of admitted clients who are employed at exit from shelter	20%

Updated: 11-17-2015

% of clients placed into permanent housing that return to homelessness within 1 year   <10%*

Transitional Housing (TH):

% of transitional housing clients who move to permanent housing	*75%*
% of clients with increased cash income from any source between intake & exit	65%
% of admitted clients who are employed at exit from shelter	20%
% of clients with increased earned income between intake & exit	45%
% of clients placed into Permanent Housing that return to homelessness	*<8%**

Permanent Supportive Housing (PSH):

% of homeless placed into PSH for remain housed > 6 months	77%/ *93%**
% of homeless placed into PSH for remain housed > one year	*90%**
% of new tenants entering directly from ES without passing through TH	*50%**
% of new tenants taken directly from the streets without going through ES or TH	*35%**
% of new tenants that meet the definition of chronic/vulnerable at time of admission	*95%**
% of clients no longer in need of supportive housing (just housing subsidy) moved on to more independent housing each year	*5%**

Employment Supportive Service Only (SSO):

% of homeless clients will find employment	47%**

Benchmarks are derived from the latest minimum standards by HUD found in CoC NOFA application (the last benchmarks listed was in the 2012 CoC application) and from providers.

* Benchmarks in italics are derived from 100K Homes – Center for Urban Community Services' Standardized Performance Measures for HUD program goals using both HUD and Housing4Good data for high performing CoCs.
** SSO Benchmark is based on the current SSO program's benchmark submitted to HUD.

COORDINATED SYSTEM OF ENTRY AND REFERRAL

Based upon and summarizing the Written Standards below, CACH has the following Coordinated System of Entry and Referral for persons seeking homeless services and housing programs in the City of Harrisburg Dauphin County.

Emergency Shelter:
Women and families needing immediate emergency shelter in order to avoid becoming unsheltered are all assessed through the HELP Office and at Dauphin County Crisis during off-hours and weekends. Single (unaccompanied) men access shelter directly through the Bethesda Men's Mission. Out of this service population requesting emergency shelter:
1. The HELP Office will first divert those who are about to become unsheltered within 14 days but can through short term rental assistance be rapidly rehoused or prevented from being homeless through housing prevention through Rapid Rehousing Program (RRH) or Homeless Prevention (HP). The HELP Office may have to place RRH candidates into shelter initially if more time is needed to process them into RRH units.

2. Those who cannot be helped by rental assistance or rapid rehousing because of lack of funds or other reasons and likely require 1 to 3 months of emergency housing, as determined by intake assessment, will be referred to available emergency shelter.
3. Those who are likely to need more than 3 months will be targeted for Transitional housing (TH) referral. The HELP Office may have to refer candidates to ES in the event that TH is unavailable or requires more time.

Unsheltered Homeless persons (Non-Chronically Homeless):
Those who are unsheltered but do not have a disability or who do not have a recurring history of being unsheltered or in emergency shelter defined as chronically homeless will be referred to Transitional Housing Programs. Such referral TH is often done through informed outreach workers, agency, or self-referral. Immediate referral to ES may be required in the event that TH is not available or requires more time to process.

Chronically Homeless:
Those who are unsheltered or in an emergency shelter who have a disability and repeated history of being unsheltered or in shelters that qualify for the definition of chronically homeless will be referred first and foremost to Permanent Supportive Housing (PSH).

Rural Homeless:
Persons in rural Northern Dauphin County will be assisted by the HELP Office with housing/rental assistance for up to six months, using up to 20% of HP and RRH Dauphin County funds, in coordination with the Dauphin County Human Services Office in Elizabethville.

Homeless Veterans:
Homeless Veterans can be assisted through any program but they should quickly be referred to Veteran specific housing and service programs offered by the YWCA, Shalom House, Volunteers of America, and Lebanon VA Medical Center i.e. VA Per Diem TH, HUD-VASH, Supportive Services for Veteran Families (SSVF), and Homeless Veterans Reintegration Program (HVRP). If a homeless Veteran moves from a non-specific homeless housing program to one dedicated for Veterans only that then releases bed vacancy for non-veterans candidates.

VAWA Victims Immediately Homeless due to fleeing:
Victims who are homeless because they are immediately fleeing domestic violence, dating violence, sexual assault or stalking can access any portal of housing and homeless service, but are immediately referred and transferred where possible to housing and services provided by the VAWA services agency which in Dauphin County is the YWCA of Greater Harrisburg.

ATTACHMENT 1: HMIS ENTRY ASSESSMENT QUESTIONS (BOWMAN)

QUESTION	RESPONSE TYPE	FIELD
Date of Birth Type	Lookup	Date of Birth Type
Primary Race	Lookup	Race
Secondary Race	Lookup	Race
Ethnicity	Lookup	Ethnicity
Gender	Lookup	Sex
If Other Gender, specify	Text Box	
Does the client have a disabling condition?	Lookup	Enhanced Yes-No
Residence Prior to Project Entry	Lookup	Living Situation
If Other Type of Residence, specify	Text Box	
Length of Stay in Previous Place	Lookup	Length of the Stay
Relationship to Head of Household	Lookup	Relationship to HOH
Client Location	Lookup	COC Code
Continuously Homeless for at Least One year	Lookup	Enhanced Yes-No
Number of Times the Client has been Homeless in the Past Three Years	Lookup	Times Homeless
If 4 or more, Total Number of Months Homeless in the Past Three Years	Lookup	Months Homeless
Total number of months continuously homeless immediately prior to project entry	Integer	
Length of Time Homeless - Status Documented?	Yes/No	
Total Monthly Income	Money	
Income from Any Source	Lookup	Enhanced Yes-No
Monthly Income	Sub-Assessment	
Non-cash benefit from any source	Lookup	Enhanced Yes-No
Non-Cash Benefits	Sub-Assessment	
Covered by Health Insurance	Lookup	Enhanced Yes-No
Health Insurance	Sub-Assessment	
Disabilities	Sub-Assessment	
Domestic violence victim/survivor	Lookup	Enhanced Yes-No
If yes for Domestic violence victim/survivor, when experience occurred	Lookup	Domestic Violence Experience
Outreach	Sub-Assessment	
In Permanent Housing	Yes/No	
If yes, Date of Move-In	Date	

ATTACHMENT 2: HMIS VI-SPDAT ASSESSMENT (BOWMAN)

A. HISTORY OF HOUSING AND HOMELESSNESS
1. What is the total length of time you have lived on the streets or shelters?
2. In the past three years, how many times have you been housed and then homeless again?

B. RISKS
3. In the past six months, how many times have you been to the emergency department/room?
4. In the past six months, how many times have you had an interaction with the police?
5. In the past six months, how many times have you been taken to the hospital in an ambulance?
6. In the past six months, how many times have you used a crisis service, including distress centers and suicide prevention hotlines?
7. In the past six months, how many times have you been hospitalized as an in-patient, including hospitalizations in a mental health hospital?
8. Have you been attacked or beaten up since becoming homeless?
9. Threatened to or tried to harm yourself or anyone else in the last year?
10. Do you have any legal stuff going on right now that may result in you being locked up or having to pay fines?
11. Does anybody force or trick you to do things you do not want to do?
12. Ever do things that may be considered risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't really know, share a needle, or anything like that?
13. I am going to read types of places people sleep. Please tell me which one that you sleep at most often.

C. SOCIALIZATION & DAILY FUNCTIONING
14. Is there anybody that thinks you owe them money?
15. Do you have any money coming in on a regular basis, like a job or government benefit or even working under the table, binning or bottle collecting, sex work, odd jobs, day labor, or anything like that?
16. Do you have enough money to meet all of your expenses on a monthly basis?
17. Do you have planned activities each day other than just surviving that bring you happiness and fulfillment?
18. Do you have any friends, family or other people in your life out of convenience or necessity, but you do not like their company?
19. Do any friends, family or other people in your life ever take your money, borrow cigarettes, use your drugs, drink your alcohol, or get you to do things you really don't want to do?
20. Surveyor, do you detect signs of poor hygiene or daily living skills?

D. WELLNESS
21. Where do you usually go for healthcare or when you're not feeling well?
Do you have now, have you ever had, or has a healthcare provider ever told you that you have any of the following medical conditions:
22. Kidney disease/End Stage Renal Disease or Dialysis
23. History of frostbite, Hypothermia, or Immersion Foot
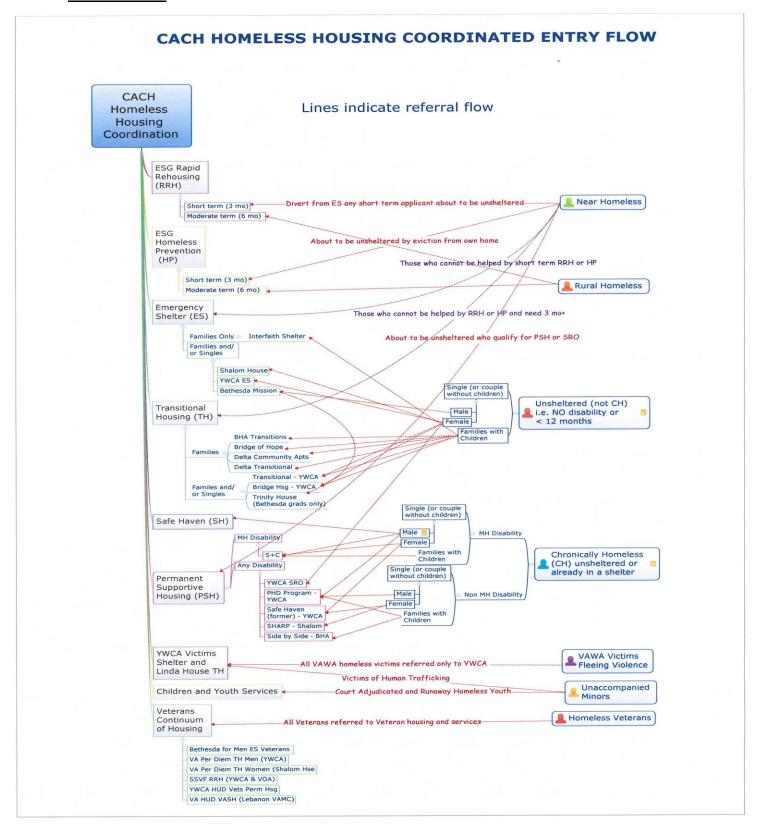24. Liver disease, Cirrhosis, or End-Stage Liver Disease

25. HIV+/AIDS
26. History of Heat Stroke/Heat Exhaustion
27. Heart disease, Arrhythmia, or Irregular Heartbeat
28. Emphysema
29. Diabetes
30. Asthma
31. Cancer
32. Hepatitis C
33. Tuberculosis
34. Surveyor, do you observe signs or symptoms of a serious health condition?
35. Have you ever had problematic drug or alcohol use, abused drugs or alcohol, or told you do?
36. Have you consumed alcohol and/or drugs almost every day or every day for the past month?
37. Have you ever used injection drugs or shots in the last six months?
38. Have you ever been treated for drug or alcohol problems and returned to drinking or using drugs?
39. Have you used non-beverage alcohol like cough syrup, mouthwash, rubbing alcohol, cooking wine, or anything like that in the past six months?
40. Have you blacked out because of your alcohol or drug use in the past month?
41. Surveyor, do you observe signs or symptoms of problematic alcohol or drug use?
42. Ever been taken to a hospital against your will for a mental health reason?
43. Gone to the emergency room because you weren't feeling 100% well emotionally or because of your nerves?
44. Spoken with a psychiatrist, psychologist or other mental health professional in the last six months because of your mental health - whether that was voluntary or because
45. Had a serious brain injury or head trauma?
46. Ever been told you have a learning disability or developmental disability?
47. Do you have any problems concentrating and/or remembering things?
48. Surveyor, do you detect signs or symptoms of severe, persistent mental illness or severely compromised cognitive functioning?
49. Have you had any medicines prescribed to you by a doctor that you do not take, sell, had stolen, misplaced, or where the prescription was never filled?
50. Yes or No - Have you experienced any emotional, physical, psychological, sexual or other type of abuse or trauma in your life which you have not sought help for, and/or which has caused your homelessness?

SCORING SUMMARY

A. HISTORY OF HOUSING AND HOMELESSNESS

B. RISKS

C. SOCIALIZATION & DAILY FUNCTIONING

D. WELLNESS

PRE-SCREEN TOTAL

Updated: 11-17-2015

Attachment 3:

CACH HOMELESS HOUSING COORDINATED ENTRY FLOW

ATTACHMENT 3

CACH Client Information Management System

Program Policy and Procedure Manual

Capital Area Coalition on Homelessness

10 N. Second St, Suite 405, Harrisburg, PA 17101 (717) 255-6587/fax (717) 238-5342

Updated: 11-17-2015

www.cachpa.org ▪ www.twitter.com/cach_pa ▪ www.cachpa.wordpress.com

www.facebook.com/CapitalAreaCoalitiononHomelessness

INTRODUCTION

In 2001 Congress directed the U.S. Department of Housing and Urban Development (HUD) to collect unduplicated data on the extent of homelessness at the local level [H.R. Report 106-988; Senate Report 104-410], the House Report states:

Local jurisdictions are required to collect unduplicated data of homeless persons, and analyze patterns of the use of assistance, including how they enter and exit the homeless assistance programs and the effectiveness of the systems. HUD is directed to assist the local jurisdictions and to assist with the implementation and operation of a Homeless Management Information System, or HMIS, which allows homeless service providers to enter the required data elements for tracking homeless populations and the effectiveness of the homeless programs. [Note: CACH purposefully named its HMIS program as the CACH Client Information Management System "CCIMS" with the specific vision to include software participation from non-HUD-funded programs within the service area. The terms HMIS and CCIMS may be used interchangeably in this manual.]

The Capital Area Coalition on Homelessness (CACH) receives funding from the County of Dauphin, under the County's yearly grant from HUD McKinney Vento Act to operate CCIMS. CACH has formed a CCIMS Oversight Committee that actively participates in the oversight of CCIMS compliance, data quality, and program development. The CCIMS Oversight Committee is a function of CACH's Service Delivery and Data Collection Committee. The Policy and Procedure Manual serves as a guide for the operation of the CCIMS program.

DEFINITIONS

Agency Participation Agreement: Agency Participation Agreement confirms the agreement between the CCIMS Participating Agencies and CACH. ServicePoint™ is a web-based client information system used for the CCIMS to record and track homeless client information. ServicePoint™ is used   for
1. Collecting data on homeless population and effectiveness of homeless programs and services.
2. Reporting requirements for HUD.
3. Case management and referral for homeless program/services.

This Agreement spells out specific responsibly of the CACH and the Participating Agency *(see Agency Participation Agreement pages 12-14)*.

Agency Profile for ServicePoint: This form is to be filled out by the Participating Agency for information to be added into the ServicePoint™ System that includes service data, hours of operation, contact information, website address, street address, and any other description of services that are provided to the homeless population *(see CCIMS Agency Profile for* **ServicePoint™** *pages 15-19)*.

Anonymous Client: A client entered into the database with a unique computer generated identifying code acting as a reference for that client.

CCIMS database: The CCIMS database stores data entered by participating homeless service providers.

Client Identifying Information or Personal Identifying Information (PII): Any information or a combination of data that would allow an individual client to be identified including but not limited to name, nick name, social security number, military identification number, health insurance carrier number.

Updated: 11-17-2015

ClientPoint: A module in ServicePoint that allows users to enter, edit, view, or print client information. ClientPoint offers sophisticated features such as tracking family relationships, restricting client records, and conducting case management.

Close to Real-Time: Data entry within one business day.

Confidential Data: Information that identifies clients in the database. Examples include social security number, name, address, or any other information that can be leveraged to identify a client, or any data that a client asks to keep confidential and does not provide a release of information for the purposes of sharing.

Consumer Notice: Consumer Notice must be posted at each intake desk/cubicle and the case manager provides information therein to each homeless client before they sign the Release of Information *(see Consumer Notice page 20).*

Custom Report: A report which can be created by CCIMS participating agency which uses ServicePoint™ Report Writer.

Data Quality and Agency Participation: This refers to a form that requires the Participating Agency to enter data which is timely, complete, and accurate *(see Data Quality Standards pages 21-24).*

End-user: Any person given access to the database for entering or updating data.

Participating Agency: An agency authorized by CCIMS to participate in the CCIMS.

Privacy: Privacy refers to protecting the rights of clients' data and includes protection of the personal client information stored in the CCIMS from open view, sharing or inappropriate use *(see Notice of Privacy Policy pages 25-26).*

Probation: A trial period of time, not greater than thirty days (30), in which an End-user or Participating Agency addresses and corrects inappropriate actions(s).

Quality of Data Issue: Any concern regarding the accuracy and completeness of the data as defined by the Minimum Data Requirements.

Real-time: Immediate data entry upon seeing a client.

Record: A record contains sufficient accurate individual data elements of a homeless individual that a basic analysis of the extent and characteristic can be conducted.

Reinstatement Corrective Action Plan: A CCIMS participating agency may be reinstated after a corrective action plan is completed for CCIMS compliance.

ResourcePoint*: A module of ServicePoint™ that allows for adding, editing, classifying, locating agency, program, and service data by city, state, county, zip code or keyword search options. Also allows printing of agency location maps and publication of the resource database to a publicly accessible web site or printed directory

Restricted Client: A client whose name is known only by the entering Provider Agency, CCIMS System Administrator II, and other agencies that the client grants access to his/her name file record.

Updated: 11-17-2015

Restricted Data: Restricted information can not be used for publication or analyses.

Sanctions: Penalties for noncompliance specified by the CACH CCIMS.

Security: Protection of the client and program information stored in the CCIMS from unauthorized access, use, or modification.

ServicePoint™: A web-based information management system used to enter data by homeless service providers.

ShelterPoint: A module of ServicePoint that allows viewing of shelter availability, checking clients in and out, and referring or making reservations for clients to shelters.

Suspension: An act of postponing database access, after an End-user or Provider Agency receives written notice via certified mail explaining a breach of contract, quality of data or improper security and/or breach of confidentiality, where the guilty party received a previous warning and has not corrected the inappropriate action.

Technical Support Staff: Include, in ascending order, CCIMS System Administrator and Help Desk personnel.

Termination: The act of ending database access, after an End-user or Participating Agency receives written notice via certified mail explaining the reasons for cessation of database use.

User Policy, Responsibility Statement and Code of Ethics: This document is to be signed by each end user along with Agency/System Administrator and kept in the CCIMS participating agency's file. The document provides relevant points regarding client confidentiality, user policy and responsibility and user code of ethics *(see User Policy, Responsibility Statement and Code of Ethics pages 18-30)*.

Written Consent/Release of Information (ROI): The Regulations requires written client consent when data is shared between agencies. The ROI signature shows that the individual permits the agency to enter their personal information into CCIMS; however, they do not have to sign the ROI form to receive services from the service provider agency. Consent form should include the following: the information to be shared; with whom the information will be shared; and for what length of time *(page 24).*

I. PARTICIPATING AGENCY ADMINISTRATOR, CCIMS LEVEL OF ACCESS

A. Each Participating Agency will designate a CCIMS Agency Administrator and send that person's name and contact information to the CCIMS Administrator. This person will be responsible for all activity associated with the agency including oversight of all agency staff that generate, or have access to client-level data stored in the system software to ensure adherence to the operating procedures outlined in this document:

1. Providing a single point of communication between the end users and CCIMS Administrator regarding program issues;
2. Ensuring that access to the system be granted to authorized staff members only after they have received training and satisfactorily demonstrated proficiency in use of the software and understanding of the Policies and Procedures and agency policies referred to above;
3. Enforcing business controls and practices to ensure organizational adherence to the CCIMS Policies and Procedures. This includes detecting and responding to violations of the Policies and Procedures or agency procedures.

Updated: 11-17-2015

B. Agency Staff and Volunteer Agency Users, CCIMS Level of Access: Access may vary by user responsibility. Participating Agencies are responsible for communicating needs and questions regarding the CCIMS directly to their CCIMS Agency Administrator.

Responsibilities of the agency staff:

1. To be aware of the data's sensitivity and take appropriate measures to prevent unauthorized disclosure;

2. Comply with all CCIMS Policies and Procedures;

II.   PERSONAL USER IDENTIFICATION AND PASSWORDS

A. Access Privileges and Levels to System Software: Access is controlled through user identification and authentication. Users are responsible and accountable for work done under their personal identifiers. Access control violations must be monitored, reported and resolved.

B. Access to Client Paper Reports Generated From System:
1. Printed versions of confidential data should not be copied or left unattended and open to unauthorized access.
2. Media containing client-identified data will not be shared with any agency other than the   owner
3. All client records containing identifying information that are stored within the   participating agency's local computers are the responsibility of the participating agency.

C. Unique User ID's and Passwords:
1. **Access Levels:** Participating Agencies will mange the proper designation of user accounts to enforce aforementioned information security protocols. The CCIMS Administrator will generate a username and password for the Agency administrator who will then generate usernames and passwords for agency users.

2**. Passwords:** User accounts will be created and deleted by the Participating CCIMS Administrator. The user will be required to change the password the first time they log onto the system. The password must be between 8 and 16 characters and contain 2 numbers. Passwords are the individual's responsibility and users cannot share passwords. Passwords expire every 45 days.

3. **Sharing Data between Agencies:** Users will only be able to view the data entered by users of their own agency. Participating Agencies are restricted from viewing each other's information unless specific sharing agreements have been negotiated in advance and the client has given written consent.

4. **Termination:** The Participating Agency Administrator shall immediately notify the CCIMS Administrator of a user who is terminated from their current position. The CCIMS Administrator shall then immediately remove that user from the system.

D. Auditing – Monitoring, Violations and Exceptions, Data logs

1. The Participating Agency Administrator will be responsible for monitoring all user access within their agency. Any violations or exceptions should be documented and forwarded to the CCIMS Administrator immediately. All data or system security and/or confidentiality violations will incur immediate individual user access suspension until the situation is effectively resolved.

Updated: 11-17-2015

2. Serious or repeated violation by users of the system may result in the suspension or revocation of an agency's access.

3. Any user found to be in violation of security protocols will be sanctioned accordingly. Any agency that is found to have flagrantly violated security protocols may have their access privileges suspended or revoked.

4. If an Agency is found to be in violation, the sanction will be imposed by the CCIMS Committee.

III. AGENCY TRAINING

Participating Agencies must complete training before they will receive a Password and Logon to the live CCIMS

A. **Agency CCIMS Administrator:** The Agency Executive Director\President of the participating Agency should select an individual as the designated Agency CCIMS Administrator. The Agency will sign the Agency Participation Agreement. The Agency Administrator will sign the User Policy, Responsibility Statement and Code of Ethics form *(pages 18-30)* and provide these documents to the CCIMS Administrator.

B. **The Agency Executive Director\President and Agency CCIMS Administrator** will identify all agency staff that will have access to the CCIMS and the level of access needed for each user. Each user will sign the User Policy, Responsibility Statement and Code of Ethics form *(pages 28-30)* and forward it to the CCIMS Administrator. All participating agency staff must complete all user participation forms.

C. **Logon and Data Entry Training**: The CCIMS Administrator will set up training dates with the Agency CCIMS Administrator for all staff training. All staff training will take place in a Training version of the CCIMS. No live data will be entered in the Training database. A temporary training logon and password will be assigned to each user. This training will take place at a training lab or on site as requested by the user Agency.

D. **Standard Report Training:** The CCIMS Administrator will set up Agency Report training for all staff that will have access to this feature. The main focus will be on how to create standard HUD required reports.

E. **Reassessment and Monitoring**: Designated CCIMS will run ongoing training to address agency staff turnover issues, or additional training and support that may be needed.

1. It is the responsibility of the Agency Administrator to communicate to the CCIMS Administrator when additional agency training is needed.

2. Performance will be tracked by the Participating Agency Administrator and evaluated with the CCIMS Administrator for areas to improve the process if needed.

3. Once live data entry at the agency has been fully (90%) integrated into the agency's daily operation for at least 2 months, participating organizations can begin using the information for internal evaluation and reporting requirements.

Updated: 11-17-2015

IV. TECHNICIAL AND OTHER SUPPORT

A. System Availability: The database server will have nightly backups of CCIMS data. In the event of planned server downtime, the CCIMS Administrator will inform agencies as much in advance as possible in order to allow Participating Agencies to plan their access patterns accordingly.

V. COST, EQUIPMENT, PARTICIPATION REQUIREMENTS

A. Internet Connectivity: Connection to the internet is the sole responsibility of the participating Agency and is a requirement to participate in the CCIMS.

B. Information Security Protocols: The following security licenses/protocols are integrated into the project and are paid for by the current HUD grant for each planned participating agency as a year-to-year project. Client confidentiality related to any information that has been downloaded from the CCIMS prior to the Agency Termination of Participation will remain in effect indefinitely. The maintenance, upgrades and licenses purchases are limited by the sanctions of the HUD grant. Any additional maintenance, upgrades and license purchases incurred after the grant fund limit, which is designated for CCIMS services, becomes the sole responsibility of the Agency that has accepted possession and use of the software and services rendered for CCIMS purposes and functionality.

Required ServicePoint™ Licenses*
One-year commitment
 Bowman ServicePoint License
 Bowman Support
*Once all HUD funded licenses have been used, additional license requests will be at the cost of the agency (see new guidelines on pages 34-42). Costs may increase or decrease over time due to vendor product price changes. If an agency is planning on submitting a grant to cover additional license requests please contact CCIMS Administrator for current pricing information.

*Special Note: Any additional licenses or service contracts that have been purchased by the agency outside of the HUD provided services may incur an early withdrawal fee.

Minimum Computer requirements:
 1. Pentium PC
 2. Operating system: Windows 98, Windows 2000, Windows XP
 3. Internet Connectivity

VI. INTER-AGENCY DATA SHARING, CLIENT CONSENT, AND ACCESS TO CORE DATABASE
 A.   Inter-Agency Data Sharing
1. Client Universal Data including entry and exit dates and data entered into CCIMS by Participating Agencies will be accessible to all Participating Agencies.
2. Client Program-Specific Data such as case manager case notes and detailed health data entered into CCIMS by Participating Agencies will only be accessible by the Agency entering that data.
3. Agency Administrators at Participating Agencies who wish to share Client Program-Specific information must complete a Data Sharing Release and have a completed client consent form to be eligible to share client information within CCIMS.
3. Participating Agencies will specify the data sections that will be shared with the other identified agencies who wish to share the same client data.

Updated: 11-17-2015

B. Client Consent
1. All Participating Agencies will post a Client Notice at the point of data collection with the agency to inform clients of their intent to collect and enter data into CCIMS. Participating Agency staff will thoroughly explain the client notice to each client. Client consent to collect information and maintain confidentiality within that agency in a closed status will be assumed.

2. All Participating Agency profiles will be initiated with a Closed Security status within the ServicePoint™ software.

3. Client information will only be shared between Participating Agencies if client consent form has been signed and Participating Agencies have completed all processes required in the CCIMS policies and procedures regarding inter-agency data sharing.

4. The client has the right to revoke consent in writing at any time. Written consent must be submitted to the Agency Administrator. The Agency Administrator will then work with the CCIMS Administrator to close the client profile. Any data that has already been shared will not be able to be closed.

VII. QUALITY AND CONFIDENTIALITY CONTROL OF DATA

A. Data Integrity: CCIMS users will be responsible for the accuracy of their data entry. In order to test the integrity of the data contained in the CCIMS, the System Administrator will perform regular data integrity checks on the CCIMS. Any patterns of error will be reported to the Agency Administrator. When patterns of error have been discovered, users will be required to correct data entry techniques and will be monitored for compliance.

B. Data Integrity Expectations: Participating Agencies will provide the following levels of accuracy and timeliness:

1. All names will be accurate;
2. All required data fields will not exceed 0% null response per month;
3. All services provided will be compatible with the providing program;
4. In all reports of shelter provided for a client, the client must be eligible to receive shelter services from the listed provider; and
5. Data entry for all services provided during one calendar month must be entered into the CCIMS not more than 30 days from the date of service.

C. CCIMS Administrator and Agency Administrator: The CCIMS System Administrator will perform regular data integrity checks on the CCIMS. Any patterns of error at a Participating Agency will be   reported to the Participating Agency Administrator. When patterns of error have been discovered,   users will be required to correct data entry techniques and will be monitored for compliance.

D. Participating Agencies: Participating Agency approved staff will have access to retrieve any individual and aggregate data entered by their own programs. Participating Agencies will not have access to retrieve individual records entered by other programs except when data is explicitly shared through the CCIMS Agency Agreement, and with the explicit consent of the client.

E. Public:

28

1. The CCIMS Administrator, on behalf of the CCIMS Committee, will address all requests for data from entities other than Participating Agencies or clients. No individual client will be provided to any group or individual that is neither the Participating Agency, which entered the data, nor the client without proper authorization or consent.

2. All requests for data from anyone other than a Participating Agency or client will be direct to the CCIMS Administrator will be approved by the CCIMS Committee. As part of the CCIMS Administrator's regular employment functions, periodic public reports about homelessness, housing issues, and/or related statistics will be issued. No individually identifiable client data will be reported in any of these reports.

F: Data Retrieval Support:

1. Participating agencies will create and run agency-level reports.
2. The Agency Administrator will be trained in reporting by the CCIMS Administrator. The CCIMS Administrator will be a resource for report creation.

VIII. LIMITATION OF LIABILITY AND OWNERSHIP OF AGENCY DATA

It is the intent of CACH that each Participating Agency within the CCIMS be the owner of the all client data collected and stored by the CCIMS for each agency. All data is protected and secure by the policies, technology, and security protocols in place within the CCIMS database server [specifically the Bowman server]. All Participating Agencies take full responsibility of ownership and confidentiality protection of any and all data that is collected at their agency and/or downloaded from the CCIMS.

IX. DATA AND USER ACCESS

A. Data Assessment and Access: Access to all of central server computing, data communications   and sensitive data resources will be controlled. Access is controlled through user identification   and authentication. Users are responsible and accountable for work done under their personal identifiers. Access control violations must be monitored, reported and resolved. CCIMS staff will work to ensure that all sites receive the security benefits of the system while complying with all stated policies.

B Access to Core Database:

1. No one will have direct access to the Harrisburg/Dauphin County Continuum of Care CCIMS database through any means other than the ServicePoint™ software, unless explicitly given permission by the CCIMS Administrator during a process of software upgrade or conversion.

2. Access to client data will be tightly controlled using security technology and restrictive access policies. Only individuals authorized to view or edit individual client data will have access to that data.

C. User Authentication: ServicePoint™ can only be accessed with a valid username and password combination, which is encrypted via SSL for Internet transmission to prevent theft. If a user enters an invalid password three consecutive times, ServicePoint™ automatically shuts them out of that session.

D. Application Security: In addition to restricting access to only authorized users, ServicePoint™ utilizes a system of multiple access levels. These levels automatically detect the user access level and controls access to appropriate data.

E. Database Security: All database access is controlled at the operating system and database connection level. Users are required to access the ServicePoint™ application by first signing on to ServicePoint™ through https://sp5.servicept.com/CCIMS/com.bowmansystems.sp5.core.ServicePoint/index.html with an individual ID and password.

H. Media and Hardcopy Protection: Participating Agencies must establish procedures to handle client paper records. Issues to be addressed include the following: identifying which staff has access to the client paper records and for what purposes, allowing staff access only to those records of clients with whom they work with or for data entry purposes, how and where client paper records are stored, length of storage and disposal procedure, and the disclosure of information contained in client paper records.

I. System Administrator Access: Access to all of computing, data communications and sensitive data resources will be controlled. Access is controlled through user identification and authentication. System Administrators are responsible and accountable for work done under their personal identifiers. Access control violations must be monitored, reported and resolved.

J. System Access Monitoring: CCIMS automatically tracks and records access to every client record by use, date, and time of access. CCIMS Administrator staff will regularly review user access privileges and remove identification codes and passwords from their systems when users no longer require access. CCIMS Agency Administrators are required to provide immediate communication to the CCIMS Administrator when an employee no longer requires access.

K. Administration and System-wide Data: Agency Administrators will have full access to their own CCIMS agency profiles and user profiles. Agency Administrators can edit users, maintain updates to agency profiles, and reset user passwords.

L. Unnamed Clients: There are occasions when a client needs or wishes to be anonymous in the system. When entering unnamed clients, it is incumbent upon the agency to keep a record of the client's unique anonymous I.D. to avoid duplication of entry. When the Unnamed Client feature is used, CCIMS generates a code number for the client record that the agency maintains in a secure location along with the person's name. The only way to access the client record is to use the code number.

Persons who are homeless because they are victims as defined by the Violence Against Women Act (VAWA) i.e. persons fleeing domestic violence, sexual assault, dating violence, or stalking, who are being served at VAWA funded facilities or services will not be entered into HMIS per regulations, but will provide CCMIS with aggregate non PII data using a similar but separate database determined by those organizations.

X. AGENCY TERMINATION OF PARTICIPATION

A. Participation in the CCIMS is completely voluntary. To discontinue participation, the agency must submit written notice to the CCIMS Administrator.

Updated: 11-17-2015

B.   No more than 1 user can be assigned to a ServicePoint™ license at one time. The agency will incur any costs involved associated with transferring/exporting data out of the CCIMS at their request. All Participating Agency User Agreements regarding client confidentiality related to any information that has been downloaded from CCIMS prior to the Agency Termination of Participation will remain in effect indefinitely.

XI.   LICENSE COMMITMENT AND USEAGE POLICY WITHIN CCIMS. Once an Agency agrees to participate within the CCIMS and accepts use of a ServicePoint™ user license, the Agency is required to adhere to the following participation requirements:

A. All users must complete CCIMS training and a CCIMS User Agreement form to be granted live system access.

B.   Once a ServicePoint™ user license is activated on the live system, the Participating Agency is required to begin entering live data into the CCIMS as part of their normal intake process within five (5) days.

C.   If an Agency is inactive with client entry for more than 30 days, the ServicePoint™ user license will be deactivated and the Agency must provide intent of continued participation to the CCIMS Administrator. If changes have occurred within the CCIMS within those 30 days, the Agency may   be required to attend additional user training before their license will be re-activated.

D.   Agencies inactive for more than 60 days will loose rights to their user license and access to   CCIMS. Reactivation of an inactive license is subject to availability of licenses and HUD funds   available at that time and may require the agency to pay for new licenses.

Updated: 11-17-2015

AGENCY PARTICIPATION AGREEMENT
For Capital Area Coalition on Homelessness "CACH" Client Information Management System
Serving Harrisburg/Dauphin County Continuum of Care PA-501

AGENCY NAME: _____

For purpose of this agreement, the above Agency will be referred to as "Participating Agency"; the Consumer of Services and/or Housing as the "Client"; and the Capital Area Coalition on Homelessness and its Client information Management System as "CCIMS". ServicePoint is a web-based client information system, used for CCIMS to record and track client information. It will be used for case management, determining utilization of services of Participating Agencies, and sharing of information on services provided to the Participating Agency's clients, including all clients who are homeless.

I. ServicePoint Use and Data Entry

A. The Participating Agency shall follow, comply with, and enforce the User Policy, Modifications to the User Policy, Policies and Procedures, and Client Consent forms shall be established in consultation with Participating Agencies and may be modified as needed for the purpose of the smooth and efficient operation of the ServicePoint system.

1. All Participating Agency users of ServicePoint are required to have had training by CCIMS in using the ServicePoint database before they will be allowed to use it.
2. The Participating Agency shall only enter individuals in the ServicePoint database that exist as Clients in the Participating Agency's jurisdiction. The Participating Agency shall not misrepresent its Client base in the ServicePoint by entering known, inaccurate information.
3. The Participating Agency shall use Client information in the ServicePoint database, as provided to the Participating Agency, to assist the Participating Agency in providing adequate and appropriate services to the Client.
4. The Participating Agency shall consistently enter information into the ServicePoint database and will strive for real-time, or close to real-time data entry.

B. The Participating Agency will not alter information in the ServicePoint database entered by another Participating Agency with known, inaccurate information.

C. The Participating Agency shall not give or share assigned User ID's or passwords for the ServicePoint database with any other agency, business, or individual.

D. If this agreement is terminated, CCIMS will provide the Participating Agency with a copy of their client data. Copies will be in both digital and hardcopy form.

II. Training and Technical Assistance

A. CCIMS shall assure the provision of training for the necessary Participating Agency staff in the use of ServicePoint™. In addition training updates will be provided as necessary and reasonable for new staff and for changes in the software.

Updated: 11-17-2015

B. CCIMS will be available for continuing technical support as related to the ServicePoint™ system within budgetary constraints.

C. Each Participating Agency shall provide and maintain its own connection to the internet.

III. **Confidentiality**

A. The Participating Agency shall uphold all applicable federal and state confidentiality regulations and laws that protect Client records and the Participating Agency shall only release client records with written Consent for Release of Information by the client or when required by law.

   1**.** The Participating Agency shall post a **Consumer Notice** at each intake desk/cubicle and shall provide a verbal explanation of the ServicePoint database and the terms of the **Client Consent for Release of Information** forms and shall arrange for a qualified interpreter in the event that an individual is not literate in English or has difficulty understanding the consent form.

   2. The Participating Agency shall not solicit or input information from Clients into the ServicePoint database unless it is essential to provide services or conduct evaluation or research.

   3. The Participating Agency shall ensure that all staff, volunteers, and other persons issued a User ID and password from ServicePoint™ receives client confidentially training.

B. The Participating Agency may receive access to Client Data entered by other Participating Agencies. All Participating Agencies are bound by restrictions placed upon the data by the client of any other Participating Agency. The Participating Agency shall record, in the ServicePoint™ database, all restrictions requested.

C. The Participating Agency shall maintain the appropriate **Client Consent for Release of Information** for the participant in the ServicePoint™ database. See attached uniform consent form.

   1. The Participating Agency shall keep signed copies of the **Client Consent for Release of Information** form for ServicePoint™ for a period of three years.

   2. If a Client withdraws Consent for Release of Information, the Participating Agency remains responsible to ensure that Client's information is unavailable to all other Partner Participating Agencies.

D. This agreement does not require or imply that services must be contingent upon a Client's participation in the ServicePoint™ Database. Services should be provided to Clients regardless of ServicePoint™ participation provided the Clients would otherwise be eligible for the services.

IV. Use of Data

A. The Participating Agency's access to data on Clients it does not serve, shall be limited to non-identifying and statistical data.

Updated: 11-17-2015

B. Participating Agency may make aggregate data available to other entities for funding or planning purposes pertaining to providing services to homeless persons. However, such aggregate data shall not directly identify individual Clients.

C. If this agreement is terminated, CCIMS and remaining Participating Agencies shall maintain their right to the use of all Client data previously entered by the terminating Participating Agency; this use is subject to any restrictions requested by the Client.

D. CCIMS will use only unidentified, aggregate ServicePoint™ data for policy and planning decisions, in preparing federal, state, or local applications for funding, to demonstrate the need for and effectiveness of programs, and to obtain a system-wide view of program utilization in the state.

V. Terms and Conditions

A. No party to this agreement shall assume any additional liability of any kind due to the execution of this agreement or participation in the ServicePoint™ system. Each party will remain liable, to the extent provided by law, regarding its own acts and omissions. The parties specifically agree that this agreement is for the benefit of the parties only and this agreement does not create rights for any third party.

B. CCIMS shall not be liable to any member Participating Agency for any cessation, delay, or interruption of services, nor for any malfunction of hardware, software, or equipment to the extent that any such event is beyond the reasonable control of CCIMS.

C. This agreement shall be in-force until revoked in writing by either party provided funding is available.

AGENCY: CAPITAL AREA COALITION ON
HOMELESSNESS

BY: _____
          BY:_____

Name/Title:_____
          Name/Title:_____

Address: Address:

Updated: 11-17-2015

CCIMS Participating Agency Profile for ServicePoint™

Agency Name_____

Contact Person_____Title _____

Street Address _____

City _____State _____Zip _____

Mailing Address _____

City _____State _____Zip_____

Phone _____Description _____

Alt. Phone _____ Description _____

Fax _____ Description _____

Alt Fax _____ Description _____

E-mail _____ Alt e-mail _____

Website Address _____

Agency Description:_____
_____

Landmarks:_____
Hours: _____
Zip Codes Served: _____
Program Fees:_____
Intake Procedure _____

Updated: 11-17-2015

Eligibility: _____

Languages _____

Shelter Requirements _____
Shelter Tax Code (if applicable): _____
Printed Directory _____Yes _____No
Handicap Access _____Yes _____No
Brochures _____Yes _____No
Services Provided
_____Basic Needs _____Consumer Services
_____Criminal Justice & Legal Services _____Education
_____Health Care _____Individual & Family Life
_____Mental Health & Counseling _____Organizational/Community Services

Specific Services Provided _____
        (attached detailed list if necessary)
Areas Served _____
Communities Served _____

Please attach Agency/Program brochure.

To assist in filling out the CCIMS Agency Profile form refer to Program Descriptor Elements pages 17 through 19 of this document.*

SECTION 2 PROGRAM DESCRIPTOR DATA ELEMENTS

Data Elements	Response Category	Page
2.1 Organization Identifier	*assigned by CCIMS*	
2.2 Organization Name		
2.3 Program Identifier	*assigned by CCIMS*	
2.4 Program Name		
2.5 Direct Service Code	___ No	pgs.21-22
	___ Yes	
2.6 Site Information		
2.6A Program Site Configuration Type	___ Single site, single building	pg. 23
	___ Single site, multiple buildings	
	___ Multiple sites	
2.6B Site Address		
2.6C Geocode	___ 422898 Harrisburg City	pg.23
	___	
2.6D Site Type	___Non-residential: services only	pgs.23-24
	___ Residential: special needs and non-special needs	
	___ Residential: special needs only	
2.6E Housing Type	___ Mass Shelter/Barracks	pgs.26-27
	___ Dormitory/hotel/motel	
	___ Shared housing	
	___ Single Room Occupancy	
	___ Single apartment (non-SRO) units	
	___ Single homes/townhouses/duplexes	
	___ Not applicable: non-residential program	
2.7 Continuum of Care Number	PA-501	
2.8 Program Type Code	___ Emergency Shelter	pgs 26-27
	___ Transitional Housing	
	___ Permanent Supportive Housing	
	___ Homeless Outreach	
	___ Homelessness Prevention and Rapid Re-Housing	
	___ Services Only Program	
	___ Permanent Housing (e.g. Mod Rehab SRO, subsidized housing without services	
	___ Safe haven	
	___ Other	
2.9 Bed and Unit Inventory		pgs 28-30
2.9 A Household Type	___ Household without children	pg.30
	___ Household with children	

Updated: 11-17-2015

2.9B Bed Type	___ Facility-based	pg.30
	___ Voucher	
	___ Other	
2.9C Availability	___ Year Round	pgs 30-31
	___ Seasonal	
	___ Overflow	
2.9D Bed Inventory		pg.31
2.9E Chronically Homeless Bed Inventory (PSH only)		pg.31
2.9F Unit Inventory		pg.31
2.9G Inventory Start Date		pg.32
2.9H Inventory End Date		pg.32
2.9I CCIMS Participating beds		pg.32
2.9J CCIMS Participation start date		pg.32
2.9K CCIMS Participation end date		pg.32
2.10 Target Population A	___ SM, single makes (18 yrs and older)	pg.34
	___ SF, single females (18 yrs and older)	
	___ SMF, single males and females *18 yrs and older)	
	___ CO, couple only, no children	
	___SM+HC, single males and household with children	
	__ SF+HC, single females and household with children	
	___ HC, households with children	
	___ YM, unaccompanied young males (under 18)	
	___ YF, unaccompanied young females (under 18)	
	___ YMF, unaccompanied young males and females (under 18)	
	___ SMF+HC, single male and female and households with children	
2.11 Target Population B	___ DV: Domestic Violence Victims	pg.35
	___ VET: Veterans	
	___ HIV: Person with HIV/AIDS	
	___ NA: Not applicable	
2.12 Method for Tracking Residential Program Occupancy	___ Program Entry and Exit Date Comparison	pgs 36-38
	___ Bed Management model	
	___ Service Transaction model	
2.13Grantee Identifier (HPRP Programs only)		pgs 38-39

*CCIMS Revised Data Standards Notice March 2010
https://sp5.servicept.com/CCIMS/com.bowmansystems.sp5.core.ServicePoint/index.html

Updated: 11-17-2015

Consumer Notice

Capital Area Coalition on Homelessness
Harrisburg/Dauphin County Continuum of Care

This agency is a participant in the Capital Area Coalition on Homelessness Client Information Management System (CCIMS). The CCIMS collects basic information about clients receiving services from this agency. This basic information is used to get an accurate count of individuals, families and services needed for those who are homeless and/or receiving supportive services. Accurate counts will allow the Harrisburg/Dauphin County Continuum of Care to better service the needs of our local community.

We only collect information that we consider appropriate. The collection and use of personal information is guided by strict standards of confidentiality. A copy of our Privacy Policy describing our privacy practice is available to all clients on request.

You will also have the ability to share your personal information with other agencies in Harrisburg and Dauphin County that participate in CCIMS by completing a Release of Information form. This will allow those agencies to work in a cooperative manner to provide you with efficient and effective services.

Updated: 11-17-2015

Capital Area Coalition on Homelessness
Client Information Management System (a.k.a. HMIS)
Data Quality Standards

For Participating Agencies to be considered participating in the Capital Area Coalition on Homelessness Client Information Management System (CCIMS), the data they provide must fulfill three data requirements: data must be timely, complete, and accurate. Participating Agencies that supply data which fail to meet these requirements will not be considered CCIMS participants. CCIMS staff can produce reports upon request for agencies wishing to verify that their data meet these requirements.

DEFINITION OF A RECORD
A record contains sufficient accurate individual data elements of a homeless individual that a basic analysis of the extent and characteristic can be conducted.

TIMELINESS OF DATA
To be most useful for reporting, CCIMS Participating Agency programs should include the most current information on the clients served. The purpose of timeliness is to ensure access to data when it is needed for either reporting or monitoring purposes. **Programs shall utilize HUD HMIS Universal Data Elements, Program Specific Data Elements, and the entry/exit process for every client entered into CCIMS.** Timeliness of data collection and entry impacts the correctness of the data collected.

GENERAL STANDARD
To ensure the most up-to-date data, all Universal and Program Specific Data Elements, including entry/exit data, should be entered within five (5) business days from when it is collected. All service transactions (services provided) should be entered into CCIMS by the 5_{th} business day of the month following the reporting period. For example, data for the month of April must be entered into the CCIMS by the fourth business day of May.

Exceptions:
Emergency Shelters: All CCIMS Emergency Shelter participating programs will ensure Universal Data element includingHUD Entry/Exit assessment data are entered within two (2) business days of intake.

Outreach Programs: Limited client profile data elements, including as much entry/exit assessment data as possible entered within two (2) days of the first outreach encounter. Upon engagement for services, all remaining Universal Data Elements and assessment data must be entered within two (2) business days.

DATA COMPLETENESS
The purpose of completeness is to ensure sufficient data on clients, their demographic characteristics, and services used to facilitate confident reporting and analysis on the extent and characteristics of the homelessness including:
> • Unduplicated counts of clients served at the local level;
> • Patterns of use of people entering and exiting the homeless assistance system; and
> • Evaluation of the effectiveness of homeless systems.

PROGRAM DESCRIPTOR DATA ELEMENTS
The two purposes of the Program Descriptor Data Elements (2.1 to 2.13) are: One purpose is to ensure that the CCIMS is the central repository of information about homelessness in the CoC, including information about programs and clients, thereby making available within the system the data necessary to; 1). Complete required reports including the Annual Performance Report (APR), Quarterly Performance Reports (QPR) for HPRP funded programs, the Annual Homeless Assessment Report (AHAR), and the

Updated: 11-17-2015

Housing Inventory that is part of a c CoC's annual funding application; 2) track bed utilization; 3)calculate rates of CCIMS participation; and 4) monitor data quality. Complete program descriptor information also enhances the CCIMS as a tool for supporting information and referral services. No null/missing Program Descriptor Data Elements are allowed since this information is required as part of the basic administrative set up of programs within the CCIMS system.

UNIVERSAL DATA ELEMENTS
The Universal Data Elements including HUD Entry/Exit Assessment Data, establishes the baseline data collection requirements for all providers in the Harrisburg/Dauphin County. These elements are also necessary to provide accurate counts for various reporting requirements including HUD's Annual Performance Report, the HPRP Quarterly Report, and the Annual Homeless Assessment Report, and other reporting requirements, and to ensure that the CoC has sufficient client data to conduct basis analysis on the populations they serve.

GENERAL STANDARD
The acceptable range for all clients with Null/Missing data is 0% and Don't Know/Refused will be no higher than 5%.

PROGRAM SPECIFIC DATA ELEMENT:
The Program Specific Data Elements provide information about the characteristics of clients, the services that are provided, and client outcomes. These data elements must be collected from all clients served by programs that are required to report this information to HUD. These elements are also necessary to provide accurate counts for various reporting requirements including HUD's Annual Performance Report, the HPRP Quarterly Report and to ensure the CoC has sufficient client data to conduct basic analysis on the populations they serve.
SERVICES PROVIDED (SERVICE TRANSACTIONS)
Services provided are required to be entered for all providers in the Harrisburg/Dauphin County Continuum of Care. It is useful in identifying service gaps in a community and for meeting monitoring and reporting requirements.

GENERAL STANDARD
Services that are provided for the benefit of the program clients should be entered when services are rendered but no later than the 5th business day of the month following the reporting period.

DATA ACCURACY
Information entered into CCIMS needs to be valid, i.e. it needs to accurately represent information on the people that enter any of the homeless service programs contributing data to CCIMS. Inaccurate data may be intentional or unintentional. In general, false or inaccurate information is worse than incomplete information, since with the latter, it is at least possible to acknowledge the gap. Thus it should be emphasized to clients and staff that it is better to enter nothing (or preferably "don't know" or "refused") than to enter inaccurate information. To ensure the most up-to-date and complete data, data entry errors should be corrected on a monthly basis.

Exceptions:
VAWA Section 605. Amendment to the McKinney-Vento Homeless Assistance Act

VICTIM SERVICE PROVIDER - The term 'victim service provider' means a non-profit, non-governmental organization including rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault or stalking.

VICTIM SERVICE PROVIDERS - Any victim service provider that is a VAWA recipient or sub-grantee are NOT to disclose for purposes of CCIMS personally identifying information about any client.

INFORMATION SHARING – Participating Agencies may share non-personally identifying data in the aggregate regarding services to their clients and non-personally demographic information in order to comply with Federal, State, tribal or territorial reporting, evaluation or data collection requirements. Agencies required to participate in CCIMS and qualify as an exception will be required to submit their aggregate counts to CCIMS on a quarterly basis.

CONSISTENCY
The purpose of consistency is to ensure that data is understood, collected, and entered consistently across all programs in the CCIMS.

GENERAL STANDARD
All data in CCIMS shall be collected and entered in a common and consistent manner across all programs. A basic intake form that collects data in a consistent manner will be available to all programs. To that end, all intake and data entry workers will complete an initial training before accessing the live CCIMS system.

MONITORING
The purpose of monitoring is to ensure that the standards on the extent and quality of data entered into the CCIMS that have been agreed upon by the CoC and their homeless service providers are met to the greatest possible extent and that data quality issues are quickly identified and resolved.

The monitoring plan is a separate document and will be circulated to all CCIMS participants.

INCENTIVES
The purpose of incentives is to provide positive re-enforcement to service providers who achieve and maintain data of the extent and quality outlined in this standard.

The incentive policy will be developed and circulated to all CCIMS participants.

Client Informed Consent & Release of Information Authorization

CACH Client Information Management System (CCIMS)

_____ is a Participating Agency in the CACH Client Information Management System (CCIMS). CCIMS is a shared homeless and housing database system administered by the Capital Area Coalition on Homelessness. CCIMS can improve the services and programs for homeless and low income households by allowing authorized staff at Participating Agencies to share client information and to follow trends and service patterns over time. CCIMS operates over the internet and uses many security protections to ensure confidentiality.

Participation in the CCIMS program is important to our community's ability to provide you with the best services and housing possible. As you receive services, information will be collected about you, the services provided to you, and the outcomes these services help you to achieve.

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

- Your name and other identifying information will not be shared with any agency not participating in the system (unless required to do so by law.)
- Your name, gender, race, social security number and date of birth may be shared with Partner Agencies for Identification purposes even if you elect not to share other relevant information.
- Sensitive information such as diagnosis or treatment or mental health disorders, drug or alcohol disorders, HIV/AIDS, or domestic violence concerns, **will not** be shared between Partner Agencies without specific written consent.
- A list of Partner Agencies is available upon request.
- Authorizing your information to be entered into the CCIMS is voluntary.
- Refusing to do so will not limit your access to shelter or services if you allow required basic information to be entered into CCIMS even as an anonymous participant. Shelters and Services are required by HUD and other funders to determine eligibility and to provide non personally identifying program counts and reports in order to be compliant.

 Please initial one of the following levels of consent:
____ (1) I give authorizations for my basic and relevant information to be entered into the CCIMS and shared between Partner Agencies. I understand that I have the right to receive a copy of all information shared between the Partner Agencies.

____ (2) I give authorization for my basic and relevant information to be entered into the CCIMS, but not shared between Partner Agencies.

Updated: 11-17-2015

I understand that I may cancel this authorization at any time by written request, but the cancellation will not be retroactive. I understand that I have the right to view my CCIMS record and will have a report prepared within 72 hours of my written request. I understand that this release is valid for 5 years from the date of my signature.

_____   _____
Print Name of Head of Household   Print Name of Spouse

_____   _____
Signature/Date   Signature/Date

Updated: 11-17-2015

Notice of Privacy Policy
CACH Client Information Management System
Harrisburg/Dauphin County Continuum of Care

ServicePoint™ is a web-based, case management system used for client information management, statistical reporting and sharing of information on services provided to clients. ServicePoint™ assists us in managing your information, however, individually identifiable information about you is considered "Protected Personal Information" (PPI). We are required by applicable Federal and State law to maintain the privacy of your PPI and to give you notice about how, when, and why we may use or disclose any of this information. The primary coordinating agency is the Capital Area Coalition on Homelessness (CACH) and is the system administrator. For the purposes of this Privacy Policy, "Participating Agency" is any Agency participating in ServicePoint™ and "Client" is a consumer of services at any Participating Agency.

How We Use or Disclose your Protected Personal Information

To Provide Services
We may use or disclose your PPI to provide services to you and your household members. We may share this information with members of our staff or with others involved in managing your case. We may also disclose your PPI with a member of your family or other person who is involved in your case upon your approval.

For Administrative Functions
We may use or disclose your PPI for operational purposes. For example, we may use your information to evaluate our services, including the performance of our staff while managing your case. We may also utilize the information to improve the quality and effectiveness of our services.

For Reporting Purposes
The CCIMS and Participating Agencies are required to disclose aggregate information for a variety of reports. The information that is used in these reports describes basic demographic and service information. There will not be any identifying information in these reports, nor will you're PPI be submitted to a National Database.

Uses or Disclosures that are Required or Permitted by Law

Disclosure for Law Enforcement Purposes
We may use or disclose your PPI to law enforcement officials for law enforcement purposes:
- As required by law
- In response to a court order, subpoena, or other legal proceeding
- To identify or locate a suspect, fugitive, material witness or missing person
- When information is requested about an actual or suspected victim of a crime
- To report a death as a result of possible criminal conduct
- To investigate allegations of misconduct that may have occurred on our premises
- To report a crime in emergency circumstances

Updated: 11-17-2015

Victims of Abuse, Neglect, or Domestic Violence
We may disclose your PPI if we believe that you are a victim of abuse, neglect, or domestic violence

Public Health Activities
We may disclose your PPI if the Partner Agency, in good faith, believes that the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public and is made to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.

Uses or Disclosures that Require your Authorization
 Other uses and disclosures of your PPI will be made only with your written authorization. You may cancel your written authorization at any time by notifying the Participating Agency that is managing your case, in writing. If you cancel your authorization, it will not have any affect on the information that we have already disclosed.

Your Rights

- You have the right to choose to allow to share your identifying information in part or in whole to CCIMS participating agencies as relevant to your needs, through a release of information.
- You have the right not to participate in CCIMS at any time. However, programs and services may be required by law or from their funding sources to obtain certain eligibility and client level data from you as a condition of service to you, which as an alternative, can be recorded anonymously in CCMIS if you so choose.
- You have the right to view your PPI, correct any inaccurate information and request information about who has seen your PPI.

Updated: 11-17-2015

CCIMS Agency Receipt of Privacy Policy
CACH Client Information Management System
Harrisburg/Dauphin County Continuum of Care

According to HMIS Data and Technical Standards produced by HUD, each agency using the CCIMS is required to post a Privacy Notice regarding their Privacy Policy and to make the full Privacy Policy available to clients on request. CCIMS has created this Privacy Notice and CCIMS Privacy Policy.

Our Participating Agency will use the CCIMS created Privacy Notice: YES / NO

Our Participating Agency will use our own Privacy Notice to cover CCIMS usage   YES / NO

By signing below, the agency administrator has acknowledged receipt of CCIMS Privacy Notice and CCIMS Privacy Policy. It will be the responsibility of the Participating Agency to post the Privacy Notice near intake workstations and to-make the Privacy available to clients on request.

_____
Agency

_____
Agency Administrator

_____ _____
Signature   Date

USER POLICY, RESPONSIBILITY STATEMENT & CODE OF ETHICS
CACH Client Information Management System (CCIMS)
Harrisburg/Dauphin County Continuum of Care

USER POLICY

Participating Agencies within the CCIMS shall share information for provision of services to persons, many who are homeless, through a networked infrastructure that establishes electronic communication among the Participating Agencies.

Participating Agencies, shall at all times, have rights to the data pertaining to their clients that was created or entered by them in the ServicePoint™ system. Participating Agencies shall be bound by all restrictions imposed by clients pertaining to the use of personal data that they do not formally release.

It is a Client's decision to select which information, if any, entered into the ServicePoint™ system shall be shared and with which Participating Agencies. The ServicePoint™ Client Consent/Release of Information form shall be signed if the Client agrees to share information with Participating Agencies.

Data necessary for the development of aggregate reports of homeless services, including demographics, services needed, services provided, referrals and Client goals and outcomes should be entered to the greatest extent possible.

The ServicePoint™ system is a tool to assist Agencies in focusing services and locating alternative resources to help persons, many of whom are homeless. Therefore, Agency staff should use the Client information in the ServicePoint™ system to target services to the Client's needs.

RELEVANT POINTS REGARDING CLIENT CONFIDENTIALITY INCLUDE:

- A client consent form must be signed by each client whose data is to be shared in the CCIMS System.

- Client consent may be revoked by that client at any time by a written notice

- Clients have a right to inspect copy and request changes in their CCIMS records.

- CCIMS users may not share client data with any Partner Agency without obtaining written permission from the client.

- CCIMS users must notify their CCIMS Agency Administrator or CCIMS System Administrator upon termination of employment from the Agency.

- Any CCIMS user found to be in violation of the   CCIMS Policies and Procedures, or the points of client confidentiality in the User Agreement, may be denied access to the   CCIMS ServicePoint™ System.

Updated: 11-17-2015

USER RESPONSIBILITY

Your User ID and Password gives you access to the CCIMS ServicePoint system. Read and initial each item below to indicate your understanding and acceptance of the proper use of your User ID and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the ServicePoint™ system

___ My User ID and Password are for my use only and must not be shared with anyone,

___ I must take all reasonable means to keep my password physically secure.

___ I understand that the only individuals who can view information in the ServicePoint™ system are authorized users and the Clients to whom the information pertains.

___ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.

___ If I am logged into ServicePoint™ and must leave the work area where the computer is located, I must logoff of ServicePoint™ before leaving the work area.

___ A computer that has the ServicePoint™ software open and running shall never be left unattended

___ Failure to log off ServicePoint™ appropriately may result in a breach in client confidentiality and system security

___ Hard copies of ServicePoint™ information must be kept in a secure file

___ When hard copies of ServicePoint™ information are no longer needed, they must be properly destroyed (shredded) to maintain confidentiality.

___ If I notice or suspect a security breach, I must immediately notify the Agency Administrator for ServicePoint™ or the System Administrator (CCIMS System Administrator).

___ I have received training on the usage of ServicePoint™,

___ I have been made aware of the CCIMS Privacy Policy.

___ My PC has a regularly updated Anti-Virus software and a Spy-ware program

Updated: 11-17-2015

USER CODE OF ETHICS

A. ServicePoint Users must treat Participating Agencies with respect, fairness and good faith

B. Each ServicePoint™ User should maintain high standards of professional conduct in the capacity as a ServicePoint™ User.

C. The ServicePoint™ User has primary responsibility for his/her Client(s)

D. ServicePoint™ users have the responsibility to relate to the Clients of other Partner Agencies with full professional consideration.

I understand and agree to comply with all the statements listed above

_____
Print Name

_____   _____
ServicePoint™ User Signature   Date

_____
Agency Name

_____   _____
Agency/System Administrator   Date

Date Established _____

COMMENTS:

CCIMS Administrator: _____
                              Print name

CCIMS Administrator Signature: _____

Updated: 11-17-2015

ATTACHMENT 4

<u>Point in Time Methodology:</u>

In accordance with HEARTH ACT requirement of Point In Time Standards, requiring that The final PIT count methodology must be approved by the Continuum of Care (CoC) in accordance with the CoC's governance charter:

The Capital Area Coalition on Homelessness (CACH) adopts the following Point In Time (PIT) Methodology:

1. Sheltered Population (Emergency Shelter, Transitional Housing, Safe Haven): CACH uses a "Complete Census Count" utilizing a client questionnaire survey that includes all required HUD data elements in addition to other elements of local data collection interest. The survey is informed HMIS collected data, case staff information, and surveys of participants at various sites throughout the PIT period.
2. Unsheltered Population: CACH surveys the unsheltered population using a "known locations count" i.e. at known sites and encampments, and a "Services based count" i.e. at soup kitchens, service agency, etc., during "night of the Count" and "Post night of Count."

In both sheltered and unsheltered counts an identifier is created based upon each participant's demographic and anonymous identification information that results in an identifier that is unique to only that person. This provides accurate deduplication if that person is surveyed at various places multiple times throughout the PIT period.

ATTACHMENT 5:

CAPITAL AREA COALITION ON HOMELESSNESS

BYLAWS

ARTICLE I
Name, Offices, and Fiscal Year

1.1   **Name.** The name of the Corporation is Capital Area Coalition on Homelessness (CACH).

1.2   **Registered Office.** The registered office of CACH in the Commonwealth of Pennsylvania shall be at 2041 North Second Street, Harrisburg, PA 17110, until otherwise established by a vote of the Board of Directors in office.

1.3   **Fiscal Year.** The fiscal year of CACH shall, unless otherwise decided by the Board of Directors, be January 1 to December 31.

ARTICLE II
Mission, Vision and Coalition Structure

2.1   **Mission.** The mission of the Capital Area Coalition on Homelessness ("CACH") is to educate and mobilize the residents of the Capital Region with regard to the problem of homelessness, and to coordinate services for the purpose of preventing and reducing homelessness in the Capital Area. In so doing, the CACH shall be authorized to carry on such charitable and educational activities, as defined for the purposes of section 501(c)(3) of the Internal Revenue Code of 1986, as amended (the "Code"), which may assist in the accomplishment of the CACH's mission. In addition, the CACH shall be authorized to make grants to other charitable, Code section 501(c)(3) organizations that conduct programs and activities relating to or furthering its purposes. The CACH shall be authorized to take such actions and perform such acts to accomplish its purposes with all of the powers and authority conferred on nonprofit corporations by the laws of the Commonwealth of Pennsylvania, subject to the limitations imposed upon its actions under section 501(c)(3) of the Code. In carrying out such purposes, the CACH does not contemplate pecuniary gain or profit, incidental or otherwise. The CACH is incorporated exclusively for, and the nature of the activities to be conducted and the purposes to be promoted by the CACH exclusively shall be for educational and charitable purposes within the purview of section 501(c)(3) of the Code.

2.2   **Vision**. The vision of CACH is that every family and individual in the Capital Region has access to safe, affordable housing and the skills and resources necessary to maintain life in that housing.

2.3   **Structure.** There are basically three overlapping spheres of organizational structure.

     2.3.1.   The full CACH Coalition which simply refers to the CACH group or the CACH meeting. This includes any and all persons who are involved with and/or concerned about homelessness in the Capital Region. "Membership" is open and informal, and consists of those who come to the regularly schedules meetings. Those who attend are also expected to be active on one of the working committees of CACH.

     2.3.2.   The Coordinating Committee is made up of the CACH President, Vice-President, Secretary, Treasurer and the chair (or co-chairs) of each committee and other interested individuals.

     2.3.3.   The established committees, each of which will have a chairperson or co-chairs and a minute taker to record the work of the committee meetings.

2.4   **Members.** Members shall have no voting rights for the purposes of Pennsylvania Nonprofit Corporation Law, but shall have the right to attend all committee meetings unless closed into executive session. Qualification for membership shall be determined by policies approved by the Coordinating Committee.

ARTICLE III
Coordinating Committee

3.1   **Size of the Coordinating Committee.** The number of members of the Coordinating Committee shall consist of at least seven people but no more than fifteen people.

3.2   **Composition of the Coordinating Committee.** The Coordinating Committee shall be composed of Coalition officers and three other individuals interested in promoting the Mission and Vision of CACH. In addition, the City of Harrisburg, the County of Dauphin, The Foundation for Enhancing Communities and The United Way of the Capital Region shall each be entitled (but not required) to appoint a member of the Coordinating Committee.

3.3   **Terms.** The initial members of the Coordinating Committee (the members of the Coordinating Committee are hereinafter referred to as directors) shall serve such terms as set forth in the initial appointment or election documents. After the initial election or appointment of the Coordinating Committee, each director elected or appointed to the Coordinating Committee shall hold office beginning on July 1 and remain on the Coordinating Committee until a successor shall have been appointed and qualified, except in the event of death, resignation or removal. The term of office of each director shall be two (2) years.

3.4   **Organization.** At every meeting of the Coordinating Committee, the President (or, in the case of a vacancy in the office or absence of the President, one of the following officers present in the order stated: the Vice President, if there be one, or a such other Chair as chosen by a majority of the directors present), shall preside, and the Secretary (or, in the absence of the Secretary, an Assistant Secretary, or in the absence of the Secretary and the Assistant Secretary, any person appointed by the chair of the meeting) shall act as Secretary.

3.5   **Resignations.** Any member of the Coordinating Committee may resign at any time by giving written notice to the President or the Secretary of CACH. Such resignation shall take effect at the date of the receipt of such notice or at any later time specified therein and, unless otherwise specified therein, the acceptance of such resignation shall not be necessary to make it effective. Any director shall be deemed to have offered his or her resignation if he or she ceases to represent the group for whom that director was appointed as a representative.

3.6   **Vacancies.** Vacancies of elected positions shall be filled by a special election of the Coordinating Committee at the first regularly scheduled meeting after the vacancy occurs. A member appointed to fill a vacancy shall serve the remaining unexpired term of the director whose position was vacated.

3.7   **Removal.** Any director may be removed by the majority of directors then in office with or without cause. A director who is so removed shall not be granted any rights to a hearing or the right to appeal the removal.

3.8   **Place of Meeting.** Meetings of the Coordinating Committee may be held at such place within or without Pennsylvania as the Coordinating Committee may from time to time appoint, or as may be designated in the notice of the meeting.

3.9   **Annual Meeting.** During the month of June, the Coordinating Committee shall meet for the purpose of election of directors whose terms are expiring or have expired and to elect officers, (to take office effective July 1) and the transaction of other business. Such meeting may be held at any time or place which shall be specified in a notice given as provided for special meetings of the Coordinating Committee in section 3.11.

3.10   **Regular Meetings.** Regular meetings of the Coordinating Committee shall be held at such time and place as shall be designated from time to time by resolution of the Coordinating Committee. If the date fixed for any such regular meeting be a legal holiday under the laws of the state where such meeting is to be held, then the same shall be held on the next succeeding business day, not a Saturday or Sunday, or at such other time as may be determined by resolution of the Coordinating Committee. At such meetings, the members shall transact such business as may properly be brought before the meeting. Notice of regular meetings need not be given unless otherwise required by law or these bylaws.

3.11   **Special Meetings.** Special meetings of the Coordinating Committee shall be held whenever called by the President or by two or more of the directors. Notice of each such meeting shall be given to each director by telephone, e-mail or in writing at least twenty-four (24) hours (in the case of notice by e-mail or telephone) or five *(5)* days (in the case of notice by

mail) before the time at which the meeting is to be held. Every such notice shall state the time and place of the meeting.

3.12   **Quorum, Manner of Acting and Adjournment.**

3.12.1   Except as otherwise provided in these bylaws, a majority of the directors in office shall be present at each meeting in order to constitute a quorum for the transaction of business. Every director shall be entitled to one (1) vote.

3.12.2   Except as otherwise specified in these bylaws, or provided by statute, the acts of a majority of directors present at a duly constituted meeting shall be the acts of the Coordinating Committee.

3.12.3   Except as otherwise provided by law, in the absence of a quorum, a majority of the directors present and voting may adjourn the meeting from time to time until a quorum is present. The directors shall act only as a Coordinating Committee and the individual directors shall have no power as such, except that any action which may be taken at a meeting of the members may be taken without a meeting if a consent or consents in writing setting forth the action so taken shall be signed by all of the directors in office and shall be filed with the Secretary of CACH.

3.13   **Robert's Rules of Order.** Robert's Rules of Order shall be used to conduct CACH business except as otherwise provided herein.

3.14   **Compensation.** The Coordinating Committee directors shall not be compensated for their services as such. Luncheons and reimbursement for travel expenses shall not constitute compensation.

3.15   **Attendance.** All directors shall be required to attend a minimum of two thirds (66%) of all Coordinating Committee and committee meetings to which the member is assigned during the course of a full fiscal year to maintain status in good standing. Failure to comply with this attendance provision can result in removal from Coordinating Committee.

3.16   **Powers.** The Coordinating Committee shall have full power to establish and direct the policies governing the business and affairs of CACH; and all powers of the CACH, except those specifically reserved or granted by statute or these bylaws, are hereby granted to and vested in the Coordinating Committee. The Coordinating Committee may retain or engage such agents and employees as it shall deem desirable, such persons to have such authority and perform the duties described, from time to time, by the Coordinating Committee.

ARTICLE IV
Officers

4.1   **Number and Qualifications.** The officers of the Coordinating Committee and CACH shall be a President, Vice President, a Secretary, a Treasurer, and such other officers as

may be elected in accordance with the provisions of Section 4.3. Any number of offices may be held by the same person. Officers must be members of CACH.

4.2 **Election and Term of Office.** The officers of the Coordinating Committee shall be elected for two year terms by the Coordinating Committee, and each such officer shall hold office until the end of his/her term of office and until a successor shall have been elected and qualified, or until death, resignation, or removal.

4.3 **Subordinate Officers, Committees and Agents.** The Coordinating Committee may from time to time elect such other officers and appoint such committees, employees or other agents as the business of CACH may require, including a President, one or more Vice Presidents, one or more Assistant Secretaries, and one or more Assistant Treasurers, each of whom shall hold office for such period, have such authority, and perform such duties as are provided in these bylaws, or as the Coordinating Committee may delegate to any officer or committee the power to elect subordinate officers and to retain or appoint employees or other agents, or committees thereof, and officers, committees, employees or other agents.

4.4 **Removal.** Any officer, committee, employee or other agent of CACH may be removed, either for or without cause, by the Coordinating Committee or other authority which elected, retained or appointed such officer, committee or other agent whenever in judgment of such authority the best interests of CACH will be served thereby, but such removal shall be without prejudice to the contract rights of any person so removed.

4.5 **Vacancies.** If the office of any officer becomes vacant for any reason, the Coordinating Committee may appoint a successor or successors, who shall hold office for the unexpired term in respect of which such vacancy occurred.

4.6 **General Powers.** All officers of the Coordinating Committee, as between themselves and CACH, shall respectively have such authority and perform such duties in the management of the property and affairs of CACH as may be determined by resolutions or orders of the Coordinating Committee, or, in the absence of controlling provisions in resolutions or orders of the Coordinating Committee, as may be provided in these bylaws.

4.7 **Executive Officers**. The executive officers of CACH shall be the President, Vice President, Secretary, Treasurer and such other officers and assistant officers as the needs of CACH may require. The officers shall hold their offices for a term of two years, corresponding to the program year of CACH, and shall have such authority and shall perform such duties as are provided by the bylaws and as shall from time to time be prescribed by the Coordinating Committee. No officer may hold such office for more than two terms. Any number of offices may be held by the same person. The Coordinating Committee may secure the fidelity of any or all such officers by bond or otherwise. The Coordinating Committee shall pay for the cost of the fidelity bond.

4.8 **President.** The President shall be the chief executive officer of CACH, and shall chair all meetings of the Coordinating Committee. The President shall lead the development of CACH's policies, represent CACH on ceremonial occasions, make committee appointments and

perform any duties incident to the office that may occur during his or her term of office. The President shall be an ex-officio member of all committees.

4.9   **Vice President.** The Vice President shall act in all cases for and as the President in the latter's absence or incapacity, shall serve on the Coordinating Committee, and shall perform such other duties as may be required from time to time.

4.10   **Secretary.** The Secretary or an Assistant Secretary shall attend all meetings of CACH and of the Coordinating Committee and shall record all the votes and the minutes of the meetings of the Coordinating Committee and of committees of the Board of Directors in a book or books to be kept for that purpose; shall see that notices are given and records and reports properly kept and filed by CACH as required by law; and, in general, shall perform all duties incident to the office of the Secretary, and such other duties as may from time to time be assigned by the Coordinating Committee or the President.

4.11   **Treasurer.** The Treasurer or an Assistant Treasurer shall have or provide for the custody of the funds or other property of CACH; shall collect and receive or provide for the collection and receipt of monies earned by or in any manner due to or received by CACH; shall deposit all funds in his or her custody as Treasurer in such banks or other places of deposit as the Coordinating Committee may from time to time designate; shall, whenever so required by the Coordinating Committee, render an account showing all transactions as Treasurer, and the financial condition of CACH; and, in general, shall discharge such other duties as may from time to time be assigned by the Coordinating Committee or President.

ARTICLE V
Committees

5.1   **Executive Committee.** There shall be a standing Executive Committee composed of the President, the Vice-President, Secretary and Treasurer.

5.2   **Scope of Authority.** The Executive Committee shall have the power to manage and conduct the business and property of CACH, except as limited by law, and except for the election of officers.

5.3   **Meetings.** The Executive Committee shall meet as often as necessary in the judgment of the President and at any time at the call of and under authority of the directors of the Coordinating Committee. Minutes of each meeting of the Executive Committee shall be kept by a Secretary to be designated from time to time by the President. At each regular meeting of the Coordinating Committee, the Executive Committee shall report all actions taken by it since the last regular meeting of the Coordinating Committee.

5.4   **Quorum.** a majority of members of the Executive Committee shall constitute a quorum of the Executive Committee. The affirmative vote of a majority of the members of the

Executive Committee present at any meeting of the Executive Committee at which a quorum is present shall constitute an action of the Executive Committee.

    5.5   <u>Other Committees</u>. The standing committees shall be:

        5.5.1   <u>Data Collection and Needs Assessment Committee</u>. The committee is charged with developing, maintaining and enhancing a system to collect data on individuals and families who are served by the system from numerous housing and service providers. Also, based upon this data, the committee shall publish an annual assessment of existing market conditions, trends, and needs.

        5.5.2   <u>Education and Public Information Committee</u>. The committee provides internal communication through an email newsletter. It educates public officials, media, civic leaders, and grant makers about homelessness and Continuum of Care efforts.

        5.5.3   <u>Planning and Resource Development Committee</u>. The committee oversees an ongoing CoC inclusive planning process and identifies and secures resources to help sustain service programs and the support services of the Continuum of Care and CACH. It shall recommend the planning and implementation of various service programs to the Coordinating Committee, or recommend against various programs, and shall present the reasons for and against approval to the Coordinating Committee. This committee shall be guided by other committee or member recommendations and analysis, but is free to present its own input to the Coordinating Committee. It should not interfere with member operations, programming, or responsibilities, but shall, among other things, assure that Coordinating Committee policy and directives are being properly implemented, that the community in which the program is occurring is informed about and satisfied with all stages of the program and it shall ensure compliance with all laws and regulations regarding the program.

        5.5.4   <u>Service Delivery Committee</u>. The committee evaluates linkages, communications, and cooperation among the provider network, suggests improvements to the delivery system, tracks client progress and evaluates outcomes. It evaluates, and annually reports measurable outputs, outcomes, and progress toward meeting any of CACH's published goals and objectives, especially those identified in any comprehensive plan.

        5.5.5   <u>Finance & Budget</u>: The roles of this committee are to recommend Operational Budgets each year as well as longer range Budgets as directed by the Coordinating Committee; to recommend how the Coordinating Committee should finance its various activities and projects; to assist in obtaining said financing as directed by the Coordinating Committee; and finally, to recommend how the various financial necessities, such as audits, tax returns, investments, etc. are to be carried out by the Coordinating Committee.

There shall be such other standing or temporary committees as the Coordinating Committee or the President shall deem proper and expedient. The Chair and membership of such committees shall be named by the Chair of CACH. Such committees shall serve at the discretion of the Coordinating Committee and have such authority as is determined by the Coordinating Committee. Qualification for membership on any such committee shall be determined by the Coordinating Committee.

ARTICLE VI
Miscellaneous

6.1 **Checks.** All checks, notes, bills of exchange or other orders in writing shall be signed by such person or persons as the Coordinating Committee may from time to time designate.

6.2 **Contracts.** Except as otherwise provided in these bylaws, the Coordinating Committee may authorize any officer or officers, agent or agents, to negotiate and/or enter into any contract or to execute or deliver any instrument on behalf of the Coordinating Committee, and such authority may be general or confined to specific instances.

6.3 **Deposits.** All funds of CACH shall be deposited from time to time to the credit of CACH in such banks, trust companies, or other depositaries as the Coordinating Committee may approve or designate, and all such funds shall be withdrawn only upon checks signed by two officers or employees as the Coordinating Committee shall from time to time determine.

6.4 **Waiver of Notice.** Whenever any notice whatever is required to be given under the provisions of the Pennsylvania Nonprofit Corporation Law of 1988 or under the provisions of the Articles of Incorporation or the Bylaws of the Corporation, a waiver thereof in writing signed by the person or persons entitled to such notice, whether before or after the time stated therein, shall be deemed equivalent to the giving of such notice. Attendance at the meeting, except for the stated purpose of objecting to the notice, shall be a waiver of notice.

6.5 **Consent in Writing.** Any action required or permitted to be taken at any meeting of the Coordinating Committee or any CACH committee, may be taken without a meeting if prior to such action a written consent thereto is signed by all members of the Coordinating Committee or all members of any other CACH committee, as the case may be, and such written consent is filed with the minutes of proceedings of the Coordinating Committee or any other CACH committee.

6.6 **Requirement for Notice.** Any notice of a meeting required hereunder shall specify the place, day and hour of the meeting. Written notice shall be required for any meeting of any committee, with written notice including written notice by telefax or other telecommunications system, except that oral notice may also be given in person or by telephone to the person entitled thereto. When written notice is given it may be given personally or by sending a copy thereof by first class or express mail, postage prepaid, or by telegram or by telex or TWX or courier service, charges prepaid, or by telecopier or similar telecommunications system, sent to the address or number appearing on the books of the Corporation. If notice is sent by mail, telegraph or courier service, it shall be deemed to be given to the person when deposited with the transmitting agency, and in all other cases shall be deemed given when transmitted with confirmation of receipt. When a meeting of directors or a committee thereof is adjourned, notice need not be given of the adjourned meeting, other than by announcement at the meeting at which the adjournment is given.

Updated: 11-17-2015

6.7 **Participation in Meetings by Telephone.** Use of conference telephone and similar communications equipment shall be permitted at the discretion of the Coordinating Committee for any meeting of the Coordinating Committee or any other CACH committee and such use shall be deemed to be permitted unless and until the Coordinating Committee shall have taken affirmative action by majority vote of all members to restrict such use. If permitted, any one or more committee members shall participate in a meeting of the Coordinating committee or any other CACH committee thereof by means of conference telephone or similar communications equipment by means of which all persons participating in the meeting can hear each other and such participation shall constitute presence in person at the meeting.

6.8 **Minutes.** If minutes of the prior meeting are forwarded to the persons entitled thereto with notice of the meeting, whether a meeting of the Coordinating Committee or any other CACH committee, member, or committee member, shall be presumed to have assented to such minutes unless his or her objection thereto shall be made to the Secretary at or before the meeting to which the notice applies.

ARTICLE VII
Indemnification

7.1 **Indemnification of Directors and Officers.** The Corporation shall indemnify any director or officer, and may indemnify any other employee or agent, who was or is a party to, or is threatened to be made a party to or who is called as a witness in connection with any threatened, pending, or completed action, suit or proceeding, whether civil, criminal, administrative or investigative, including an action by or in the right of this Corporation, by reason of the fact that he or she is or was a director, officer, employee or agent of this Corporation or is or was serving at the request of this Corporation as a director, officer, employee or agent of another corporation, partnership, joint venture, trust or other enterprise, against expenses, including attorneys' fees, judgments, fines and amounts paid in settlement actually and reasonably incurred by him or her in connection with such action, suit or proceeding unless the act or failure to act giving rise to the claim for indemnification is determined by a court to have constituted willful misconduct or recklessness.

7.2 **Not Exclusive.** The indemnification and advancement of expenses provided by, or granted pursuant to, this Article shall not be deemed exclusive of any other rights to which those seeking indemnification or advancement of expenses may be entitled under any Bylaw, agreement, contract, vote of directors or pursuant to the direction, howsoever embodied, of any court of competent jurisdiction or otherwise, both as to action in his or her official capacity and as to action in another capacity while holding such office. It is the policy of this Corporation that indemnification of, and advancement of expenses to, directors and officers of this Corporation shall be made to the full extent permitted by law. To this end, the provisions of this Article shall be deemed to have been amended for the benefit of directors and officers of this Corporation effective immediately upon any modification of the Nonprofit Corporation Law of 1988 of the Commonwealth of Pennsylvania (the "NCL") which expands or enlarges the power or obligation of corporations organized under the NCL to indemnify, or advance expenses to, directors and officers of this Corporation.

7.3 **Payment of Expenses.** This Corporation shall pay expenses incurred by an officer or director, and may pay expenses incurred by any other employee or agent, in defending a civil or criminal action, suit or proceeding in advance of the final disposition of such

action, suit or proceeding upon receipt of an undertaking by or on behalf of such person to repay such amount if it shall ultimately be determined that he or she is not entitled to be indemnified by this Corporation.

7.4   **Former Directors and Officers,** The indemnification and advancement of expenses provided by, or granted pursuant to, this Article shall, unless otherwise provided when authorized or ratified, continue as to a person who has ceased to be a director, officer, employee or agent and shall inure to the benefit of the heirs, executors and administrators of such person.

7.5   **Creation of Fund.** This Corporation shall have the authority to create a fund of any nature, which may, but need not be, under the control of a trustee, or otherwise secure or insure in any manner, its indemnification obligations, whether arising under these Bylaws or otherwise. This authority shall include, without limitation, the authority to (i) deposit funds in trust or in escrow, (ii) establish any form of self-insurance, (iii) secure its indemnity obligation by grant of a security interest, mortgage or other lien on the assets of this Corporation or (iv) establish a letter of credit, guaranty or surety arrangement for the benefit of such persons in connection with the anticipated indemnification or advancement of expenses contemplated by this Article. The authority granted by this Section 5 shall be exercised by the Coordinating Committee of this Corporation.

7.6   **Insurance.** The Corporation may purchase and maintain insurance on behalf of any person who is or was a director or officer or representative of the Corporation, or is or was serving at the request of the Corporation as a representative of another corporation, partnership, joint venture, trust or other enterprise, against any liability asserted against such person and incurred by such person in any such capacity, or arising out of his or her status as such, whether or not the Corporation has the power to indemnify such person against such liability under the laws of this or any other state.

7.7   **Not Exclusive.** The provisions of this Article shall not be deemed to preclude the indemnification of, or advancement of expenses to, any person who is not specified in Section 1 of this Article but who this Corporation has the power or obligation to indemnify, or to advance expenses for, under the provisions of the NCL or other-wise.

7.8   **Repeal.** The repeal of this Article or any amendment thereof which may impair or otherwise diminish the protection afforded hereby to the persons described herein shall be effective only with respect to acts or omissions by such persons which occur after the effective date of such repeal or amendment and shall have no effect whatsoever with respect to acts or omissions occurring prior to such effective date.

7.9   **Authorization.** Notwithstanding the foregoing provisions of this Article, the Corporation shall indemnify any person seeking indemnification in connection with a proceeding (or part of it) initiated by such person only if such proceeding (or part of it) was authorized by the Coordinating Committee of the Corporation.

ARTICLE VIII

Limitation of Director Monetary Liability

8.1   **Director Not Personally Liable.** A director of the Corporation shall not be personally liable, as such, for monetary damages for any action taken, or for any failure to take any action, unless (1) the director has breached or failed to perform the duties of his or her office under Subchapter B ("Fiduciary Duty") of Chapter 57 of the NCL and (2) the breach or failure to perform constitutes self-dealing, willful misconduct or recklessness. This bylaw shall not apply to the responsibility or liability of a director pursuant to any criminal statute or to the liability of a director for the payment of taxes pursuant to local, state or federal law. No amendment to or repeal of this Bylaw shall apply to or have any effect on the personal liability for monetary damages of any director of the corporation for, or with respect to, any act or omission of such director occurring prior to such amendment or repeal.

ARTICLE IX

Conflicts of Interest

9.1   **Interest in Contract or Transaction.** Any director, officer or key employee who has an interest in a contract or other transaction presented to the Coordinating Committee for authorization, approval or ratification shall make a prompt and full disclosure of his/her interest therein prior to Coordinating Committee action thereon. The disclosure shall include any known relevant and material facts which may be adverse to the Corporation.

9.2   **Determination of Conflict.** The Coordinating Committee shall determine (by a seventy-five percent (75%) vote) if a conflict of interest exists or can reasonably be construed to exist. If the Coordinating Committee determines a conflict exists, such conflicted person shall not vote, influence the Coordinating Committee, or participate in Coordinating Committee's discussions or deliberations pertaining to the contract or transaction. The conflicted person, however, may be counted to determine if a quorum is present, may present factual information to the Coordinating Committee, and may respond to direct questions from the Coordinating Committee regarding the contract or transaction.

9.3   **Minutes.** The minutes of the Coordinating Committee meeting shall state if a quorum was present, state that the person disclosed the potential conflict matters to the Coordinating Committee, that the Coordinating Committee determined whether a conflict of interest existed (if the Coordinating Committee found that a conflict of interest exists, that such determination was made by at least seventy-five percent (75%) of those present and able to vote), and that the conflicted person, if any, restrained from participating in Coordinating Committee deliberations and in voting on such matters.

9.4   **Employees.** Individuals on the Coordinating Committee that are also employed by the Corporation or engaged by the Corporation as a consultant will:

       9.4.1   Be compensated in the capacity as a Coordinating Committee member for justifiable expense related to meetings (mileage, etc.) only;

       9.4.2   Remove himself/herself from the voting process when his/her compensation, benefits, and other employment or consulting fees are voted thereon; and

       9.4.3   Ensure that all compensation/salaries/consulting fees paid to any employee or consultant of the Corporation are reasonable in light of the services rendered and the compensation/salaries/consulting fees paid by similar tax-exempt organizations.

ARTICLE X

Amendments to Bylaws

10.1   **Amendments Procedure.** These Bylaws may be altered, amended or repealed, and new bylaws may be adopted, by the affirmative vote of a two-thirds majority of all directors, with the vote at any regular meeting or at any special meeting, provided that at least thirty days' written notice is given of the intention to alter, amend or repeal or to adopt new bylaws at such meeting.

ARTICLE XI

Dissolution

11.1   **Dissolution Procedure.** CACH may be dissolved upon an affirmative vote of a two-thirds majority of all directors, with the vote at any regular meeting or special meeting,

provided that at least thirty days written notice is given of the meeting where the intention to dissolve is to be voted on.

        11.2   **Consequences of Dissolution.** Upon dissolution of CACH, its assets shall be distributed for one or more exempt purposes within the meaning of section 501(c)(3) of the Code or shall be distributed to the federal government, or to a state or local government, for a public purpose. Any such assets not so disposed of shall be disposed of by a court of competent jurisdiction in the county in which the principal office of CACH is then located, exclusively for such purposes or to the organization or organizations, as said court shall determine, which are organized and operated exclusively for such purposes.

CCIMS

CACH Client Information Management System

Program Policy and Procedure Manual

Capital Area Coalition on Homelessness

INTRODUCTION

In 2001 Congress directed the U.S. Department of Housing and Urban Development (HUD) to collect unduplicated data on the extent of homelessness at the local level [H.R. Report 106-988; Senate Report 104-410], the House Report states:

Local jurisdictions are required to collect unduplicated data of homeless persons, and analyze patterns of the use of assistance, including how they enter and exit the homeless assistance programs and the effectiveness of the systems. HUD is directed to assist the local jurisdictions and to assist with the implementation and operation of a Homeless Management Information System, or HMIS, which allows homeless service providers to enter the required data elements for tracking homeless populations and the effectiveness of the homeless programs. [Note: CACH purposefully named its HMIS program as the CACH Client Information Management System "CCIMS" with the specific vision to include software participation from non-HUD-funded programs within the service area. The terms HMIS and CCIMS may be used interchangeably in this manual.]

The Capital Area Coalition on Homelessness (CACH) receives funding from the County of Dauphin, under the County's yearly grant from HUD McKinney Vento Act to operate CCIMS. CACH has formed a CCIMS Oversight Committee that actively participates in the oversight of CCIMS compliance, data quality, and program development. The CCIMS Oversight Committee is a function of CACH's Service Delivery and Data Collection Committee. The Policy and Procedure Manual serves as a guide for the operation of the CCIMS program.

DEFINITIONS

Agency Participation Agreement: Agency Participation Agreement confirms the agreement between the CCIMS Participating Agencies and CACH. ServicePoint™ is a web-based client information system used for the CCIMS to record and track homeless client information. ServicePoint™ is used   for
1. Collecting data on homeless population and effectiveness of homeless programs and services.
2. Reporting requirements for HUD.
3. Case management and referral for homeless program/services.

This Agreement spells out specific responsibly of the CACH and the Participating Agency *(see Agency Participation Agreement pages 12-14)*.

Agency Profile for ServicePoint: This form is to be filled out by the Participating Agency for information to be added into the ServicePoint™ System that includes service data, hours of operation, contact information, website address, street address, and any other description of services that are provided to the homeless population *(see CCIMS Agency Profile for* **ServicePoint™** *pages 15-19)*.

Anonymous Client: A client entered into the database with a unique computer generated identifying code acting as a reference for that client.

CCIMS database: The CCIMS database stores data entered by participating homeless service providers.

Client Identifying Information or Personal Identifying Information (PII): Any information or a combination of data that would allow an individual client to be identified including but not limited to name, nick name, social security number, military identification number, health insurance carrier number.

ClientPoint: A module in ServicePoint that allows users to enter, edit, view, or print client information. ClientPoint offers sophisticated features such as tracking family relationships, restricting client records, and

conducting case management.

Close to Real-Time: Data entry within one business day.

Confidential Data: Information that identifies clients in the database. Examples include social security number, name, address, or any other information that can be leveraged to identify a client, or any data that a client asks to keep confidential and does not provide a release of information for the purposes of sharing.

Consumer Notice: Consumer Notice must be posted at each intake desk/cubicle and the case manager provides information therein to each homeless client before they sign the Release of Information *(see Consumer Notice page 20).*

Custom Report: A report which can be created by CCIMS participating agency which uses ServicePoint™ Report Writer.

Data Quality and Agency Participation: This refers to a form that requires the Participating Agency to enter data which is timely, complete, and accurate *(see Data Quality Standards pages 21-24).*

End-user: Any person given access to the database for entering or updating data.

Participating Agency: An agency authorized by CCIMS to participate in the CCIMS.

Privacy: Privacy refers to protecting the rights of clients' data and includes protection of the personal client information stored in the CCIMS from open view, sharing or inappropriate use *(see Notice of Privacy Policy pages 25-26).*

Probation: A trial period of time, not greater than thirty days (30), in which an End-user or Participating Agency addresses and corrects inappropriate actions(s).

Quality of Data Issue: Any concern regarding the accuracy and completeness of the data as defined by the Minimum Data Requirements.

Real-time: Immediate data entry upon seeing a client.

Record: A record contains sufficient accurate individual data elements of a homeless individual that a basic analysis of the extent and characteristic can be conducted.

Reinstatement Corrective Action Plan: A CCIMS participating agency may be reinstated after a corrective action plan is completed for CCIMS compliance.

ResourcePoint*: A module of ServicePoint™ that allows for adding, editing, classifying, locating agency, program, and service data by city, state, county, zip code or keyword search options. Also allows printing of agency location maps and publication of the resource database to a publicly accessible web site or printed directory

Restricted Client: A client whose name is known only by the entering Provider Agency, CCIMS System Administrator II, and other agencies that the client grants access to his/her name file record.

Restricted Data: Restricted information can not be used for publication or analyses.

Sanctions: Penalties for noncompliance specified by the CACH CCIMS.

Security: Protection of the client and program information stored in the CCIMS from unauthorized access, use, or modification.

ServicePoint™: A web-based information management system used to enter data by homeless service providers.

ShelterPoint: A module of ServicePoint that allows viewing of shelter availability, checking clients in and out, and referring or making reservations for clients to shelters.

Suspension: An act of postponing database access, after an End-user or Provider Agency receives written notice via certified mail explaining a breach of contract, quality of data or improper security and/or breach of confidentiality, where the guilty party received a previous warning and has not corrected the inappropriate action.

Technical Support Staff: Include, in ascending order, CCIMS System Administrator and Help Desk personnel.

Termination: The act of ending database access, after an End-user or Participating Agency receives written notice via certified mail explaining the reasons for cessation of database use.

User Policy, Responsibility Statement and Code of Ethics: This document is to be signed by each end user along with Agency/System Administrator and kept in the CCIMS participating agency's file. The document provides relevant points regarding client confidentiality, user policy and responsibility and user code of ethics *(see User Policy, Responsibility Statement and Code of Ethics pages 18-30)*.

Written Consent/Release of Information (ROI): The Regulations requires written client consent when data is shared between agencies. The ROI signature shows that the individual permits the agency to enter their personal information into CCIMS; however, they do not have to sign the ROI form to receive services from the service provider agency. Consent form should include the following: the information to be shared; with whom the information will be shared; and for what length of time *(page 24).*

I. PARTICIPATING AGENCY ADMINISTRATOR, CCIMS LEVEL OF ACCESS

A. Each Participating Agency will designate a CCIMS Agency Administrator and send that person's name and contact information to the CCIMS Administrator. This person will be responsible for all activity associated with the agency including oversight of all agency staff that generate, or have access to client-level data stored in the system software to ensure adherence to the operating procedures outlined in this document:

1. Providing a single point of communication between the end users and CCIMS Administrator regarding program issues;
2. Ensuring that access to the system be granted to authorized staff members only after they have received training and satisfactorily demonstrated proficiency in use of the software and understanding of the Policies and Procedures and agency policies referred to above;
3. Enforcing business controls and practices to ensure organizational adherence to the CCIMS Policies and Procedures. This includes detecting and responding to violations of the Policies and Procedures or agency procedures.

B. Agency Staff and Volunteer Agency Users, CCIMS Level of Access: Access may vary by user

responsibility. Participating Agencies are responsible for communicating needs and questions regarding the CCIMS directly to their CCIMS Agency Administrator.

Responsibilities of the agency staff:

1. To be aware of the data's sensitivity and take appropriate measures to prevent unauthorized disclosure;

2. Comply with all CCIMS Policies and Procedures;

II.   PERSONAL USER IDENTIFICATION AND PASSWORDS

A. Access Privileges and Levels to System Software: Access is controlled through user identification and authentication. Users are responsible and accountable for work done under their personal identifiers. Access control violations must be monitored, reported and resolved.

B. Access to Client Paper Reports Generated From System:
1. Printed versions of confidential data should not be copied or left unattended and open to   unauthorized access.
2. Media containing client-identified data will not be shared with any agency other than the   owner
3. All client records containing identifying information that are stored within the   participating agency's local computers are the responsibility of the participating agency.

C. Unique User ID's and Passwords:
1. **Access Levels:** Participating Agencies will mange the proper designation of user accounts to enforce aforementioned information security protocols. The CCIMS Administrator will generate a username and password for the Agency administrator who will then generate usernames and passwords for agency users.

2**. Passwords:** User accounts will be created and deleted by the Participating CCIMS Administrator. The user will be required to change the password the first time they log onto the system. The password must be between 8 and 16 characters and contain 2 numbers. Passwords are the individual's responsibility and users cannot share passwords. Passwords expire every 45 days.

3. **Sharing Data between Agencies:** Users will only be able to view the data entered by users of their own agency. Participating Agencies are restricted from viewing each other's information unless specific sharing agreements have been negotiated in advance and the client has given written consent.

4. **Termination:** The Participating Agency Administrator shall immediately notify the CCIMS Administrator of a user who is terminated from their current position. The CCIMS Administrator shall then immediately remove that user from the system.

D. Auditing – Monitoring, Violations and Exceptions, Data logs

1. The Participating Agency Administrator will be responsible for monitoring all user access within their agency. Any violations or exceptions should be documented and forwarded to the CCIMS Administrator immediately. All data or system security and/or confidentiality violations will incur immediate individual user access suspension until the situation is effectively resolved.

2. Serious or repeated violation by users of the system may result in the suspension or revocation of an agency's access.

3. Any user found to be in violation of security protocols will be sanctioned accordingly. Any agency that is found to have flagrantly violated security protocols may have their access privileges suspended or revoked.

4. If an Agency is found to be in violation, the sanction will be imposed by the CCIMS Committee.

III. AGENCY TRAINING

Participating Agencies must complete training before they will receive a Password and Logon to the live CCIMS

A. **Agency CCIMS Administrator:** The Agency Executive Director\President of the participating Agency should select an individual as the designated Agency CCIMS Administrator. The Agency will sign the Agency Participation Agreement. The Agency Administrator will sign the User Policy, Responsibility Statement and Code of Ethics form *(pages 18-30)* and provide these   documents to the CCIMS Administrator.

B. **The Agency Executive Director\President and Agency CCIMS Administrator** will identify all agency staff that will have access to the CCIMS and the level of access needed for each user. Each user will sign the User Policy, Responsibility Statement and Code of Ethics form *(pages 28-30)* and forward it to the CCIMS Administrator. All participating agency staff must complete all user participation forms.

C. **Logon and Data Entry Training**: The CCIMS Administrator will set up training dates with the Agency CCIMS Administrator for all staff training. All staff training will take place in a Training version of the CCIMS. No live data will be entered in the Training database. A temporary training logon and password will be assigned to each user. This training will take place at a training lab or on site as requested by the user Agency.

D. **Standard Report Training:** The CCIMS Administrator will set up Agency Report training for all staff that will have access to this feature. The main focus will be on how to create standard HUD required reports.

E. **Reassessment and Monitoring**: Designated CCIMS will run ongoing training to address agency staff turnover issues, or additional training and support that may be needed.

1. It is the responsibility of the Agency Administrator to communicate to the CCIMS Administrator when additional agency training is needed.

2. Performance will be tracked by the Participating Agency Administrator and evaluated with the CCIMS Administrator for areas to improve the process if needed.

3. Once live data entry at the agency has been fully (90%) integrated into the agency's daily operation for at least 2 months, participating organizations can begin using the information for internal evaluation and reporting requirements.

IV. TECHNICIAL AND OTHER SUPPORT

A. **System Availability:** The database server will have nightly backups of CCIMS data. In the event of planned server downtime, the CCIMS Administrator will inform agencies as much in advance as possible in order

to allow Participating Agencies to plan their access patterns accordingly.

V. COST, EQUIPMENT, PARTICIPATION REQUIREMENTS

A. Internet Connectivity: Connection to the internet is the sole responsibility of the participating Agency and is a requirement to participate in the CCIMS.

B. Information Security Protocols: The following security licenses/protocols are integrated into the project and are paid for by the current HUD grant for each planned participating agency as a year-to-year project. Client confidentiality related to any information that has been downloaded from the CCIMS prior to the Agency Termination of Participation will remain in effect indefinitely. The maintenance, upgrades and licenses purchases are limited by the sanctions of the HUD grant. Any additional maintenance, upgrades and license purchases incurred after the grant fund limit, which is designated for CCIMS services, becomes the sole responsibility of the Agency that has accepted possession and use of the software and services rendered for CCIMS purposes and functionality.

Required ServicePoint™ Licenses*
One-year commitment
 Bowman ServicePoint License
 Bowman Support
*Once all HUD funded licenses have been used, additional license requests will be at the cost of the agency (see new guidelines on pages 34-42). Costs may increase or decrease over time due to vendor product price changes. If an agency is planning on submitting a grant to cover additional license requests please contact CCIMS Administrator for current pricing information.

*Special Note: Any additional licenses or service contracts that have been purchased by the agency outside of the HUD provided services may incur an early withdrawal fee.

Minimum Computer requirements:
 1. Pentium PC
 2. Operating system: Windows 98, Windows 2000, Windows XP
 3. Internet Connectivity

VI. INTER-AGENCY DATA SHARING, CLIENT CONSENT, AND ACCESS TO CORE DATABASE

A. Inter-Agency Data Sharing
1. Client Universal Data including entry and exit dates and data entered into CCIMS by Participating Agencies will be accessible to all Participating Agencies.
2. Client Program-Specific Data such as case manager case notes and detailed health data entered into CCIMS by Participating Agencies will only be accessible by the Agency entering that data.
3. Agency Administrators at Participating Agencies who wish to share Client Program-Specific information must complete a Data Sharing Release and have a completed client consent form to be eligible to share client information within CCIMS.
3. Participating Agencies will specify the data sections that will be shared with the other identified agencies who wish to share the same client data.

B. Client Consent

1. All Participating Agencies will post a Client Notice at the point of data collection with the agency to inform clients of their intent to collect and enter data into CCIMS. Participating Agency staff will thoroughly explain the client notice to each client. Client consent to collect information and maintain confidentiality within that agency in a closed status will be assumed.

2. All Participating Agency profiles will be initiated with a Closed Security status within the ServicePoint™ software.

3. Client information will only be shared between Participating Agencies if client consent form has been signed and Participating Agencies have completed all processes required in the CCIMS policies and procedures regarding inter-agency data sharing.

4. The client has the right to revoke consent in writing at any time. Written consent must be submitted to the Agency Administrator. The Agency Administrator will then work with the CCIMS Administrator to close the client profile. Any data that has already been shared will not be able to be closed.

VII. QUALITY AND CONFIDENTIALITY CONTROL OF DATA

A. Data Integrity: CCIMS users will be responsible for the accuracy of their data entry. In order to test the integrity of the data contained in the CCIMS, the System Administrator will perform regular data integrity checks on the CCIMS. Any patterns of error will be reported to the Agency Administrator. When patterns of error have been discovered, users will be required to correct data entry techniques and will be monitored for compliance.

B. Data Integrity Expectations: Participating Agencies will provide the following levels of accuracy and timeliness:

1. All names will be accurate;
2. All required data fields will not exceed 0% null response per month;
3. All services provided will be compatible with the providing program;
4. In all reports of shelter provided for a client, the client must be eligible to receive shelter services from the listed provider; and
5. Data entry for all services provided during one calendar month must be entered into the CCIMS not more than 30 days from the date of service.

C. CCIMS Administrator and Agency Administrator: The CCIMS System Administrator will perform regular data integrity checks on the CCIMS. Any patterns of error at a Participating Agency will be reported to the Participating Agency Administrator. When patterns of error have been discovered, users will be required to correct data entry techniques and will be monitored for compliance.

D. Participating Agencies: Participating Agency approved staff will have access to retrieve any individual and aggregate data entered by their own programs. Participating Agencies will not have access to retrieve individual records entered by other programs except when data is explicitly shared through the CCIMS Agency Agreement, and with the explicit consent of the client.

E. Public:

1. The CCIMS Administrator, on behalf of the CCIMS Committee, will address all requests for data from entities other than Participating Agencies or clients. No individual client will be provided to any group or individual

that is neither the Participating Agency, which entered the data, nor the client without proper authorization or consent.

2**.** All requests for data from anyone other than a Participating Agency or client will be direct to the CCIMS Administrator will be approved by the CCIMS Committee. As part of the CCIMS Administrator's regular employment functions, periodic public reports about homelessness, housing issues, and/or related statistics will be issued. No individually identifiable client data will be reported in any of these reports.

F: Data Retrieval Support:

1**.** Participating agencies will create and run agency-level reports.
2**.** The Agency Administrator will be trained in reporting by the CCIMS Administrator. The CCIMS Administrator will be a resource for report creation.

VIII.   LIMITATION OF LIABILITY AND OWNERSHIP OF AGENCY DATA

It is the intent of CACH that each Participating Agency within the CCIMS be the owner of the all client data collected and stored by the CCIMS for each agency. All data is protected and secure by the policies, technology, and security protocols in place within the CCIMS database server [specifically the Bowman server]. All Participating Agencies take full responsibility of ownership and confidentiality protection of any and all data that is collected at their agency and/or downloaded from the CCIMS.

IX.   DATA AND USER ACCESS

A.   Data Assessment and Access: Access to all of central server computing, data communications   and sensitive data resources will be controlled. Access is controlled through user identification   and authentication. Users are responsible and accountable for work done under their personal   identifiers. Access control violations must be monitored, reported and resolved. CCIMS staff will work to ensure that all sites receive the security benefits of the system while complying with all stated policies.

B   Access to Core Database:

1**.** No one will have direct access to the Harrisburg/Dauphin County Continuum of Care CCIMS database through any means other than the ServicePoint™ software, unless explicitly given permission by the CCIMS Administrator during a process of software upgrade or conversion.

2. Access to client data will be tightly controlled using security technology and restrictive access policies. Only individuals authorized to view or edit individual client data will have access to that data.

C.   User Authentication: ServicePoint™ can only be accessed with a valid username and password combination, which is encrypted via SSL for Internet transmission to prevent theft. If a user enters an invalid password three consecutive times, ServicePoint™ automatically shuts them out of that session.

D.   Application Security: In addition to restricting access to only authorized users, ServicePoint™ utilizes a system of multiple access levels. These levels automatically detect the user access level and controls access to appropriate data.

E. Database Security: All database access is controlled at the operating system and database connection level. Users are required to access the ServicePoint™ application by first signing on to ServicePoint™ through https://sp5.servicept.com/CCIMS/com.bowmansystems.sp5.core.ServicePoint/index.html with an individual ID and password.

H. Media and Hardcopy Protection: Participating Agencies must establish procedures to handle client   paper records. Issues to be addressed include the following: identifying which staff has access to   the client paper records and for what purposes, allowing staff access only to those records of   clients with whom they work with or for data entry purposes, how and where client paper records   are stored, length of storage and disposal procedure, and the disclosure of information contained   in client paper records.

I. System Administrator Access: Access to all of computing, data communications and sensitive   data resources will be controlled. Access is controlled through user identification and   authentication. System Administrators are responsible and accountable for work done under their   personal identifiers. Access control violations must be monitored, reported and resolved.

J. System Access Monitoring: CCIMS automatically tracks and records access to every client record by use, date, and time of access. CCIMS Administrator staff will regularly review user access privileges and remove identification codes and passwords from their systems when users no longer require access. CCIMS Agency Administrators are required to provide immediate communication to the CCIMS Administrator when an employee no longer requires access.

K. Administration and System-wide Data: Agency Administrators will have full access to their   own CCIMS agency profiles and user profiles. Agency Administrators can edit users, maintain   updates to agency profiles, and reset user passwords.

L. Unnamed Clients: There are occasions when a client needs or wishes to be anonymous in the system. When entering unnamed clients, it is incumbent upon the   agency to keep a record of the client's unique anonymous I.D. to avoid duplication of entry.   When the Unnamed Client feature is used, CCIMS generates a code number for the client record   that the agency maintains in a secure location along with the person's name. The only way to   access the client record is to use the code number.

Persons who are homeless because they are victims as defined by the Violence Against Women Act (VAWA) i.e. persons fleeing domestic violence, sexual assault, dating violence, or stalking, who are being served at VAWA funded facilities or services will not be entered into HMIS per regulations, but will provide CCMIS with aggregate non PII data using a similar but separate database determined by those organizations.

X. AGENCY TERMINATION OF PARTICIPATION

A.   Participation in the CCIMS is completely voluntary. To discontinue participation, the agency must submit written notice to the CCIMS Administrator.

B.   No more than 1 user can be assigned to a ServicePoint™ license at one time. The agency will incur any costs involved associated with transferring/exporting data out of the CCIMS at their request. All Participating Agency User Agreements regarding client confidentiality related to any information that has been downloaded from CCIMS prior to the Agency Termination of Participation will remain in effect indefinitely.

XI.   LICENSE COMMITMENT AND USEAGE POLICY WITHIN CCIMS. Once an Agency agrees to

participate within the CCIMS and accepts use of a ServicePoint™ user license, the Agency is required to adhere to the following participation requirements:

A. All users must complete CCIMS training and a CCIMS User Agreement form to be granted live   system access.

B. Once a ServicePoint™ user license is activated on the live system, the Participating Agency is
 required to begin entering live data into the CCIMS as part of their normal intake process within five (5) days.

C. If an Agency is inactive with client entry for more than 30 days, the ServicePoint™ user license   will be deactivated and the Agency must provide intent of continued participation to the CCIMS   Administrator. If changes have occurred within the CCIMS within those 30 days, the Agency may   be required to attend additional user training before their license will be re-activated.

D. Agencies inactive for more than 60 days will loose rights to their user license and access to   CCIMS. Reactivation of an inactive license is subject to availability of licenses and HUD funds   available at that time and may require the agency to pay for new licenses.

AGENCY PARTICIPATION AGREEMENT
For Capital Area Coalition on Homelessness "CACH" Client Information Management System
Serving Harrisburg/Dauphin County Continuum of Care PA-501

AGENCY NAME: _____

For purpose of this agreement, the above Agency will be referred to as "Participating Agency"; the Consumer of Services and/or Housing as the "Client"; and the Capital Area Coalition on Homelessness and its Client information Management System as "CCIMS". ServicePoint is a web-based client information system, used for CCIMS to record and track client information. It will be used for case management, determining utilization of services of Participating Agencies, and sharing of information on services provided to the Participating Agency's clients, including all clients who are homeless.

I. ServicePoint Use and Data Entry

A. The Participating Agency shall follow, comply with, and enforce the User Policy, Modifications to the User Policy, Policies and Procedures, and Client Consent forms shall be established in consultation with Participating Agencies and may be modified as needed for the purpose of the smooth and efficient operation of the ServicePoint system.

    1. All Participating Agency users of ServicePoint are required to have had training by CCIMS in using the ServicePoint database before they will be allowed to use it.
    2. The Participating Agency shall only enter individuals in the ServicePoint database that exist as Clients in the Participating Agency's jurisdiction. The Participating Agency shall not misrepresent its Client base in the ServicePoint by entering known, inaccurate information.
    3. The Participating Agency shall use Client information in the ServicePoint database, as provided to the Participating Agency, to assist the Participating Agency in providing adequate and appropriate services to the Client.
    4. The Participating Agency shall consistently enter information into the ServicePoint database and will strive for real-time, or close to real-time data entry.

B. The Participating Agency will not alter information in the ServicePoint database entered by another Participating Agency with known, inaccurate information.

C. The Participating Agency shall not give or share assigned User ID's or passwords for the ServicePoint database with any other agency, business, or individual.

D. If this agreement is terminated, CCIMS will provide the Participating Agency with a copy of their client data. Copies will be in both digital and hardcopy form.

II. Training and Technical Assistance

A. CCIMS shall assure the provision of training for the necessary Participating Agency staff in the use of ServicePoint™. In addition training updates will be provided as necessary and reasonable for new staff and for changes in the software.

B. CCIMS will be available for continuing technical support as related to the ServicePoint™ system within budgetary constraints.

C. Each Participating Agency shall provide and maintain its own connection to the internet.

III. **Confidentiality**

A. The Participating Agency shall uphold all applicable federal and state confidentiality regulations and laws that protect Client records and the Participating Agency shall only release client records with written Consent for Release of Information by the client or when required by law.

   1. The Participating Agency shall post a **Consumer Notice** at each intake desk/cubicle and shall provide a verbal explanation of the ServicePoint database and the terms of the **Client Consent for Release of Information** forms and shall arrange for a qualified interpreter in the event that an individual is not literate in English or has difficulty understanding the consent form.

   2. The Participating Agency shall not solicit or input information from Clients into the ServicePoint database unless it is essential to provide services or conduct evaluation or research.

   3. The Participating Agency shall ensure that all staff, volunteers, and other persons issued a User ID and password from ServicePoint™ receives client confidentially training.

B. The Participating Agency may receive access to Client Data entered by other Participating Agencies. All Participating Agencies are bound by restrictions placed upon the data by the client of any other Participating Agency. The Participating Agency shall record, in the ServicePoint™ database, all restrictions requested.

C. The Participating Agency shall maintain the appropriate **Client Consent for Release of Information** for the participant in the ServicePoint™ database. See attached uniform consent form.

   1. The Participating Agency shall keep signed copies of the **Client Consent for Release of Information** form for ServicePoint™ for a period of three years.

   2. If a Client withdraws Consent for Release of Information, the Participating Agency remains responsible to ensure that Client's information is unavailable to all other Partner Participating Agencies.

D. This agreement does not require or imply that services must be contingent upon a Client's participation in the ServicePoint™ Database. Services should be provided to Clients regardless of ServicePoint™ participation provided the Clients would otherwise be eligible for the services.

IV. Use of Data

A. The Participating Agency's access to data on Clients it does not serve, shall be limited to non-identifying and statistical data.

B. Participating Agency may make aggregate data available to other entities for funding or planning purposes

pertaining to providing services to homeless persons. However, such aggregate data shall not directly identify individual Clients.

C. If this agreement is terminated, CCIMS and remaining Participating Agencies shall maintain their right to the use of all Client data previously entered by the terminating Participating Agency; this use is subject to any restrictions requested by the Client.

D. CCIMS will use only unidentified, aggregate ServicePoint™ data for policy and planning decisions, in preparing federal, state, or local applications for funding, to demonstrate the need for and effectiveness of programs, and to obtain a system-wide view of program utilization in the state.

V. Terms and Conditions

A. No party to this agreement shall assume any additional liability of any kind due to the execution of this agreement or participation in the ServicePoint™ system. Each party will remain liable, to the extent provided by law, regarding its own acts and omissions. The parties specifically agree that this agreement is for the benefit of the parties only and this agreement does not create rights for any third party.

B. CCIMS shall not be liable to any member Participating Agency for any cessation, delay, or interruption of services, nor for any malfunction of hardware, software, or equipment to the extent that any such event is beyond the reasonable control of CCIMS.

C. This agreement shall be in-force until revoked in writing by either party provided funding is available.

AGENCY: CAPITAL AREA COALITION ON HOMELESSNESS

BY: _____   BY:_____

Name/Title:_____   Name/Title:_____

Address: Address:

CCIMS Participating Agency Profile for ServicePoint™

Agency Name_____

Contact Person_____Title _____

Street Address _____

City _____State _____Zip _____

Mailing Address _____

City _____State _____Zip_____

Phone _____Description _____

Alt. Phone _____ Description _____

Fax _____ Description _____

Alt Fax _____ Description _____

E-mail _____ Alt e-mail _____

Website Address _____

Agency Description:_____
_____

Landmarks:_____
Hours: _____
Zip Codes Served: _____
Program Fees:_____
Intake Procedure _____

Eligibility: _____

Languages _____

Shelter Requirements _____
Shelter Tax Code (if applicable): _____
Printed Directory   _____Yes _____No
Handicap Access   _____Yes _____No
Brochures   _____Yes _____No
Services Provided
_____Basic Needs   _____Consumer Services
_____Criminal Justice & Legal Services _____Education
_____Health Care   _____Individual & Family Life
_____Mental Health & Counseling   _____Organizational/Community Services

Specific Services Provided _____
        (attached detailed list if necessary)
Areas Served _____
Communities Served _____

Please attach Agency/Program brochure.

To assist in filling out the CCIMS Agency Profile form refer to Program Descriptor Elements pages 17 through 19 of this document.*

SECTION 2 PROGRAM DESCRIPTOR DATA ELEMENTS

Data Elements	Response Category	Page
2.1 Organization Identifier	*assigned by CCIMS*	
2.2 Organization Name		
2.3 Program Identifier	*assigned by CCIMS*	
2.4 Program Name		
2.5 Direct Service Code	___ No	pgs.21-22
	___ Yes	
2.6 Site Information		
2.6A Program Site Configuration Type	___ Single site, single building	pg. 23
	___ Single site, multiple buildings	
	___ Multiple sites	
2.6B Site Address		
2.6C Geocode	___ 422898 Harrisburg City	pg.23
	___	
2.6D Site Type	___Non-residential: services only	pgs.23-24
	___ Residential: special needs and non-special needs	
	___ Residential: special needs only	
2.6E Housing Type	___ Mass Shelter/Barracks	pgs.26-27
	___ Dormitory/hotel/motel	
	___ Shared housing	
	___ Single Room Occupancy	
	___ Single apartment (non-SRO) units	
	___ Single homes/townhouses/duplexes	
	___ Not applicable: non-residential program	
2.7 Continuum of Care Number	PA-501	
2.8 Program Type Code	___ Emergency Shelter	pgs 26-27
	___ Transitional Housing	
	___ Permanent Supportive Housing	
	___ Homeless Outreach	
	___ Homelessness Prevention and Rapid Re-Housing	
	___ Services Only Program	
	___ Permanent Housing (e.g. Mod Rehab SRO, subsidized housing without services	
	___ Safe haven	
	___ Other	

2.9 Bed and Unit Inventory		pgs 28-30
2.9 A Household Type	___ Household without children	pg.30
	___ Household with children	
2.9B Bed Type	___ Facility-based	pg.30
	___ Voucher	
	___ Other	
2.9C Availability	___ Year Round	pgs 30-31
	___ Seasonal	
	___ Overflow	
2.9D Bed Inventory		pg.31
2.9E Chronically Homeless Bed Inventory (PSH only)		pg.31
2.9F Unit Inventory		pg.31
2.9G Inventory Start Date		pg.32
2.9H Inventory End Date		pg.32
2.9I CCIMS Participating beds		pg.32
2.9J CCIMS Participation start date		pg.32
2.9K CCIMS Participation end date		pg.32
2.10 Target Population A	___ SM, single makes (18 yrs and older)	pg.34
	___ SF, single females (18 yrs and older)	
	___ SMF, single males and females *18 yrs and older)	
	___ CO, couple only, no children	
	___SM+HC, single males and household with children	
	___ SF+HC, single females and household with children	
	___ HC, households with children	
	___ YM, unaccompanied young males (under 18)	
	___ YF, unaccompanied young females (under 18)	
	___ YMF, unaccompanied young males and females (under 18)	
	___ SMF+HC, single male and female and households with children	
2.11 Target Population B	___ DV: Domestic Violence Victims	pg.35
	___ VET: Veterans	
	___ HIV: Person with HIV/AIDS	
	___ NA: Not applicable	
2.12 Method for Tracking Residential Program Occupancy	___ Program Entry and Exit Date Comparison	pgs 36-38
	___ Bed Management model	
	___ Service Transaction model	
2.13Grantee Identifier (HPRP Programs only)		pgs 38-39

*CCIMS Revised Data Standards Notice March 2010
https://sp5.servicept.com/CCIMS/com.bowmansystems.sp5.core.ServicePoint/index.html

Consumer Notice

**Capital Area Coalition on Homelessness
Harrisburg/Dauphin County Continuum of Care**

This agency is a participant in the Capital Area Coalition on Homelessness Client Information Management System (CCIMS). The CCIMS collects basic information about clients receiving services from this agency. This basic information is used to get an accurate count of individuals, families and services needed for those who are homeless and/or receiving supportive services. Accurate counts will allow the Harrisburg/Dauphin County Continuum of Care to better service the needs of our local community.

We only collect information that we consider appropriate. The collection and use of personal information is guided by strict standards of confidentiality. A copy of our Privacy Policy describing our privacy practice is available to all clients on request.

You will also have the ability to share your personal information with other agencies in Harrisburg and Dauphin County that participate in CCIMS by completing a Release of Information form. This will allow those agencies to work in a cooperative manner to provide you with efficient and effective services.

Capital Area Coalition on Homelessness
Client Information Management System (a.k.a. HMIS)
Data Quality Standards

For Participating Agencies to be considered participating in the Capital Area Coalition on Homelessness Client Information Management System (CCIMS), the data they provide must fulfill three data requirements: data must be timely, complete, and accurate. Participating Agencies that supply data which fail to meet these requirements will not be considered CCIMS participants. CCIMS staff can produce reports upon request for agencies wishing to verify that their data meet these requirements.

DEFINITION OF A RECORD
A record contains sufficient accurate individual data elements of a homeless individual that a basic analysis of the extent and characteristic can be conducted.

TIMELINESS OF DATA
To be most useful for reporting, CCIMS Participating Agency programs should include the most current information on the clients served. The purpose of timeliness is to ensure access to data when it is needed for either reporting or monitoring purposes. **Programs shall utilize HUD HMIS Universal Data Elements, Program Specific Data Elements, and the entry/exit process for every client entered into CCIMS.** Timeliness of data collection and entry impacts the correctness of the data collected.

GENERAL STANDARD
To ensure the most up-to-date data, all Universal and Program Specific Data Elements, including entry/exit data, should be entered within five (5) business days from when it is collected. All service transactions (services provided) should be entered into CCIMS by the 5th business day of the month following the reporting period. For example, data for the month of April must be entered into the CCIMS by the fourth business day of May.

Exceptions:
Emergency Shelters: All CCIMS Emergency Shelter participating programs will ensure Universal Data element includingHUD Entry/Exit assessment data are entered within two (2) business days of intake.

Outreach Programs: Limited client profile data elements, including as much entry/exit assessment data as possible entered within two (2) days of the first outreach encounter. Upon engagement for services, all remaining Universal Data Elements and assessment data must be entered within two (2) business days.

DATA COMPLETENESS
The purpose of completeness is to ensure sufficient data on clients, their demographic characteristics, and services used to facilitate confident reporting and analysis on the extent and characteristics of the homelessness including:
- Unduplicated counts of clients served at the local level;
- Patterns of use of people entering and exiting the homeless assistance system; and
- Evaluation of the effectiveness of homeless systems.

PROGRAM DESCRIPTOR DATA ELEMENTS
The two purposes of the Program Descriptor Data Elements (2.1 to 2.13) are: One purpose is to ensure that the CCIMS is the central repository of information about homelessness in the CoC, including information about programs and clients, thereby making available within the system the data necessary to; 1). Complete required reports including the Annual Performance Report (APR), Quarterly Performance Reports (QPR) for HPRP

funded programs, the Annual Homeless Assessment Report (AHAR), and the Housing Inventory that is part of a c CoC's annual funding application; 2) track bed utilization; 3)calculate rates of CCIMS participation; and 4) monitor data quality. Complete program descriptor information also enhances the CCIMS as a tool for supporting information and referral services.

No null/missing Program Descriptor Data Elements are allowed since this information is required as part of the basic administrative set up of programs within the CCIMS system.

UNIVERSAL DATA ELEMENTS
The Universal Data Elements including HUD Entry/Exit Assessment Data, establishes the baseline data collection requirements for all providers in the Harrisburg/Dauphin County. These elements are also necessary to provide accurate counts for various reporting requirements including HUD's Annual Performance Report, the HPRP Quarterly Report, and the Annual Homeless Assessment Report, and other reporting requirements, and to ensure that the CoC has sufficient client data to conduct basis analysis on the populations they serve.

GENERAL STANDARD
The acceptable range for all clients with Null/Missing data is 0% and Don't Know/Refused will be no higher than 5%.

PROGRAM SPECIFIC DATA ELEMENT:
The Program Specific Data Elements provide information about the characteristics of clients, the services that are provided, and client outcomes. These data elements must be collected from all clients served by programs that are required to report this information to HUD. These elements are also necessary to provide accurate counts for various reporting requirements including HUD's Annual Performance Report, the HPRP Quarterly Report and to ensure the CoC has sufficient client data to conduct basic analysis on the populations they serve.

SERVICES PROVIDED (SERVICE TRANSACTIONS)
Services provided are required to be entered for all providers in the Harrisburg/Dauphin County Continuum of Care. It is useful in identifying service gaps in a community and for meeting monitoring and reporting requirements.

GENERAL STANDARD
Services that are provided for the benefit of the program clients should be entered when services are rendered but no later than the 5th business day of the month following the reporting period.

DATA ACCURACY
Information entered into CCIMS needs to be valid, i.e. it needs to accurately represent information on the people that enter any of the homeless service programs contributing data to CCIMS. Inaccurate data may be intentional or unintentional. In general, false or inaccurate information is worse than incomplete information, since with the latter, it is at least possible to acknowledge the gap. Thus it should be emphasized to clients and staff that it is better to enter nothing (or preferably "don't know" or "refused") than to enter inaccurate information. To ensure the most up-to-date and complete data, data entry errors should be corrected on a monthly basis.

Exceptions:
VAWA Section 605. Amendment to the McKinney-Vento Homeless Assistance Act

VICTIM SERVICE PROVIDER - The term 'victim service provider' means a non-profit, non-governmental organization including rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault or stalking.

VICTIM SERVICE PROVIDERS - Any victim service provider that is a VAWA recipient or sub-grantee are NOT to disclose for purposes of CCIMS personally identifying information about any client.

INFORMATION SHARING – Participating Agencies may share non-personally identifying data in the aggregate regarding services to their clients and non-personally demographic information in order to comply with Federal, State, tribal or territorial reporting, evaluation or data collection requirements. Agencies required to participate in CCIMS and qualify as an exception will be required to submit their aggregate counts to CCIMS on a quarterly basis.

CONSISTENCY
The purpose of consistency is to ensure that data is understood, collected, and entered consistently across all programs in the CCIMS.

GENERAL STANDARD
All data in CCIMS shall be collected and entered in a common and consistent manner across all programs. A basic intake form that collects data in a consistent manner will be available to all programs. To that end, all intake and data entry workers will complete an initial training before accessing the live CCIMS system.

MONITORING
The purpose of monitoring is to ensure that the standards on the extent and quality of data entered into the CCIMS that have been agreed upon by the CoC and their homeless service providers are met to the greatest possible extent and that data quality issues are quickly identified and resolved.

The monitoring plan is a separate document and will be circulated to all CCIMS participants.

INCENTIVES
The purpose of incentives is to provide positive re-enforcement to service providers who achieve and maintain data of the extent and quality outlined in this standard.

The incentive policy will be developed and circulated to all CCIMS participants.

Client Informed Consent & Release of Information Authorization
CACH Client Information Management System (CCIMS)

_____ is a Participating Agency in the CACH Client Information Management System (CCIMS). CCIMS is a shared homeless and housing database system administered by the Capital Area Coalition on Homelessness. CCIMS can improve the services and programs for homeless and low income households by allowing authorized staff at Participating Agencies to share client information and to follow trends and service patterns over time. CCIMS operates over the internet and uses many security protections to ensure confidentiality.

Participation in the CCIMS program is important to our community's ability to provide you with the best services and housing possible. As you receive services, information will be collected about you, the services provided to you, and the outcomes these services help you to achieve.

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

- Your name and other identifying information will not be shared with any agency not participating in the system (unless required to do so by law.)
- Your name, gender, race, social security number and date of birth may be shared with Partner Agencies for Identification purposes even if you elect not to share other relevant information.
- Sensitive information such as diagnosis or treatment or mental health disorders, drug or alcohol disorders, HIV/AIDS, or domestic violence concerns, **will not** be shared between Partner Agencies without specific written consent.
- A list of Partner Agencies is available upon request.
- Authorizing your information to be entered into the CCIMS is voluntary.
- Refusing to do so will not limit your access to shelter or services if you allow required basic information to be entered into CCIMS even as an anonymous participant. Shelters and Services are required by HUD and other funders to determine eligibility and to provide non personally identifying program counts and reports in order to be compliant.

 Please initial one of the following levels of consent:
____ (1) I give authorizations for my basic and relevant information to be entered into the CCIMS and shared between Partner Agencies. I understand that I have the right to receive a copy of all information shared between the Partner Agencies.

____ (2) I give authorization for my basic and relevant information to be entered into the CCIMS, but not shared between Partner Agencies.

I understand that I may cancel this authorization at any time by written request, but the cancellation will not be retroactive. I understand that I have the right to view my CCIMS record and will have a report

prepared within 72 hours of my written request. I understand that this release is valid for 5 years from the date of my signature.

_____   _____
Print Name of Head of Household   Print Name of Spouse

_____   _____
Signature/Date   Signature/Date

Notice of Privacy Policy
CACH Client Information Management System
Harrisburg/Dauphin County Continuum of Care

ServicePoint™ is a web-based, case management system used for client information management, statistical reporting and sharing of information on services provided to clients. ServicePoint™ assists us in managing your information, however, individually identifiable information about you is considered "Protected Personal Information" (PPI). We are required by applicable Federal and State law to maintain the privacy of your PPI and to give you notice about how, when, and why we may use or disclose any of this information. The primary coordinating agency is the Capital Area Coalition on Homelessness (CACH) and is the system administrator. For the purposes of this Privacy Policy, "Participating Agency" is any Agency participating in ServicePoint™ and "Client" is a consumer of services at any Participating Agency.

How We Use or Disclose your Protected Personal Information

To Provide Services
We may use or disclose your PPI to provide services to you and your household members. We may share this information with members of our staff or with others involved in managing your case. We may also disclose your PPI with a member of your family or other person who is involved in your case upon your approval.

For Administrative Functions
We may use or disclose your PPI for operational purposes. For example, we may use your information to evaluate our services, including the performance of our staff while managing your case. We may also utilize the information to improve the quality and effectiveness of our services.

For Reporting Purposes
The CCIMS and Participating Agencies are required to disclose aggregate information for a variety of reports. The information that is used in these reports describes basic demographic and service information. There will not be any identifying information in these reports, nor will you're PPI be submitted to a National Database.

Uses or Disclosures that are Required or Permitted by Law

Disclosure for Law Enforcement Purposes
We may use or disclose your PPI to law enforcement officials for law enforcement purposes:
- As required by law
- In response to a court order, subpoena, or other legal proceeding
- To identify or locate a suspect, fugitive, material witness or missing person
- When information is requested about an actual or suspected victim of a crime
- To report a death as a result of possible criminal conduct
- To investigate allegations of misconduct that may have occurred on our premises
- To report a crime in emergency circumstances

Victims of Abuse, Neglect, or Domestic Violence
We may disclose your PPI if we believe that you are a victim of abuse, neglect, or domestic violence

Public Health Activities
We may disclose your PPI if the Partner Agency, in good faith, believes that the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public and is made to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.

Uses or Disclosures that Require your Authorization
 Other uses and disclosures of your PPI will be made only with your written authorization. You may cancel your written authorization at any time by notifying the Participating Agency that is managing your case, in writing. If you cancel your authorization, it will not have any affect on the information that we have already disclosed.

Your Rights

- You have the right to choose to allow to share your identifying information in part or in whole to CCIMS participating agencies as relevant to your needs, through a release of information.
- You have the right not to participate in CCIMS at any time. However, programs and services may be required by law or from their funding sources to obtain certain eligibility and client level data from you as a condition of service to you, which as an alternative, can be recorded anonymously in CCMIS if you so choose.
- You have the right to view your PPI, correct any inaccurate information and request information about who has seen your PPI.

CCIMS Agency Receipt of Privacy Policy
CACH Client Information Management System
Harrisburg/Dauphin County Continuum of Care

According to HMIS Data and Technical Standards produced by HUD, each agency using the CCIMS is required to post a Privacy Notice regarding their Privacy Policy and to make the full Privacy Policy available to clients on request. CCIMS has created this Privacy Notice and CCIMS Privacy Policy.

Our Participating Agency will use the CCIMS created Privacy Notice: YES / NO

Our Participating Agency will use our own Privacy Notice to cover CCIMS usage   YES / NO

By signing below, the agency administrator has acknowledged receipt of CCIMS Privacy Notice and CCIMS Privacy Policy. It will be the responsibility of the Participating Agency to post the Privacy Notice near intake workstations and to-make the Privacy available to clients on request.

_____
Agency

_____
Agency Administrator

_____ _____
Signature   Date

USER POLICY, RESPONSIBILITY STATEMENT
& CODE OF ETHICS
CACH Client Information Management System (CCIMS)
Harrisburg/Dauphin County Continuum of Care

USER POLICY

Participating Agencies within the CCIMS shall share information for provision of services to persons, many who are homeless, through a networked infrastructure that establishes electronic communication among the Participating Agencies.

Participating Agencies, shall at all times, have rights to the data pertaining to their clients that was created or entered by them in the ServicePoint™ system. Participating Agencies shall be bound by all restrictions imposed by clients pertaining to the use of personal data that they do not formally release.

It is a Client's decision to select which information, if any, entered into the ServicePoint™ system shall be shared and with which Participating Agencies. The ServicePoint™ Client Consent/Release of Information form shall be signed if the Client agrees to share information with Participating Agencies.

Data necessary for the development of aggregate reports of homeless services, including demographics, services needed, services provided, referrals and Client goals and outcomes should be entered to the greatest extent possible.

The ServicePoint™ system is a tool to assist Agencies in focusing services and locating alternative resources to help persons, many of whom are homeless. Therefore, Agency staff should use the Client information in the ServicePoint™ system to target services to the Client's needs.

RELEVANT POINTS REGARDING CLIENT CONFIDENTIALITY INCLUDE:

- A client consent form must be signed by each client whose data is to be shared in the CCIMS System.

- Client consent may be revoked by that client at any time by a written notice

- Clients have a right to inspect copy and request changes in their CCIMS records.

- CCIMS users may not share client data with any Partner Agency without obtaining written permission from the client.

- CCIMS users must notify their CCIMS Agency Administrator or CCIMS System Administrator upon termination of employment from the Agency.

- Any CCIMS user found to be in violation of the CCIMS Policies and Procedures, or the points of client confidentiality in the User Agreement, may be denied access to the CCIMS ServicePoint™ System.

USER RESPONSIBILITY

Your User ID and Password gives you access to the CCIMS ServicePoint system. Read and initial each item below to indicate your understanding and acceptance of the proper use of your User ID and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the ServicePoint™ system

___ My User ID and Password are for my use only and must not be shared with anyone,

___ I must take all reasonable means to keep my password physically secure.

___ I understand that the only individuals who can view information in the ServicePoint™ system are authorized users and the Clients to whom the information pertains.

___ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.

___ If I am logged into ServicePoint™ and must leave the work area where the computer is located, I must logoff of ServicePoint™ before leaving the work area.

___ A computer that has the ServicePoint™ software open and running shall never be left unattended

___ Failure to log off ServicePoint™ appropriately may result in a breach in client confidentiality and system security

___ Hard copies of ServicePoint™ information must be kept in a secure file

___ When hard copies of ServicePoint™ information are no longer needed, they must be properly destroyed (shredded) to maintain confidentiality.

___ If I notice or suspect a security breach, I must immediately notify the Agency Administrator for ServicePoint™ or the System Administrator (CCIMS System Administrator).

___ I have received training on the usage of ServicePoint™,

___ I have been made aware of the CCIMS Privacy Policy.

___ My PC has a regularly updated Anti-Virus software and a Spy-ware program

USER CODE OF ETHICS

A. ServicePoint Users must treat Participating Agencies with respect, fairness and good faith
B. Each ServicePoint™ User should maintain high standards of professional conduct in the capacity as a ServicePoint™ User.
C. The ServicePoint™ User has primary responsibility for his/her Client(s)
D. ServicePoint™ users have the responsibility to relate to the Clients of other Partner Agencies with full professional consideration.

I understand and agree to comply with all the statements listed above

_____
Print Name

_____   _____
ServicePoint™ User Signature   Date

_____
Agency Name

_____   _____
Agency/System Administrator   Date

Date Established _____

COMMENTS:

CCIMS Administrator: _____
                                           Print name

CCIMS Administrator Signature: _____

HHA has established and adopted tenant selection policies to ensure admission of only qualified applicants into dwelling units. The policies are in accordance with HUD regulations (24 CFR, Part 960.204) and sound management practices.

I. TENANT SELECTION

In selecting applicants for dwelling units, personnel will be guided by the following procedures and requirements established for local preferences. It is also HHA's policy that if an applicant qualifies for a preference, they are still required to meet HHA's overall selection criteria.

A. Be based on local housing needs and priorities as determined by HHA using generally accepted data sources, including its waiting list, public comments on HHA's Annual Plan, and requirements of the Consolidated Plan of the City of Harrisburg, PA;

B. Provide a preference for victims of domestic violence;

C. Match characteristics of an applicant family with the type and size of unit available, i.e. number of bedrooms;

D. Select a family with household members who are disabled and give preference by assigning a unit with the special accessibility features needed by those family members;

E. Provide preference to elderly families for units in a public housing designated elderly developments;

F. Attain, to the maximum extent feasible, a tenant body in each community that is composed of families with a broad range of incomes and to avoid concentrations of the most economically deprived families;

G. Preclude admission of applicants whose habits and practices may be expected to have a detrimental effect on residents of the community environment;

H. Give a preference in selection of tenants to applicants who qualify for a local preference, in accordance with 24 CFR Part 5;

I. Not automatically deny admission to a particular group or category of otherwise eligible applicants (e.g., unwed mothers or families with children born out of wedlock), nor apply any criteria or consider any information pertaining to attributes or behavior that may be imputed by some to a particular group or category. All criteria applied or information considered in administering this policy shall related solely to the attributes/behavior of the individual members of the family being considered for assistance;

J. Assure that selection by HHA among otherwise eligible applicants is objective and reasonable;

K. Provide that a family that is on the Section 8 waiting list will not lose its place on that waiting list by applying for admission to the public housing developments;

L. Be consistent with HHA's responsibilities as a public body; and

M. Be in compliance with State, local and Federal laws and regulations, including the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964, the provisions of the Annual Contributions Contract between HUD and HHA, and 24 CFR Part 5.210-5.238, "Disclosure and Verification of Social Security Numbers and Employer Identification Numbers by Applicants and Participants in Certain Housing Assistance Programs."

Applicants must meet the Tenant Selection Criteria and Eligibility Requirements (defined in Section 7 of these Policies) in order to be qualified for admission.

II. PREFERENCE SYSTEM

A. HHA has adopted a system of local preferences for selection of families admitted to the public housing program. The system of selection preferences must be based on local housing needs and priorities as determined by HHA. In determining such needs and priorities, HHA used generally accepted data sources. Such sources included public comment on the Agency Plan and the Consolidated Plan for the City of Harrisburg.

Such preference policies and procedures will:

1. Be duly adopted;
2. Be made known to the applicant when they initially apply for public housing through written documentation. Applicants will be given an opportunity to provide written documentation that they qualify for such preference(s);
3. Be publicized by posting copies in each office where applications are received, and by furnishing copies to applicants or residents upon request;
4. Be specific and describe in detail the criteria, standards and preferences to be applied; and,
5. Provide for verification and documentation of information relevant to the acceptance or rejection of an applicant.

B. HHA will select and house residents in accordance with the following preferences and priorities, in the order listed.

1. Limitations on Admission
   a. HHA may limit the number of applicants that qualify for:
      i. local preferences; and
      ii. types of communities and units available.
2. Occupancy Standards (limitation on the minimum and maximum number of household members permitted to live in dwelling units of specified sizes), in accordance with Section 11 of this policy.

C. The implementation of local preferences is subject to HUD requirements concerning income targeting, de-concentration, and income mixing and selection preferences for developments designated exclusively for elderly population developments.

D. How Preferences Are Calculated

The preferences listed below will have the stated weight and are all equally important. A total of 45 cumulative points are available for applicants families for the areas in which they qualify.

E. Local Preferences – 10 Point Value Each

The local preferences listed below will have the same relative weight and importance, and can equal 40 cumulative points total. Applicants qualifying for the below preferences will have 10 points added as ranking preferences for each of the items listed below in which applicants provide written verification they qualify for. In order to qualify for the preference, the applicant family must include the person(s) with the circumstance. For example: the veteran must be part of the applicant family, etc.

1. Involuntary displacement;
2. Families that include victims of domestic violence.
3. Homeless;
4. Veterans or immediate families of veterans;

F. Ranking Preferences – 5 Point Value Each

The ranking preference listed below will entitle the applicant family to 5 points total.

1. Residents of Harrisburg, Pennsylvania.

G. Elderly/Disabled Preferences

1. Single persons who are age 62 or older, displaced, homeless or disabled shall automatically receive local preferences as stated previously.
2. In selection of families to occupy units with special accessibility features for persons with disabilities, HHA must first offer such units to families, which include persons with disabilities who require such accessibility features.

H. Preference Requirements

Requirements or preferences for those living in the jurisdiction of HHA at the time of application are permissible, subject to the following:

1. No requirement or preference may be based upon the identity or location of the housing which is occupied or proposed to be occupied by the applicant, nor upon the length of time the applicant has resided in the jurisdiction; and
2. A residency preference may not have the "purpose or effect" of delaying or otherwise denying admission to a development or unit based on the race, color, ethnic origin, gender, religion, disability or age of any applicant family member; and
3. "Residency preference" refers to admission of persons who reside in a specific geographic area, which may not be an area smaller than a county or municipality.

III. DATE AND TIME OF APPLICATION, IN EACH OF THE ABOVE CIRCUMSTANCES

A. Applicants who meet all the eligibility requirements and who qualify for a preference will be assisted first, according to the date and time of application, which shall act as a tiebreaker.

B. After all applicants with verified preferences are assisted; HHA will then contact the applicant families who are next on the waiting list according to date and time of application.

C. If HHA has too many applicants who do not claim any preferences, it may close a waiting list by type of development, or size and type of dwelling unit, as appropriate.

D. HHA will not close a waiting list:

1. If closing the list would have a discriminatory effect that would be inconsistent with applicant's
    civil rights/laws; and
2. Unless it publicly announces any decision to suspend or to restrict the taking of applications.

E. HHA will not reopen the waiting list until it publicly announces through local news/informational outlets and social media when it will resume the taking of applications.

F. Prior to closing a waiting list, HHA will assure that it has sufficient applications to fill expected vacancies for a minimum of one (1) year.

IV. OPENING THE WAITLIST LIST

A. The opening of the waiting list shall be announced through public notices as follows:

1. The notice shall be placed in a newspaper of general circulation, in a minority publication and in plain view in the leasing office;
2. Postings may be made at locations throughout the community and may be sent to social service agencies;
3. The notices shall contain where and when interested parties can apply;
4. The notice shall state limitations on who may apply (i.e. residents of jurisdiction, working families, extremely low-income, etc.);
5. The notice shall contain the Equal Opportunity Housing logo and non-discrimination statement in the advertising message.

V. APPLICANT FILES

A. HHA will establish and maintain an applicant file containing information on each applicant household. Such files will be retained for at least three (3) years after the audited submission of the Public Housing Assessment System (PHAS) application for that year.

B. Material secured under a criminal background check or drug treatment center check will be retained in the applicant file in a secure location under lock and key. Following a decision on applicability of an applicant, the criminal background check, and drug treatment program information will be removed from the applicant file and maintained securely by the leasing supervisor for any future reference or filing of a civil lawsuit or litigation. This procedure is subject to delay only if the applicant requests an informal hearing with respect to denial of their application based on information received from either source.

C. Applications and material submitted by the family will be retained for a minimum of five (5) years if there is a U.S. Citizenship & Immigration Services (CIS) [formerly the Immigration and Naturalization Service INS] appeal and/or an informal hearing with HHA concerning the citizen/non-citizen documentation. The files will contain the following:

1. The original application for financial housing assistance;
2. Photocopies of any original documents (front and back), including original CIS documents. (Under no circumstances will photocopies of Federal checks be made or retained in applicant/tenant files);
3. The signed verification consent form;
4. The CIS verification results (both primary and, if applicable, secondary);
5. The request for a CIS appeal;
6. The final CIS determination;
7. The request for a HHA informal review; and
8. The final HHA informal review decision.

D. Applications and material submitted by the family or obtained by HHA will be retained for a minimum of one (1) year if the application was withdrawn or the family was found ineligible.

9.6   MISSED APPOINTMENTS

If an applicant misses a scheduled appointment and does not call prior to or on the day of the appointment to explain the reason for the absence, that applicant will be withdrawn from the waiting list. If the applicant calls prior to or on the day of the appointment and has a valid excuse for missing the appointment, such as serious illness or automobile accident, the Tenant Selection staff may schedule a second appointment for the applicant. If the applicant misses the second appointment, the applicant is withdrawn from the waiting list. In all cases, applicants will be offered the right to an informal review before being removed from the waiting list.

9.7   NOTIFICATION OF NEGATIVE ACTIONS

The Housing Authority, in writing, will notify any applicant whose name is being removed from the waiting list that they have ten (10) business days from the date of the written correspondence to present mitigating circumstances or request in writing an informal review. The letter will also indicate that their name will be removed from the waiting list if they fail to respond within the time frame specified. The Housing Authority system of removing applicant names from the waiting list will not violate the rights of persons with disabilities. If an applicant claims that their failure to respond to a request for information or updates was caused by a disability, the Housing Authority will verify that there is in fact a disability and the disability caused the failure to respond, and provide a reasonable accommodation. An example of a reasonable accommodation would be to reinstate the applicant on the waiting list based on the date and time of the original application.

10.0   TENANT SELECTION AND ASSIGNMENT PLAN

10.1   PREFERENCES

The Housing Authority shall grant preferences for admission to an applicant whose circumstances, at the time of being considered for a unit, correspond to the criteria listed below. NOTE: A preference is not a guarantee of admission. The applicant must meet the Housing Authority's tenant selection criteria prior to being admitted as a tenant. The Housing Authority preferences are as follows:

A.   **Displaced person(s):** Individuals or families displaced by government action or whose dwelling has been extensively damaged or destroyed as a result of a disaster declared or otherwise formally recognized pursuant to Federal Disaster Relief Laws.

B.   **Individuals or families relocated under the Federal, State or local government Witness Protection Program.**

C.   **Victims of Domestic Violence:** Individuals or families who have been subjected to or victimized by violence by a member of the family or household. The Housing Authority will require evidence that the family has been displaced as result of fleeing violence in the home. Individuals and families are also eligible for this preference if there is proof that the individual or family is currently living in a situation where they are being subjected to or victimized by violence in the home. Evidence or proof may include a Protection from Abuse Order, police report, or written verification that the individual or family is living in an emergency shelter because the individual or family has been subjected to or victimized by violence by a member of the family or household. The following criteria are used to establish an individual's or a family's eligibility for this preference:

> Actual or threatened physical violence directed against the applicant or the applicant's family by a spouse or other household member who lives in the unit with the family.

The actual or threatened violence must have occurred within the past 60 days or be of a continuing nature.

An applicant who lives in a violent neighborhood or is fearful of other violence outside the household is not considered involuntarily displaced.

The applicant must certify that the abuser will not reside with the applicant unless the Housing Authority gives prior written approval.

The Housing Authority will approve the return of the abuser to the household under the following conditions:

> The Housing Authority verifies that the abuser has received therapy or counseling that appears to minimize the likelihood of recurrence of violent behavior.

> A counselor, therapist or other appropriate professional recommends in writing that the individual be allowed to reside with the family.

If the abuser returns to the family without approval of the Housing Authority, the Housing Authority will deny or terminate assistance for breach of the certification.

At the family's request, the Housing Authority will take precautions to ensure that the new location of the family is concealed in cases of domestic abuse.

D.   **Homeless Families or Individuals** who lack a fixed regular and adequate night-time residence AND whose night-time residence is a supervised publicly or privately operated shelter designed to provide temporary living accommodations; an institution that provides temporary residence for persons intended to be institutionalized; or a public or private place not designed for human beings.

Within the above preference categories A through D, individuals/families who live in, work in, or have been hired to work in, Dauphin County, exclusive of the City of Harrisburg, will be given priority points.

E.   **Individuals or families that reside in Dauphin County but outside the City of Harrisburg at the time of their final application and whose head, spouse, co-head or unrelated partner of head of household is currently employed in a position which generates employment income countable under HUD's definition of annual income.**

Employment is defined as:

(1)   Employment must be current and have lasted a minimum of 90 calendar days prior to the time the preference is claimed. The employment must provide a minimum of 20 hours of work per week for the family member claiming the preference
OR

(2)   Employment must have been held continuously for a minimum of seven (7) months within the twelve (12) month period prior to the time the preference is claimed and the employment was terminated solely due to an involuntary layoff of the employee by the employer.

(3)   The amount earned shall not be a factor in granting this preference.

The employment part of this preference is also extended equally to, (1) a family if the head, spouse, or sole member is 62 years of age or older or who is receiving social security or Supplemental Security Income disability benefits or any other payments based on the individual's inability to work and, (2) any family whose head, spouse, co-head or unrelated partner of head of household is currently a full time student or enrolled in an employment training program. Full time student is defined as a person who is carrying a subject load that is considered full time for day students under the standards and practices of the educational institution attended. An educational institution includes a vocational school with a diploma or certificate program as well as an institution offering a college degree. The Authority will investigate termination of enrollment of a family member whose enrollment resulted in receiving benefit of this preference. Voluntary termination of enrollment, prior to award of the degree or certificate will be considered to be a misrepresentation of facts to the Authority at the time of admission and will result in termination of housing assistance. Involuntary termination such as the elimination of the program; lack of available funds; or other circumstances beyond the family members control shall not result in termination of housing assistance.

F.   **Individuals or families, who at the time of their final application, do not reside in Dauphin County (exclusive of the City of Harrisburg) and are employed as described in preference E.**

G.   **Individuals or families that reside in Dauphin County, but outside the City of Harrisburg, at the time of their final application.**

H.   **All other applicants.**

Based on the above preferences, all families in preference A, B, and C will be offered housing before any families in preference D; preference D families will be offered housing before any families in preference E; preference E families will be offered housing before any families in preference F, preference F families will be offered housing before any families in preference G.

The residency preference will not have the purpose or effect of delaying or otherwise denying admission to the program based on race, color, ethic origin, gender, religion, disability, or age of any member of an applicant family.

The date and time of application will be noted and utilized to determine the sequence within the above-prescribed preferences.

Not withstanding the above, families who are elderly or disabled, will be offered housing before other single persons.

Buildings Designated for Occupancy by the Elderly: In filling vacancies in developments designated for occupancy by elderly only, priority will be given to families age 62 and older. If there are no elderly families on the list, next priority will be given to individuals and households 55 years of age or older. All such families will be selected from the waiting list using the preferences as outlined above.

Buildings Designed for the Elderly and Disabled (Mixed Population Developments):
Preference will be given to elderly families. If there are no elderly families on the list, preference will then be given to non-elderly disabled families. If there are no non-elderly disabled families on the list, preference will then be given to near-elderly families. If there are no near-elderly families on the waiting list, units will be offered to families who qualify for the appropriate bedroom size using these priorities. All such families will be selected from the waiting list using the preferences as outlined above.

Accessible Units: Accessible units will be first offered to families who may benefit from the accessible features who reside in the development that has the vacancy. If there are no families residing in that development needing the accessible unit, it shall then be offered to families residing in other developments that may benefit from the accessible unit. If there are no families residing in the other developments

Performance Measurement Module (Sys PM)

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, S (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during 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 syst

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Home (bed nights)	
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY
1.1 Persons in ES and SH		698		60			35
1.2 Persons in ES, SH, and TH		834		109			46

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.
This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Ha Standards element 3.17) response and prepends this answer to the client's entry date effectively extending th entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the cli entry date.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Home (bed nights)	
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY
1.1 Persons in ES and SH	-	-	-	-	-	-	-
1.2 Persons in ES, SH, and TH	-	-	-	-	-	-	-

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 prior to the report date range. Of those clients, the measure reports on how many of them returned to homeles indicated in the HMIS for up to two years after their initial exit.

	Total # of Persons who Exited to a Permanent Housing	Returns to Homelessness in Less than 6 Months (0 - 180 days)	Returns to Homelessness from 6 to 12 Months (181 - 365 days)	Returns to Homelessness from 13 to 24 Months (366 - 730 days)	Number c in 2

	Destination (2 Years Prior)	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns
Exit was from SO	0	0		0		0		0
Exit was from ES	228	7	3%	3	1%	19	8%	29
Exit was from TH	36	0	0%	0	0%	0	0%	0
Exit was from SH	3	0	0%	1	33%	0	0%	1
Exit was from PH	50	0	0%	1	2%	3	6%	4
TOTAL Returns to Homelessness	317	7	2%	5	2%	22	7%	34

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

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

	Previous FY PIT Count	2015 PIT Count	Diffe
Universe: Total PIT Count of sheltered and unsheltered persons	396	402	
Emergency Shelter Total	192	199	
Safe Haven Total	27	21	-
Transitional Housing Total	138	166	2
Total Sheltered Count	357	386	2
Unsheltered Count	39	16	-

Metric 3.2 – Change in Annual Counts

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

	Previous FY	Current FY	Diffe
Universe: Unduplicated Total sheltered homeless persons		863	
Emergency Shelter Total		649	
Safe Haven Total		40	
Transitional Housing Total		235	

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

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

	Previous FY	Current FY	Diffe
Universe: Number of adults (system stayers)		55	
Number of adults with increased earned income		0	
Percentage of adults who increased earned income		0%	

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

	Previous FY	Current FY	Diffe
Universe: Number of adults (system stayers)		55	
Number of adults with increased non-employment cash income		3	
Percentage of adults who increased non-employment cash income		5%	

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

	Previous FY	Current FY	Diffe
Universe: Number of adults (system stayers)		55	
Number of adults with increased total income		3	
Percentage of adults who increased total income		5%	

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Diff
Universe: Number of adults who exited (system leavers)		69	
Number of adults who exited with increased earned income		11	
Percentage of adults who increased earned income		16%	

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

	Previous FY	Current FY	Diff
Universe: Number of adults who exited (system leavers)		69	
Number of adults who exited with increased non-employment cash income		9	
Percentage of adults who increased non-employment cash income		13%	

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Diffe
Universe: Number of adults who exited (system leavers)		69	
Number of adults who exited with increased total income		20	
Percentage of adults who increased total income		29%	

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

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

	Previous FY	Current FY	Diffe
Universe: Person with entries into ES, SH or TH during the reporting period.		709	
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.		78	
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)		631	

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with
enrollments in HMIS

	Previous FY	Current FY	Diffe
Universe: Person with entries into ES, SH, TH or PH during the reporting period.		825	
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.		111	
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.)		714	

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

This Measure is not applicable to CoCs in 2016.

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

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

	Previous FY	Current FY	Diffe
Universe: Persons who exit Street Outreach		0	
Of persons above, those who exited to temporary & some institutional destinations		0	
Of the persons above, those who exited to permanent housing destinations		0	
% Successful exits			

Metric 7b.1 – Change in exits to permanent housing destinations
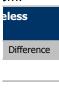
	Previous FY	Current FY	Diffe
Universe: Persons in ES, SH, TH and PH-RRH who exited		0	
Of the persons above, those who exited to permanent housing destinations		0	
% Successful exits			

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

	Previous FY	Current FY	Diffe
Universe: Persons in all PH projects except PH-RRH		0	
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		0	
% Successful exits/retention			

SH and TH
the report

em.

eless	
	Difference

aven" (Data
e client's
ent's actual

eless	
	Difference
	-
	-

two years
ssness as

f Returns
Years

% of Returns
13%
0%
33%
8%
11%

MIS).

erence
6
7
-6
28
29
23

erence

n CoC

|

erence

reporting

erence

erence

erence

erence

1e

rior

erence

no prior

erence

5

-

ul

erence

erence

erence