

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: KY-501 - Louisville-Jefferson County CoC

1A-2. Collaborative Applicant Name: Coalition for the Homeless, Inc.

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Coalition for the Homeless, Inc.

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	Yes
Hospital(s)	Yes	No	No
EMT/Crisis Response Team(s)	Yes	No	No
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes	Yes
Public Housing Authorities	Yes	No	Yes
CoC Funded Youth Homeless Organizations	Yes	Yes	No
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	Yes
School Administrators/Homeless Liaisons	Yes	No	Yes
CoC Funded Victim Service Providers	Yes	Yes	No
Non-CoC Funded Victim Service Providers	Not Applicable	No	Not Applicable
Street Outreach Team(s)	Yes	Yes	No
Youth advocates	Yes	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes	No
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes	Yes

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.

Louisville CoC holds open meetings monthly. New partners are encouraged through the year and an annual membership drive with invitations, newsletters and social media. The CoC invites sub-populations and reaches out to low-income/minority neighborhoods. Board nominees are solicited from sub-population groups per the Charter. The CoC attends other mtgs including homeless prevention, prison re-entry and homeless education meetings. The CoC has 3 homeless youth agencies, but with growing need for young adults, we created The Coalition Supporting Young Adults. CSYA coordinates services, applies for funding, advises on need, and insures young adults have access to school and mainstream services. The school system/homeless education coordinator are very involved. Louisville has 3 homeless outreach teams and a model common assessment team, but Louisville also has volunteer outreach groups that cannot attend monthly meetings, so we hold Saturday lunches to share ideas and coordinate services.

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.
The Home of the Innocents	No	Yes	No
YMCA Safe Place	Yes	Yes	Yes
The Salvation Army	No	Yes	No

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.
The Center for Women and Families	Yes	No

**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)**

The CoC coordinator meets with new parties interesting in participating in and receiving funding through the CoC upon request at any point during the year. Additionally, a request for new projects was posted on the website of the CoC lead on July 14, 2016 as well as on social media and distributed through email newsletters. The CoC lead has developed an extensive network of homeless service providers, both formal and informal, to ensure information regarding funding opportunities reaches a wide and diverse audience. This includes those who target specific populations including those serving youth and victims of domestic violence. Any agency interested in applying for funding that has not received funding in the past is provided with technical assistance to understand and navigate the NOFA process as needed. New projects are evaluated based on the specific needs of the CoC, the service delivery model, commitment to housing first principles, and feasibility of the project proposed.

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

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	1
How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?	1
How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?	1
How many of the Con Plan jurisdictions are also ESG recipients?	1
How many ESG recipients did the CoC participate with to make ESG funding decisions?	1
How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities?	1

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)

The CoC lead collaborates with one of one Con Plan jurisdictions, Louisville/Jefferson County Metro Government. The CoC lead meets at least quarterly with one of one Con Plan jurisdictions to discuss CoC and Con Plan coordination and at least bi-monthly with one of one Con Plan jurisdictions in more informal settings to discuss general homeless services issues. The CoC lead and Con Plan jurisdiction meet for at least two hours per quarter on specific coordination issues and at least two additional hours each month on general homeless services issues. More informal communication, including phone calls and emails, occur multiple times a week. Both groups work to coordinate the annual PIT count, insure this data is used in CoC and ConPlan planning, and work to coordinate the priorities and goals that are part of the Consolidated Plan, CoC Charter and Blueprint to End Homelessness. Additionally, both groups work to coordinate trainings based on community needs.

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)

The CoC lead meets quarterly with the ESG recipient to look at need, set priorities for funding and create scoring used in ranking and funding ESG applicants. The CoC lead also collaborates with the ESG recipient during the development of the ConPlan to determine ESG funding priorities. The CoC lead provides PIT count, HIC reports, and other requested HMIS data for completion of the Con and Action Plans. The CoC applied to HUD and received assistance in 2015 through Cloudburst to expand on performance standards and outcomes for ranking projects for ESG and CoC funding. These new outcomes include cost per successful exit, accuracy of ESG exit data, recidivism and length of homelessness. Programs are being clustered with similar projects to insure fair measurement throughout the process and Cloudburst is helping to establish best practices in this measurement to insure the best use of limited ESG and CoC funding.

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)

Louisville has implemented the best practice of local police conducting a

lethality review on every person in a DV call and creating a safety plan before they leave. This has lowered the number of persons killed due to DV and increased the number being referred to shelter by 70%. This means the general shelter system must support a larger number of DV victims in general shelter. For that reason, the CoC provides training on serving protecting the safety and personal information of DV victims to front line shelter staff each year. All data provided to the CoC for the purpose of the PIT and HIC is stripped of any personal identifiers by the victim service provider and provided in aggregate to protect PII. CoC funding was used to expand the number of domestic violence shelter beds through an extensive renovation provided by ESG, Dept. of Justice, HHS, metro council, and CDBG and 24 units of PSH are available for DV victims through LIHTC, HOME, FHLB and state funding.

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
Louisville Metro Housing Authority	14.00%	Yes-Both

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

**1C-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)**

Other subsidized housing resources and services targeted to the homeless in Louisville include: 384 units of VASH all targeted to the chronically homeless, 150 units of Rapid Rehousing dedicated to homeless veterans through SSVF, 30 units of Rapid Rehousing for the homeless funded through CSBG and CSBG funds are also used for moving expenses and furniture for the homeless, 50 units of federally subsidized senior housing dedicated to homeless seniors, 25 units of Section 202 dedicated to the homeless, \$12 million in city bond financing and \$2.5 million for the LAHTF both with points awarded for serving the homeless and very low-income, 57 units of HOME TBRA dedicated to the

homeless, city funding to provide 5 units of Rapid Rehousing, and \$1.5 million in CDBG funding to provide services for CoC funded Rental Assistance.

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:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input checked="" type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 1000 characters)	
	<input type="checkbox"/>
Community Campaign	<input checked="" type="checkbox"/>
Engaged/Educated Downtown Development Teams	<input checked="" type="checkbox"/>

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:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

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:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

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)**

N/A

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)**

The CoC has a model coordinated entry/assessment system that covers the full CoC. Anyone can make a reservation for emergency shelter either in person or over the phone seven days a week through a front line single point of entry. A Coordinated Assessment (CA) team is on site in all shelters and does frequent outreach to known outdoor encampments. The goal of the CA team is to assess everyone who is currently staying in a location not meant for human habitation immediately after identification and anyone who stays in the shelter system for more than 14 days. The VI-SPDAT is used to prioritize individuals and families for PSH and RRH. All referrals in the Louisville CoC for PSH and RRH go through the CA team. The CA team receives frequent training on outreach strategies and engages with community mental health agencies, schools, medical facilities, law enforcement, and other informal outreach groups to ensure all homeless persons are assessed and referred to the appropriate resources.

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	Participate s in Ongoing Planning and Evaluation	Makes Referrals to the Coordinate d Entry Process	Receives Referrals from the Coordinate d Entry Process	Operates Access Point for Coordinate d Entry Process	Participate s in Case Conferenci ng	Does not Participate	Does not Exist
Local Government Staff/Officials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CDBG/HOME/Entitlement Jurisdiction	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Law Enforcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Jail(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EMT/Crisis Response Team(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Abuse Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Housing Developer(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Housing Authorities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-CoC Funded Youth Homeless Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School Administrators/Homeless Liaisons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-CoC Funded Victim Service Organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Street Outreach Team(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homeless or Formerly Homeless Persons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shelters and Day Shelters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SH and RR Providers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?	35
How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	3
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?	32
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	<input checked="" type="checkbox"/>
% increases in income	<input checked="" type="checkbox"/>
Monitoring criteria:	
Utilization rates	<input type="checkbox"/>
Drawdown rates	<input checked="" type="checkbox"/>
Frequency or Amount of Funds Recaptured by HUD	<input checked="" type="checkbox"/>
Need for specialized population services:	

Youth	<input checked="" type="checkbox"/>
Victims of Domestic Violence	<input checked="" type="checkbox"/>
Families with Children	<input checked="" type="checkbox"/>
Persons Experiencing Chronic Homelessness	<input checked="" type="checkbox"/>
Veterans	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

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)

All referrals for CoC funded PSH and RRH are made through a Coordinated Assessment team. Referrals are made based on vulnerability and the order of priority as detailed in HUD Notice CPD-14-012. However, while this has caused some evening out of severity of need across the CoC, the review and ranking process awarded points for an adherence to Housing First principles, including a low barrier to program entry. Additionally, programs for awarded points based on their commitment for prioritizing the chronically homeless for housing.

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)

The CoC was notified that the NOFA was open via the CoC Lead website and email on 7-14-16. These notices included information on how to apply for new projects. Any agency requesting a new project was required to submit a questionnaire to the CoC Coordinator by 8-10-16. This information was used by the CoC Board to determine which projects to accept. Ranking was discussed at the 8-1-16 meeting of the full CoC and agencies prioritized ranking criteria. The full ranking criteria with scores was released to the CoC via email on 9-8-16 and posted on the website of the CoC Lead on September 9, 2016. The final ranking was approved by the CoC Board on 9-8-16 and released to the CoC via email and posted on the website of the CoC Lead on 9-8-16

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts

09/09/2016

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).

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.) 08/28/2016

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)

Project capacity and utilization rates are monitored through a quarterly Point In Time counts. Additionally, projects are monitored annually regarding housing retention, destination upon program exit, length on stay in transitional housing, returns to homelessness, increasing total income, increasing employment income, increasing non-employment income, utilization of housing first principles, HMIS data quality and accurateness (including appropriate eligibility documentation), and appropriate financial management (including funding returned to HUD). Work with HUD TA provider Cloudburst has created a quarterly report to capture the timeliness and rate of draws from eLOCCS.

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

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.

pages 10-11 of the CoC charter

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

ServicePoint

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

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

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: Statewide

* 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	\$209,577
ESG	\$0
CDBG	\$35,000
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$244,577

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
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City	\$0
County	\$0
State	\$10,000
State and Local - Total Amount	\$10,000

2B-2.4 Funding Type: Private

Funding Source	Funding
Individual	\$52,000
Organization	\$0
Private - Total Amount	\$52,000

2B-2.5 Funding Type: Other

Funding Source	Funding
Participation Fees	\$27,000
Other - Total Amount	\$27,000

2B-2.6 Total Budget for Operating Year	\$333,577
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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): 04/27/2016

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	544	91	453	100.00%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	435	10	425	100.00%
Rapid Re-Housing (RRH) beds	40	10	30	100.00%
Permanent Supportive Housing (PSH) beds	1,649	0	1,195	72.47%
Other Permanent Housing (OPH) beds	183	0	183	100.00%

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)

The Louisville CoC is working in conjunction with the local VAMC to facilitate the entry of VASH data into HMIS. At the time of this grant submission the Louisville HMIS lead has set up the applicable projects in HMIS and VA staff are being trained to begin the data entry process with the expectation of full coverage at the time of the 2017 HIC.

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):	<input type="checkbox"/>
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VASH:	<input checked="checked" type="checkbox"/>
Faith-Based projects/Rescue mission:	<input type="checkbox"/>
Youth focused projects:	<input type="checkbox"/>
Voucher beds (non-permanent housing):	<input type="checkbox"/>
HOPWA projects:	<input type="checkbox"/>
Not Applicable:	<input type="checkbox"/>

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

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	0%	1%
3.3 Date of birth	2%	0%
3.4 Race	2%	0%
3.5 Ethnicity	2%	0%
3.6 Gender	2%	0%
3.7 Veteran status	0%	0%
3.8 Disabling condition	1%	1%
3.9 Residence prior to project entry	1%	0%
3.10 Project Entry Date	0%	0%
3.11 Project Exit Date	0%	0%
3.12 Destination	0%	10%
3.15 Relationship to Head of Household	11%	0%
3.16 Client Location	0%	0%
3.17 Length of time on street, in an emergency shelter, or safe haven	4%	0%

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

CoC Annual Performance Report (APR):	<input checked="" type="checkbox"/>
ESG Consolidated Annual Performance and Evaluation Report (CAPER):	<input checked="" type="checkbox"/>
Annual Homeless Assessment Report (AHAR) table shells:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

None	<input type="checkbox"/>
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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?

10

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

Quarterly

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):	<input checked="" type="checkbox"/>
VA Grant and Per Diem (GPD):	<input checked="" type="checkbox"/>
Runaway and Homeless Youth (RHY):	<input checked="" type="checkbox"/>
Projects for Assistance in Transition from Homelessness (PATH):	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

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)

N/A, however, we do want to comment that one of our AHAR tables was not accepted, but we disagreed and submitted this complaint in writing stating why it was correct.

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 Congress and 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: 01/27/2016
(mm/dd/yyyy)

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? Not Applicable

2E-3. Enter the date the CoC submitted the sheltered PIT count data in HDX: 04/27/2016
(mm/dd/yyyy)

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:	<input checked="" type="checkbox"/>
Random sample and extrapolation:	<input type="checkbox"/>
Non-random sample and extrapolation:	<input type="checkbox"/>
	<input type="checkbox"/>

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

HMIS:	<input checked="" type="checkbox"/>
HMIS plus extrapolation:	<input type="checkbox"/>
Interview of sheltered persons:	<input type="checkbox"/>
Sample of PIT interviews plus extrapolation:	<input type="checkbox"/>
	<input type="checkbox"/>

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)

The Louisville/Jefferson County Continuum of Care utilizes a complete census count for it's sheltered PIT count. Each shelter is required to conduct a complete manual count of all individuals in shelter on the night of the PIT. This

information is matched against an HMIS count to ensure the accuracy of the data. In addition to the required annual count, the Louisville CoC requires a complete census count each quarter to ensure continual accuracy in reporting and track trends throughout the year. The Louisville CoC selected a complete census county for the sheltered PIT in order to get the most complete count of the shelter population. The data validation has indicated the count to be completed reliability and accurately by shelter staff.

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:	<input checked="" type="checkbox"/>
Follow-up:	<input type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Non-HMIS de-duplication techniques:	<input type="checkbox"/>
	<input type="checkbox"/>

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)

The sheltered PIT count is conducted by shelter staff. Each year the Louisville CoC continually tries to improve the training process for this staff to ensure the most accurate data is collected.

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): 01/27/2016

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? Not Applicable

2H-3. Enter the date the CoC submitted the unsheltered PIT count data in HDX (mm/dd/yyyy): 04/27/2016

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:	<input type="checkbox"/>
Night of the count - known locations:	<input checked="" type="checkbox"/>
Night of the count - random sample:	<input type="checkbox"/>
Service-based count:	<input type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

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

The Louisville CoC utilizes the night of the count – known location methodology for the unsheltered PIT count. This count is conducted from 4:00 – 6:00 am. This time was selected on the advice of model programs and the success of a registry week count as part of the 100,000 Homes initiative in 2011. In 2016 over 300 volunteers participated in the unsheltered count. Volunteers worked in groups of four to cover locations of known encampments. The 2016 count provided the greatest location coverage in the history of the Louisville unsheltered count. All volunteers participated in a mandatory training ahead of the count to ensure the accuracy of the data collected. Special outreach teams, including those focused on youth, veterans, and the mentally ill were assembled for specific sites known to be frequented by those populations.

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:	<input checked="" type="checkbox"/>
"Blitz" count:	<input checked="" type="checkbox"/>
Unique identifier:	<input type="checkbox"/>
Survey questions:	<input checked="" type="checkbox"/>
Enumerator observation:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

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)

Three changes occurred during the implementation of the 2016 unsheltered count. First, it was unseasonably warm both on the night of the count and throughout the entire winter. This resulted in both the participation of the highest number of volunteers ever, over 300, and an increase in homeless persons encountered in unsheltered location. Encounters indicate that many of those counted on the street would generally be in a sheltered location if not for the unseasonably good weather. Second, the increase in volunteers also allowed for a wider geographic coverage than previous years. More of the

Louisville/Jefferson County CoC was covered, particularly this allowed for better covered in more rural and suburban areas. Finally, changes in the way questions are asked to identify chronically homeless persons allowed for a more accurate count of this population. The questions were more straightforward and easily understood than in the past.

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	1,161	1,116	-45
Emergency Shelter Total	661	573	-88
Safe Haven Total	0	0	0
Transitional Housing Total	419	431	12
Total Sheltered Count	1,080	1,004	-76
Total Unsheltered Count	81	112	31

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	6,057
Emergency Shelter Total	5,394
Safe Haven Total	0
Transitional Housing Total	1,110

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)

The CoC and local homeless prevention agencies identify families at risk of homelessness (unpaid housing fees exceeding one month and/or loss of employment or primary income). Over \$1 million in city, utility and religious funding is allocated thru Neighborhood Places and community ministries for rent, utility and other payments and a 2-1-1 system gets those in need to the right service. The CoC has a single point of entry into shelter that discusses prevention options prior to making a shelter reservation. They defer over 2,000 callers each year to other community prevention services. The CoC has a state grant to prevent homelessness for clients exiting state institutions and our local jails identify anyone exiting without housing to provide a backpack of resources and a referral and transportation for somewhere to stay. These efforts have led to a decrease in first time homelessness by 736 this year.

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)

The first step in moving individuals and families out of homelessness is quickly assessing them through the Louisville CoC Coordinated Assessment process. This ensures individuals and families are prioritized for the correct intervention. Individuals and families who score in a manner that does not indicate a need for PSH, RRH, or TH are provided with case management services to assist them in overcoming their barriers to housing stability and given resources to assist them in accessing other affordable housing. HMIS is used to identify any long stayers or outliers in the system on a quarterly basis. The CoC Coordinator contacts the appropriate service agency to address these cases on an individual basis. Additionally, consistent training is provided on housing first and creating low barriers to entry to encourage a rapid transition from homelessness to housing.

*** 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	793
Of the persons in the Universe above, how many of those exited to permanent destinations?	434
% Successful Exits	54.73%

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	1,418
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?	1,319
% Successful Retentions/Exits	93.02%

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)

With the creation of Performance Metric 2 – Exits to Permanent Housing with Returns to Homelessness the Louisville CoC has been able to more accurately track returns to homelessness. In the first report created under this metric, a total of 30% of those listed with a positive exit returned to homelessness within two years, the vast majority of these from emergency shelter. First, the HMIS lead will retrain all agencies within the CoC regarding the importance of entering an accurate exit destination to ensure the validity of this data. Second, the CoC will provide further training regarding Housing First and harm reductions strategies to ensure the retention of housing. Third, the returns to homelessness report will be utilized to help identify individuals and families that return to homelessness and provide them with additional supportive services to ensure a rapid transition back to housing.

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)

CoC programs work with local employers to find appropriate employment for

program participants. The CoC works with the local chamber of commerce and re-entry programs to find employers willing to provide full and part-time plus day labor for program participants. Vocational rehab provides funding and training to homeless agencies in supported employment opportunities. Louisville has a strong SOAR program led by the Family Health Center that helps hundreds of homeless persons eligible for SSI/SSDI access presumptive disability. Family Health Centers also lead the Mainstream benefits committee to keep the CoC informed about access to benefits. Finally, Kentucky has the strongest increase in Medicaid roles nationally and added Benefind this year, a single data base that allows persons to access SNAP, TANF and children's health benefits while accessing Medicaid.

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)

Agencies within the CoC regularly connect homeless individuals to Vocational Rehabilitation for employment resources and training aimed at increasing income. Additionally, CoC member agency Wellspring provides supportive employment services to individuals with severe mental illness. CoC member Wayside Christian Mission provides training to homeless individuals with the skills necessary to obtain positions within the hospitality industry. SSVF provides job training to homeless veterans with the goal of increasing income to a level where housing can be maintained without an additional subsidy. Prisoner re-entry has a similar program that works with local employers to increase access to better employment for the homeless with past criminal history. Any homeless individual within the Louisville CoC should be able to access employment resources from one of the organizations listed above.

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)

The local street outreach leader, Seven Counties Services, determined the locations covered during the unsheltered PIT count. Additionally, other formal and informal outreach groups were consulted to determine areas that needed particular coverage. With the assistance of over 300 volunteers the Louisville CoC was able to cover more geographic area that possible in any past street count. Unsheltered persons are identified by groups of trained staff and volunteers. Outreach groups conduct frequent follow up with unsheltered individuals who are identified during the street count. This consistent engagement is used to encourage those staying in locations not meant for human habitation to access shelter. Additionally, all unsheltered persons are connected to the Coordinated Assessment team to ensure they are assessed and prioritized for the most appropriate housing resources.

**3A-7a. Did the CoC completely exclude No
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)?

**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)**

No, there are no such areas in Jefferson County. We worked to cover as much of the county as possible and all known homeless sites regardless of location.

**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)** 08/10/2016

**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

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	159	179	20
Sheltered Count of chronically homeless persons	145	104	-41
Unsheltered Count of chronically homeless persons	14	75	61

**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)**

The method of counting the chronically homeless during the 2016 shelter and unsheltered count changed both in on the ground execution and in the manner HMIS captured data surrounding these individuals and families. First, in 2016 the Louisville CoC had developed a by name list of known chronically homeless individuals at the time of the 2016 sheltered and unsheltered count. This allowed the staff conducting outreach to more easily identify these individuals at the time of the count. Second, HMIS changed the questions asked to determine if an individual is chronically homeless. The most recent questions, in place at the time of the 2016 sheltered and unsheltered count, are more easily understood and are subsequently more accurate. However, it cannot be considered a direct comparison to 2015 due to these changes.

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 homeless persons identified on the HIC.	598	669	71

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)

The 2015 HIC originally reported 665 beds dedicated for the chronically homeless; however, a review of this data found that 67 beds prioritized for the chronically homeless were mistakenly categorized as dedicated. The correct 2015 total is 598. The 2016 HIC originally recorded 597 beds dedicated for the chronically homeless; however, a review found that two projects, 42 and 30 beds respectively, were not counted as dedicated. These projects are connected to a grant from the Substance Abuse and Mental Health Services Administration and are dedicated to the chronically homeless. The correct 2016 total is 669.

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 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. pg 23, Policies

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)

We started with a by name list of 314 chronically homeless persons at the beginning of 2016. As of August 1, 2016, that list is less than 100 and we continue to meet monthly to work toward ending chronic homelessness.

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:	<input checked="" type="checkbox"/>
Number of previous homeless episodes:	<input checked="" type="checkbox"/>
Unsheltered homelessness:	<input checked="" type="checkbox"/>
Criminal History:	<input type="checkbox"/>
Bad credit or rental history (including not having been a leaseholder):	<input type="checkbox"/>
Head of household has mental/physical disabilities:	<input checked="" type="checkbox"/>
High risk pregnancy	<input type="checkbox"/>
Newborn 3 mo or younger	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

**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)**

Unsheltered homeless families are assessed immediately and sheltered homeless families who remain in the system for more than 14 days are assessed for housing placement within the CoC. The CoC's first priority to reduce the length of time families are homeless is to work toward the creation of additional permanent housing for homeless families including a local trust fund and a homeless priority in Section 8. Chronically homeless families are prioritized for rapid placement into PSH. Additionally, the CoC is working to develop further RRH resources, both ESG and Coc funded, to move families quickly out of shelter and into permanent housing. Programs that serve families are given specific training on how to utilize a Housing First approach with families and all programs are expected to be low barrier to entry. Louisville also has a model Family Scholar House program for single parent families that provides housing and services while the parent gets a four-year degree.

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:	14	32	18

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:	<input checked="" type="checkbox"/>
There is a method for clients to alert CoC when involuntarily separated:	<input checked="" type="checkbox"/>
CoC holds trainings on preventing involuntary family separation, at least once a year:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

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,		
FY2016 CoC Application		Page 44	09/09/2016

	most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered homeless households with children:	110	100	-10
Sheltered Count of homeless households with children:	108	99	-9
Unsheltered Count of homeless households with children:	2	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)

Not applicable.

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:	<input checked="" type="checkbox"/>
Increase housing and service options for youth fleeing or attempting to flee trafficking:	<input checked="" type="checkbox"/>
Specific sampling methodology for enumerating and characterizing local youth trafficking:	<input type="checkbox"/>
Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:	<input type="checkbox"/>
Community awareness training concerning youth trafficking:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

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:	<input checked="checked" type="checkbox"/>
Length of time homeless:	<input checked="checked" type="checkbox"/>
Unsheltered homelessness:	<input checked="checked" type="checkbox"/>
Lack of access to family and community support networks:	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

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, 2015)	Difference
Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:	566	898	332

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)

Not applicable. Numbers have increased in part to a better job of identifying the youth and better partnership with those interested in serving the youth population.

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):	\$2,072,295.00	\$2,422,590.00	\$350,295.00
CoC Program funding for youth homelessness dedicated projects:	\$326,376.00	\$676,671.00	\$350,295.00
Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):	\$1,745,919.00	\$1,745,919.00	\$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:	6
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:	10
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):	24

**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)**

The Homeless Education Coordinator for the local school system (JCPS) is an active part of the CoC and the youth and young adult CoC committee. The coordinator attends and reports on resources and federal law at CoC meetings throughout the year. JCPS hosts an annual training on homelessness for teachers and school administrators with homeless providers speaking. The coordinator also provides a monthly newsletter to teachers and homeless providers. The CoC creates a disc of resources for teachers with homeless students that is distributed throughout the district to teachers and school resource counselors. JCPS places teachers in family shelters to help with homework and has set asides for summer learning and after school programs for the shelters. The homeless coordinator also provides books, school supplies and uniforms to homeless students and transportation to shelter. The coordinator also assists newly homeless families with gaining access to shelter and other mainstream resources.

**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)**

Every homeless agency serving children within the Louisville homeless system is required to have a homeless education liaison and posted materials giving their contact information and rights to education and transportation. The JCPS homeless education coordinator also provides easy access to services through phone, on site or email. The coordinator has created goals for each student of school access and transportation within 24 hours that are tracked to insure they are met. The school system also provides after school teachers at local family shelters to help homeless students meet education goals and sets aside placement in summer and after school learning opportunities for children in shelter. The CoC youth and young adult committee works to insure all kids are in school through the mandatory drop out age, which has recently increased to 18.

The RHY partner, YMCA Safe Place, is also an active member of the CoC and coordinates referral of homeless youth and then young adults to local homeless services or prevention as needed.

**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)**

The CoC has agreements with Head Start, Child Care and Development Fund, Healthy Start and the Maternal, Infant Early Childhood Home Visiting program through Metro Louisville Neighborhood Places located throughout the city and managed by Metro Louisville Community Services. All family shelters also have agreements with JCPS for various education programming including summer learning, public pre-K and other federal programs giving homeless children a priority for these programs. Finally, several agencies have commitments from WIC and other state child care programs.

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:	201	191	-10
Sheltered count of homeless veterans:	190	167	-23
Unsheltered count of homeless veterans:	11	24	13

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)

The street count of homeless veterans increased due to weather and a great increase in the numbers of volunteers counting on the streets during the 2016 street count. The shelter count is basically the number of per diem beds available for those veterans with a voucher waiting to find housing.

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 Louisville CoC has a strong coordinated outreach coordinated through local VA and the common assessment (CA) team to identify veterans by name. In 2015, the CoC hosted two meetings monthly which is now one monthly to coordinate the list and referrals. In addition to housing for everyone, the plan includes referrals to the VA job training programs, per diem, VA emergency, SSVF, legal services and health care. We were able to identify VASH, Section 8 set asides, CoC vacancies, SAHMSA services with vouchers, and Rapid Rehousing through SSVF to house all 838 homeless veterans identified in 2015. VA assesses every veteran prior to the CA team assigning the appropriate housing. If any veteran is determined to be ineligible, they are provided a warm hand off to the appropriate program through the CA. The Louisville CoC is now maintaining functional zero for veterans by housing approximately 25 per month which is the number of new homeless veterans identified on average in a month.

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:	273	167	-38.83%
Unsheltered Count of homeless veterans:	28	24	-14.29%

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)

The Louisville CoC by name list is now coordinated through the VOA SSVF program. The CoC presently houses 25 homeless veterans per month which is the same rate that veterans become homeless in our community. The CoC has a landlord contact who continues to seek additional units to insure availability and work closely with the housing authority to insure veterans are housed within 90 days of identification for housing.

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):	31
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).	26
Percentage of renewal and new project applications in the FY 2016 competition that have demonstrated assistance to project participants to obtain mainstream benefits:	84%

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)

Medicaid enrollment for the homeless is coordinated through Family Health Centers (FHC), the Health Care for the Homeless program. FHC has eight full time staff assisting with sign ups in coordination with six at the Area Development District. Sign ups are coordinated on site at homeless agencies with locations distributed throughout the CoC. Louisville's homeless population has gone from 16% health coverage to over 97%. Kentucky has the highest increase in health coverage due to the ACA of any state. Now, all newly homeless persons are assessed for health coverage when they enter services

to insure that they are able to access health insurance if needed. The CoC is part of the national IAP effort and are working with Medicaid and our five MCOs to identify HMIS homeless Medicaid high utilizers. This partnership has resulted in CoC agencies getting licensed to bill Medicaid and supportive housing high utilizers accessing housing and saving Medicaid over \$2 million per year.

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:	<input checked="" type="checkbox"/>
In-Person Trainings:	<input checked="" type="checkbox"/>
Transportation to medical appointments:	<input checked="" type="checkbox"/>
Health Care for Homeless Program	<input checked="" type="checkbox"/>
Flagging at Hospitals	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
Not Applicable or None:	<input type="checkbox"/>

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):	31
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:	31
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":	100%

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):	31
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:	29
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:	94%

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:	<input type="checkbox"/>
--------------------------------	--------------------------

Use of phone or internet-based services like 211:	<input checked="checked" type="checkbox"/>
Marketing in languages commonly spoken in the community:	<input checked="checked" type="checkbox"/>
Making physical and virtual locations accessible to those with disabilities:	<input checked="checked" type="checkbox"/>
Distributing resource booklets county-wide to providers and those on the streets	<input checked="checked" type="checkbox"/>
Outreach teams market to those who do not come in	<input checked="checked" type="checkbox"/>
	<input type="checkbox"/>
Not applicable:	<input type="checkbox"/>

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:	35	82	47

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.

No

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:	<input type="checkbox"/>
CoC Systems Performance Measurement:	<input type="checkbox"/>
Coordinated Entry:	<input type="checkbox"/>
Data reporting and data analysis:	<input type="checkbox"/>
HMIS:	<input type="checkbox"/>

Homeless subpopulations targeted by Opening Doors: veterans, chronic, children and families, and unaccompanied youth:	<input type="text"/>
Maximizing the use of mainstream resources:	<input type="text"/>
Retooling transitional housing:	<input type="text"/>
Rapid re-housing:	<input type="text"/>
Under-performing program recipient, subrecipient or project:	<input type="text"/>
	<input type="text"/>
Not applicable:	<input checked="" type="checkbox"/>

4B-9b. Indicate the type(s) of Technical Assistance 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

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	KY-501 Evidence o...	09/09/2016
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	KY-501 Rating and...	09/09/2016
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	4 KY-501 Public P...	09/09/2016
05. CoCs Process for Reallocating	Yes	KY-501 Process fo...	09/09/2016
06. CoC's Governance Charter	Yes	KY-501 Governance...	09/09/2016
07. HMIS Policy and Procedures Manual	Yes	KY-501 HMIS Polic...	09/09/2016
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	KY-501 PHA Admin ...	09/09/2016
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	KY-501 CoC and HM...	09/09/2016
11. CoC Written Standards for Order of Priority	No	KY-501 Written St...	09/09/2016
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	KY-501 HDX Perfor...	09/09/2016
14. Other	No	KY-501 Applicable...	09/09/2016
15. Other	No		

Attachment Details

Document Description: KY-501 Evidence of Communication to Rejected Participants

Attachment Details

Document Description:

Attachment Details

Document Description: KY-501 Rating and Review Procedure

Attachment Details

Document Description: 4 KY-501 Public Posting Evidence

Attachment Details

Document Description: KY-501 Process for Reallocation

Attachment Details

Document Description: KY-501 Governance Charter and P&Ps

Attachment Details

Document Description: KY-501 HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: KY-501 PHA Admin Plan and Letter

Attachment Details

Document Description: KY-501 CoC and HMIS MOU

Attachment Details

Document Description: KY-501 Written Standards for Order of Priority

Attachment Details

Document Description:

Attachment Details

Document Description: KY-501 HDX Performance Measures

Attachment Details

Document Description: KY-501 Applicable Meeting Minutes

Attachment Details

Document Description: Sal Army Rejection Letter

Submission Summary

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

Page		Last Updated
1A. Identification		08/12/2016
1B. CoC Engagement		09/08/2016
1C. Coordination		09/09/2016
FY2016 CoC Application		Page 61
		09/09/2016

1D. CoC Discharge Planning	08/12/2016
1E. Coordinated Assessment	09/08/2016
1F. Project Review	09/09/2016
1G. Addressing Project Capacity	09/08/2016
2A. HMIS Implementation	08/12/2016
2B. HMIS Funding Sources	08/24/2016
2C. HMIS Beds	09/09/2016
2D. HMIS Data Quality	09/06/2016
2E. Sheltered PIT	09/09/2016
2F. Sheltered Data - Methods	09/08/2016
2G. Sheltered Data - Quality	09/08/2016
2H. Unsheltered PIT	09/09/2016
2I. Unsheltered Data - Methods	09/08/2016
2J. Unsheltered Data - Quality	09/08/2016
3A. System Performance	09/09/2016
3B. Objective 1	09/09/2016
3B. Objective 2	09/09/2016
3B. Objective 3	09/09/2016
4A. Benefits	09/09/2016
4B. Additional Policies	09/09/2016
4C. Attachments	Please Complete
Submission Summary	No Input Required

Louisville/Jefferson Co., KY, Continuum of Care (KY 501)

1300 S. 4th Street, Suite 250

Louisville, KY 40208

August 29, 2016

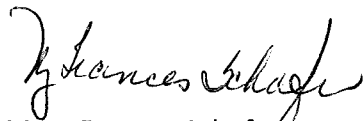
Home of the Innocents
1100 East Market Street
Louisville, KY 40206

Dear Mr. Paul Robinson:

Thank you for all the Home does to provide important services to vulnerable homeless young adults. This community appreciates the expertise of the Home's staff who are obviously committed to assisting young adults succeed.

It is with regret that I must inform you that the Louisville Continuum of Care will not be able to submit the Home's request for Rapid Rehousing for Young Adults in the 2016 Continuum of Care application to HUD. While this project is an important and needed one in our community, the CoC Board feels it is important that you get your recently funded Rapid Rehousing project up and running before applying for another one. The CoC sincerely hopes and is confident that the Home will continue to seek opportunities to work with the CoC serving homeless young adults and children.

Sincerely,



Mary Frances Schafer
Coordinator of the CoC
Director of Community Coordination
The Coalition for the Homeless

Louisville/Jefferson Co., KY, Continuum of Care (KY 501)

1300 S. 4th Street, Suite 250

Louisville, KY 40208

August 30, 2016

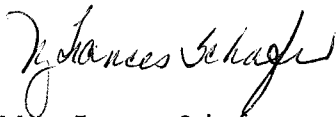
Major Roy Williams
Louisville Area Commander
The Salvation Army
911 S. Brook St.
Louisville, KY 40203

Dear Major Williams:

Thank you for all the Salvation Army does to provide important services to vulnerable homeless men, women and families. Your work is vital to assisting our homeless neighbors find the services they need to live in our city.

It is with regret however that I must inform you that the Louisville Continuum of Care will not be able to submit the Salvation Army's request for funding for your transitional housing project in the 2016 Continuum of Care application to HUD. While this project is an important and needed one in our community, the need to create permanent housing for the chronically homeless is critical at this time. The CoC sincerely hopes and is confident that the Salvation Army will continue to seek opportunities to work with the CoC serving the homeless in our community.

Sincerely,



Mary Frances Schafer
Coordinator of the CoC
Director of Community Coordination
The Coalition for the Homeless

LOUISVILLE CONTINUUM OF CARE RATING AND REVIEW PROCEDURE FY2016

All projects requesting funding during the FY16 CoC funding competition are rated on the following metrics. Projects will be ranked from highest to lowest based on numeric score. In the event of a tie the project with the highest Housing (measure 3) score will be listed first. In the event of a further tie, projects will be listed by grant number in ascending order.

Projects that refuse to provide data for any measure, and are not legally prohibited from providing such data, will receive zero points for that measure.

There is a maximum of 89.25 possible earned points and up to ten bonus points.

The final project ranking will be determined by the Continuum of Care Board of Directors.

PROJECT SCORING MATRIX:

#	Metric	PSH	RRH	TH	SSO-SO	SSO-CA	HMIS
1	Project Type	10	10	10	10	10	10
2	Funding Returned	6	6	6	6	6	6
3-1	Housing - Retained or Exited	10	10				
3-2a	Housing - Exited PSH			10			
3-2b	Housing - LOS in TH			10			
3-3	Housing - Exit SO to any Destination				15		
3-4	Housing - HMIS or SSO-CA					10	10
4-1a	Income - Any Increase	6		6			
4-1b	Income - Any Increase		9				
4-1c	Income - Any Increase				2		
4-2a	Income - Employment Increase	6		6			
4-2b	Income - Employment Increase		10				
4-2c	Income - Employment Increase				2		
4-3a	Income - Non-Employment Increase	6		6			
4-3b	Income - Non-Employment Increase		9				
4-3c	Income - Non-Employment Increase				4		
4-4	Income - HMIS or SSO-CA					18	18
5-1	Housing First/Low Barrier	10	10	10	10		
5-2	HF/LB - HMIS or SSO-CA					10	10
6-1	Turnover to CH	10					
6-2	Turnover to CH - HMIS or SSO-CA					10	10
7-1a	Returns Less than 6 months	5	5	5			
7-1b	Returns Less than 6 months				10		
7-2a	Returns - 6-12	5	5	5			
7-2b	Returns - 6-12				10		

7-3a	Returns - 12-24	5	5	5			
7-3b	Returns - 12-24				10		
7-4	Returns - HMIS or SSO-CA					15	15
8-1	HMIS Data Quality	6	6	6	6		
8-2	HMIS Data Completeness	4.25	4.25	4.25	4.25		
8-3	HMIS - HMIS or SSO-CA					10.25	10.25
	TOTAL:	89.25	89.25	89.25	89.25	89.25	89.25

MEASURE 1: PROJECT TYPE

- **Universe:** All CoC funded new and renewal projects.
- **Measure:** Project type.
- **Data Source:** GIW and new project applications.
- **Points:** 10 points maximum.
 - 10 points: Permanent Supportive Housing and Rapid Re-Housing
 - 10 points: HMIS
 - 10 points: SSO – Common Assessment
 - 10 points: Transitional Housing exclusively for Homeless Youth
 - 5 points: Transitional Housing
 - 1 point: SSO

MEASURE 2: FUNDING RETURNED TO HUD

- **Universe:** All CoC funded renewal Permanent Supportive Housing, Rapid Re-Housing, SSO – Street Outreach, SSO – Common Assessment, and HMIS projects.
- **Measure:** Percentage of funds returned during the most recent operating year completed prior to March 31, 2016 or percentage of funds returned during the most recent operating year completed prior to March 31, 2016 minus any operating funds returned for scattered site leasing or rental assistance grants funded under the Samaritan Housing Initiative of Permanent Housing Bonus. All site or project based Permanent Supportive Housing projects automatically receive 5 points if any funds were returned.
- **Data Source:** eLOCCS report provided by grantee.
- **Points:** 6 points maximum.
 - 6 points: No returned funds or projects that have not finished one operating year
 - 5.5 points: 1% - 5% returned funds
 - 5 points: 6% - 10% returned funds or site/project based PSH with any funds returned.
 - 4.5 points: 11% - 15% returned funds
 - 4 points: 16% - 20% returned funds
 - 3.5 points: 21% - 25% returned funds
 - 3 points: 26% - 30% returned funds
 - 2.5 points: 31% - 35% returned funds
 - 2 points: 36% - 40% returned funds
 - 1.5 points: 41% - 45% returned funds
 - 1 point: 46% - 50% returned funds
 - 0 points: Greater than 50% returned funds

MEASURE 3: HOUSING

Measure 3-1:

- **Universe:** All CoC funded renewal Permanent Supportive Housing and Rapid Re-Housing projects.
- **Measure:** Percentage of program participants who maintained permanent housing or exited to permanent housing.
- **Data Source:** HMIS Generated Report – 706 Permanent Housing Placement/Retention, Metric 7, April 1, 2015 – March 31, 2016.
- **Points:** 10 points maximum.
 - 10 points: 98% - 100%
 - 9 points: 95% - 97%
 - 8 points: 92% -94%
 - 7 points: 89% - 91%
 - 6 points: 86% - 88%
 - 5 points: 83% -85%

Measure 3-2a:

- **Universe:** All CoC Funded Transitional Housing projects.
- **Measure:** Percentage of program participants who exited to permanent housing.
- **Data Source:** HMIS Generated Report – 706 Permanent Housing Placement/Retention, Metric 7, April 1, 2015 – March 31, 2016.
- **Points:** 10 points maximum.
 - 10 points: 98% - 100%
 - 9 points: 95% - 97%
 - 8 points: 92% -94%
 - 7 points: 89% - 91%
 - 6 points: 86% - 88%
 - 5 points: 83% -85%

Measure 3-2b:

- **Universe:** All CoC Funded Transitional Housing projects.
- **Measure:** Median length of stay in CoC funded Transitional Housing.
- **Data Source:** HMIS Generated Report – 700 Length of Time Persons Remain Homeless, Metric 1, April 1, 2015 – March 31, 2016.
- **Points:** 10 points maximum.
 - 10 points: 0 – 92 days
 - 7 points: 93 – 184 days
 - 4 points: 185 – 277 days
 - 1 point: 278 – 365 days
 - 0 points – 366 or greater

Measure 3-3:

- **Universe:** All CoC funded Supportive Services Only Street Outreach projects.

- **Measure:** Percentage of program participants that exited street outreach and entered a temporary, institutional, or permanent housing destination.
- **Data Source:** HMIS Generated Report – 706 Permanent Housing Placement/Retention, Metric 7, April 1, 2015 – March 31, 2016.
- **Points:** 15 points maximum.
 - 15 points: 98% - 100%
 - 14 points: 95% - 97%
 - 12 points: 92% -94%
 - 11 points: 89% - 91%
 - 9 points: 86% - 88%
 - 8 points: 83% -85%

Measure 3-4:

- **Universe:** All CoC funded HMIS, SSO Common Assessment, and projects that have not completed two operating years.
- **Measure:** All programs in universe.
- **Data Source:** None.
- **Points:** 10 points

MEASURE 4: PARTICIPANT INCOME

Measure 4-1a: Overall Income

- **Universe:** All CoC funded Permanent Supportive Housing and Transitional Housing grants projects.
- **Measure:** Percentage of all adult program participants who increased any form of cash income.
- **Data Source:** HMIS Generated Report – 703 Employment and Income Growth for CoC Funded Projects, Metric 4, October 1, 2014 – September 30, 2015. Report ran on 6/22/16.
- **Points:** 6 points maximum.
 - 6 points: 92% - 100%
 - 5.5 point: 84% - 91%
 - 5 points: 76% - 83%
 - 4.5 points: 68 % - 75%
 - 4 points: 60% - 67%
 - 3.5 points: 52% – 59%
 - 3 points: 44% - 51%
 - 2.5 points: 36% - 43%
 - 2 points: 28% - 35%
 - 1.5 points: 20% - 27%
 - 1 points: 12% - 19%
 - 0.5 points: 4% - 11%
 - 0 points 0% - 3%

Measure 4-1b: Overall Income

- **Universe:** All CoC funded Rapid Re-Housing grants projects.

- **Measure:** Percentage of all adult program participants who increased any form of cash income.
- **Data Source:** HMIS Generated Report – 703 Employment and Income Growth for CoC Funded Projects, Metric 4, October 1, 2014 – September 30, 2015. Report ran on 6/22/16.
- **Points:** 9 points maximum.
 - 9 points: 92% - 100% or projects that have not completed one operating year
 - 8.5 point: 84% - 91%
 - 7.5 points: 76% - 83%
 - 7 points: 68 % - 75%
 - 6 points: 60% - 67%
 - 5.5 points: 52% – 59%
 - 4.5 points: 44% - 51%
 - 4 points: 36% - 43%
 - 3 points: 28% - 35%
 - 2.5 points: 20% - 27%
 - 1.5 points: 12% - 19%
 - 1 points: 4% - 11%
 - 0 points 0% - 3%

Measure 4-1c: Overall Income

- **Universe:** All CoC funded SSO – Street Outreach projects.
- **Measure:** Percentage of all adult program participants who increased any form of cash income.
- **Data Source:** HMIS Generated Report – 625 Annual Performance Report, October 1, 2014 – September 30, 2015, question 24.b.3.
- **Points:** 2 points maximum.
 - 2 points: 28% - 35%
 - 1.5 points: 20% - 27%
 - 1 points: 12% - 19%
 - 0.5 points: 4% - 11%
 - 0 points 0% - 3%

Measure 4-2a: Employment Income

- **Universe:** All CoC funded Permanent Supportive Housing and Transitional Housing projects.
- **Measure:** Percentage of all adult program participants who increased employment income.
- **Data Source:** HMIS Generated Report – 703 Employment and Income Growth for CoC Funded Projects, Metric 4, October 1, 2014 – September 30, 2015. Report ran on 6/22/16.
- **Points:** 6 points maximum.
 - 6 points: 92% - 100%
 - 5.5 point: 84% - 91%
 - 5 points: 76% - 83%
 - 4.5 points: 68 % - 75%
 - 4 points: 60% - 67%
 - 3.5 points: 52% – 59%
 - 3 points: 44% - 51%
 - 2.5 points: 36% - 43%

- 2 points: 28% - 35%
- 1.5 points: 20% - 27%
- 1 points: 12% - 19%
- 0.5 points: 4% - 11%
- 0 points 0% - 3%

Measure 4-2b: Employment Income

- **Universe:** All CoC funded Rapid Re-Housing projects.
- **Measure:** Percentage of all adult program participants who increased employment income.
- **Data Source:** HMIS Generated Report – 703 Employment and Income Growth for CoC Funded Projects, Metric 4, October 1, 2014 – September 30, 2015. Report ran on 6/22/16.
- **Points:** 10 points maximum.
 - 10 points: 92% - 100% or projects that have not completed one operating year
 - 9 point: 84% - 91%
 - 8 points: 76% - 83%
 - 7.5 points: 68 % - 75%
 - 7 points: 60% - 67%
 - 6 points: 52% – 59%
 - 5 points: 44% - 51%
 - 4 points: 36% - 43%
 - 3.5 points: 28% - 35%
 - 2.5 points: 20% - 27%
 - 2 points: 12% - 19%
 - 1 points: 4% - 11%
 - 0 points 0% - 3%

Measure 4-2c: Employment Income

- **Universe:** All CoC funded SSO – Street Outreach projects.
- **Measure:** Percentage of all adult program participants who increased employment income.
- **Data Source:** HMIS Generated Report – 625 Annual Performance Reports, October 1, 2014 – September 30, 2015, question 24.b.3.
- **Points:** 2 points maximum.
 - 2 points: 28% - 35%
 - 1.5 points: 20% - 27%
 - 1 points: 12% - 19%
 - 0.5 points: 4% - 11%
 - 0 points 0% - 3%

Measure 4-3a: Non-Employment Cash Income

- **Universe:** All CoC funded Permanent Supportive Housing, Transitional Housing, and SSO – Street Outreach projects.
- **Measure:** Percentage of all adult program participants who increased non-employment cash income.
- **Data Source:** HMIS Generated Report – 703 Employment and Income Growth for CoC Funded Projects, Metric 4, October 1, 2014 – September 30, 2015. Report ran on 6/22/16.

- **Points:** 6 points maximum.
 - 6 points: 92% - 100%
 - 5.5 point: 84% - 91%
 - 5 points: 76% - 83%
 - 4.5 points: 68 % - 75%
 - 4 points: 60% - 67%
 - 3.5 points: 52% – 59%
 - 3 points: 44% - 51%
 - 2.5 points: 36% - 43%
 - 2 points: 28% - 35%
 - 1.5 points: 20% - 27%
 - 1 points: 12% - 19%
 - 0.5 points: 4% - 11%
 - 0 points 0% - 3%

Measure 4-3b: Non-Employment Cash Income

- **Universe:** All CoC funded Rapid Re-Housing projects.
- **Measure:** Percentage of all adult program participants who increased non-employment cash income.
- **Data Source:** HMIS Generated Report – 703 Employment and Income Growth for CoC Funded Projects, Metric 4, October 1, 2014 – September 30, 2015. Report ran on 6/22/16.
- **Points:** 9 points maximum.
 - 9 points: 92% - 100%
 - 8.5 point: 84% - 91%
 - 7.5 points: 76% - 83%
 - 7 points: 68 % - 75%
 - 6 points: 60% - 67%
 - 5.5 points: 52% – 59%
 - 4.5 points: 44% - 51%
 - 4 points: 36% - 43%
 - 3 points: 28% - 35%
 - 2.5 points: 20% - 27%
 - 1.5 points: 12% - 19%
 - 1 points: 4% - 11%
 - 0 points 0% - 3%

Measure 4-3c: Non-Employment Cash Income

- **Universe:** All CoC funded SSO – Street Outreach projects.
- **Measure:** Percentage of all adult program participants who increased non-employment cash income.
- **Data Source:** HMIS Generated Report – 625 Annual Performance Reports, October 1, 2014 – September 30, 2015, question 24.b.3.
- **Points:** 4 points maximum.
 - 4 points: 36% - 43%
 - 3 points: 28% - 35%
 - 2.5 points: 20% - 27%

- 1.5 points: 12% - 19%
- 1 points: 4% - 11%
- 0 points 0% - 3%

Measure 4-4:

- **Universe:** All CoC funded HMIS, SSO Common Assessment, and projects that have not completed one operating year.
- **Measure:** All programs in universe.
- **Data Source:** None.
- **Points:** 18 points.

MEASURE 5: HOUSING FIRST/LOW BARRIER PROJECTS

Measure 5-1:

- **Universe:** All CoC funded renewal Permanent Supportive Housing, Rapid Re-Housing, Transitional Housing, SSO – Street Outreach projects, and new projects.
- **Measure:** Questions 3a, 3b, and 3c answered in a manner to correspond to Housing First principles, low barrier to program entry, or neither.
- **Data Source:** Information provided of FY16 project applications.
- **Points:** 10 points maximum.
 - 10 points: Project answers questions 3a, 3b, and 3c in a manner that affirm Housing First principles.
 - 5 points: Project answers questions 3a and 3b in a manner that affirm a low barrier to entry.
 - 0 points: Project does not answer questions 3b and 3c in a manner that affirms either Housing First or Low Barrier principles.

Measure 5-2:

- **Universe:** All CoC funded HMIS and SSO Common Assessment projects.
- **Measure:** All programs in universe.
- **Data Source:** None.
- **Points:** 10 points maximum.
 - 10 points: All projects

MEASURE 6: TURNOVER TO CHRONICALLY HOMELESS

Measure 6-1:

- **Universe:** All CoC funded new and renewal Permanent Supportive Housing projects.
- **Measure:** Percentage of turnover beds prioritized for the chronically homeless as indicated in the FY16 project applications.
- **Data Source:** Information provided of FY16 project applications.
- **Points:** 10 points maximum.
 - 10 points: Dedicated CH Project
 - 10 points: 100% of turnover beds prioritized for CH

- 9 points: 94% - 99% of turnover beds prioritized for CH or one less than total turnover beds prioritized for CH
- 7 points: 88% - 93% of turnover beds prioritized for CH
- 5 points: 82% - 87% of turnover beds prioritized for CH
- 3 points: 76% - 81% of turnover beds prioritized for CH
- 1 points: 70% - 75% of turnover beds prioritized for CH
- 0 points: Less than 70% of turnover beds prioritized for CH

Measure 6-2:

- **Universe:** All CoC funded HMIS and SSO Common Assessment projects.
- **Measure:** All programs in universe.
- **Data Source:** None.
- **Points:** 10 points maximum.
 - 10 points: All projects

MEASURE 7: RETURNS TO HOMELESSNESS

Measure 7-1a:

- **Universe:** All CoC funded Permanent Supportive Housing, Rapid Re-Housing, and Transitional Housing projects.
- **Measure:** Percentage of Exits to Permanent Housing with Returns to Homelessness within 0 – 6 months.
- **Data Source:** HMIS Generated Report – 701 Exits to Permanent Housing with Returns to Homelessness, Metric 2, April 1, 2014 – March 31, 2016.
- **Points:** 5 points maximum.
 - 5 points: 0% return to homelessness
 - 4 points: 1% - 10% return to homelessness
 - 3 points: 11% - 20% return to homelessness
 - 2 points: 21% -30% return to homelessness
 - 1 points: 31% - 40% return to homelessness
 - 0 points: 40% or greater return to homelessness

Measure 7-1b:

- **Universe:** All CoC funded SSO - Street Outreach projects.
- **Measure:** Percentage of Exits to Permanent Housing with Returns to Homelessness within 0 – 6 months.
- **Data Source:** HMIS Generated Report – 701 Exits to Permanent Housing with Returns to Homelessness, Metric 2, April 1, 2014 – March 31, 2016.
- **Points:** 10 points maximum.
 - 10 points: 0% return to homelessness
 - 9 points: 1% - 5% return to homelessness
 - 8 points: 6% - 10% return to homelessness
 - 7 points: 11% - 15% return to homelessness

- 6 points: 16% - 20% return to homelessness
- 5 points: 21% - 25% return to homelessness
- 4 points: 26% - 30% return to homelessness
- 3 points: 31% - 35% return to homelessness
- 2 points: 36% - 40% return to homelessness
- 1 point: 41% - 45% return to homelessness
- 0 points: 40% or greater return to homelessness

Measure 7-2a:

- **Universe:** All CoC funded Permanent Supportive Housing, Rapid Re-Housing, and Transitional Housing projects.
- **Measure:** Percentage of Exits to Permanent Housing with Returns to Homelessness within 6 – 12 months.
- **Data Source:** HMIS Generated Report – 701 Exits to Permanent Housing with Returns to Homelessness, Metric 2, April 1, 2014 – March 31, 2016.
- **Points:** 5 points maximum.
 - 5 points: 0% return to homelessness
 - 4 points: 1% - 10% return to homelessness
 - 3 points: 11% - 20% return to homelessness
 - 2 points: 21% -30% return to homelessness
 - 1 points: 31% - 40% return to homelessness
 - 0 points: 40% or greater return to homelessness

Measure 7-2b:

- **Universe:** All CoC funded SSO - Street Outreach projects.
- **Measure:** Percentage of Exits to Permanent Housing with Returns to Homelessness within 6 – 12 months.
- **Data Source:** HMIS Generated Report – 701 Exits to Permanent Housing with Returns to Homelessness, Metric 2, April 1, 2014 – March 31, 2016.
- **Points:** 10 points maximum.
 - 10 points: 0% return to homelessness
 - 9 points: 1% - 5% return to homelessness
 - 8 points: 6% - 10% return to homelessness
 - 7 points: 11% - 15% return to homelessness
 - 6 points: 16% - 20% return to homelessness
 - 5 points: 21% - 25% return to homelessness
 - 4 points: 26% - 30% return to homelessness
 - 3 points: 31% - 35% return to homelessness
 - 2 points: 36% - 40% return to homelessness
 - 1 point: 41% - 45% return to homelessness
 - 0 points: 40% or greater return to homelessness

Measure 7-3a:

- **Universe:** All CoC funded Permanent Supportive Housing, Rapid Re-Housing, and Transitional Housing projects.
- **Measure:** Percentage of Exits to Permanent Housing with Returns to Homelessness within 12 – 24 months.
- **Data Source:** HMIS Generated Report – 701 Exits to Permanent Housing with Returns to Homelessness, Metric 2, April 1, 2014 – March 31, 2016.
- **Points:** 5 points maximum.
 - 5 points: 0% return to homelessness
 - 4 points: 1% - 10% return to homelessness
 - 3 points: 11% - 20% return to homelessness
 - 2 points: 21% -30% return to homelessness
 - 1 points: 31% - 40% return to homelessness
 - 0 points: 40% or greater return to homelessness

Measure 7-3b:

- **Universe:** All CoC funded SSO - Street Outreach projects.
- **Measure:** Percentage of Exits to Permanent Housing with Returns to Homelessness within 12 – 24 months.
- **Data Source:** HMIS Generated Report – 701 Exits to Permanent Housing with Returns to Homelessness, Metric 2, April 1, 2014 – March 31, 2016.
- **Points:** 10 points maximum.
 - 10 points: 0% return to homelessness
 - 9 points: 1% - 5% return to homelessness
 - 8 points: 6% - 10% return to homelessness
 - 7 points: 11% - 15% return to homelessness
 - 6 points: 16% - 20% return to homelessness
 - 5 points: 21% - 25% return to homelessness
 - 4 points: 26% - 30% return to homelessness
 - 3 points: 31% - 35% return to homelessness
 - 2 points: 36% - 40% return to homelessness
 - 1 point: 41% - 45% return to homelessness
 - 0 points: 40% or greater return to homelessness

Measure 7-4

- **Universe:** All CoC funded HMIS, SSO Common Assessment, and projects that have not completed one operating year.
- **Measure:** All programs in universe.
- **Data Source:** None.
- **Points:** 15 points maximum.
 - 15 points: All projects

MEASURE 8: HMIS DATA

Measure 8-1: HMIS Data Quality/Annual Updates

- **Universe:** All CoC funded renewal Permanent Supportive Housing, Rapid Re-Housing, Transitional Housing, and SSO – Street Outreach projects.
- **Measure:** Timeliness and Completeness of Annual Assessment Data.
- **Data Source:** HMIS Generated Report – 260 HUD CoC APR Data Quality/Completeness Report, Tab C, April 1, 2015 – March 31, 2016.
- **Points:** 6 points maximum.
 - 6 points: 13% or less completed inappropriately
 - 5 points: 14% - 27% completed inappropriately
 - 4 points: 28% - 41% completed inappropriately
 - 3 points: 42% - 45% completed inappropriately
 - 2 points: 56% - 69% completed inappropriately
 - 1 point: 70% - 83% completed inappropriately
 - 0 points: Greater than 83% completed inappropriately

Measure 8-2: HMIS Data Completeness

- **Universe:** All CoC funded renewal Permanent Supportive Housing, Rapid Re-Housing, Transitional Housing, and SSO – Street Outreach projects.
- **Measure:** Completeness of HMIS data.
- **Data Source:** HMIS Generated Report – 252 Data Completeness Report Card, April 1, 2015 – March 31, 2016.
- **Points:** 4.25 points maximum.
 - See Attached HMIS Data Completeness Scoring Matrix

Measure 8-3

- **Universe:** All CoC funded HMIS, SSO Common Assessment, and projects that have not completed one operating year.
- **Measure:** All programs in universe.
- **Data Source:** None.
- **Points:** 10.25 points maximum.
 - 10.25 points: All projects

CONTINUUM OF CARE PRIORITY/NEED BONUS POINTS

Projects will be awarded bonus points based on housing and services provided to underrepresented or high need populations. In the event that a project serves two high need populations they will receive 10 bonus points.

BONUS MEASURE 1

- **Universe:** All CoC funded PSH, RRH, TH, and SSO projects.
- **Measure:** Project is dedicated chronically homeless

- **Data Source:** FY16 project application.
- **Points:** 10 points.

BONUS MEASURE 2

- **Universe:** All CoC funded PSH, RRH, TH, and SSO projects.
- **Measure:** Project is dedicated homeless youth, up to age 25.
- **Data Source:** FY16 project application.
- **Points:** 5 points.

BONUS MEASURE 3

- **Universe:** All CoC funded PSH, RRH, TH, and SSO projects.
- **Measure:** Project is dedicated families with children.
- **Data Source:** FY16 project application.
- **Points:** 8 points.

BONUS MEASURE 4

- **Universe:** All CoC funded PSH, RRH, TH, and SSO projects.
- **Measure:** Project is dedicated victims of domestic violence.
- **Data Source:** FY16 project application.
- **Points:** 5 points.

NEW PROJECT SCORING

All new projects will be placed in Tier 2. New projects will be scored on:

- Measure 1
- Measure 5
- Measure 6
- Bonus Measures

In the event of a tie new projects will be placed in Tier 2 in the order that gives the highest average score for all Tier 2 projects (see attached Tier 2 scoring scenarios).

Louisville Metro Continuum of Care
HMIS Scoring Matrix
2016

	A	B	C	F		AA	AB	AC	AF		BA	BB	BC	BF		CA	CB	CC	CF		FA	FB	FC	FF		AAA	AAB	AAC	AAF	
AAA	4.00	3.5	3.25	3																										
AA						4	3.5	3.25	3		3.5	3	2.75	2.5		3.25	2.75	2.5	2.25		3	2.5	2.25	2						
A																										4	3.5	2.25	3	
BBB	2.5	2	1.75	1.5																										
BB						3	2.5	2.25	2		2.5	2	1.75	1.5		2.25	1.75	1.5	1.25		2	1.5	1.25	1						
B																										3.5	3	2.75	2	
CCC	1.75	1.25	1	0.75																										
CC						2.5	2	1.75	1.5		2	1.5	1.25	1		1.75	1.25	1	0.75		1.5	1	0.75	5						
C																										3.25	2.75	2.5	2.25	
FFF	1	0.5	0.25	0																										
FF						2	1.5	1.25	1		1.5	1	0.75	0.5		1.25	0.75	0.5	0.25		1	0.5	0.25	0						
F																										3	2.5	2.25	2	
	ABA	ABB	ABC	ABF		ACA	ACB	ACC	ACF		AFA	AFB	AFC	AFF		BAA	BAB	BAC	BAF		BBA	BBB	BBC	BBF		BCA	BCB	BCC	BCF	
A	3.5	3	2.75	2.5		3.25	2.75	2.5	2.25		3	2.5	2.25	2		3.5	3	2.75	2.5		3	2.5	2.25	1		2.75	2.25	2	1.75	
B	3	2.5	2.25	2		2.75	2.25	2	1.75		2.5	2	1.75	1		3	2.5	2.25	2		2.5	2	1.75	1.5		2.25	1.75	1.5	1.25	
C	2.75	2.25	2	1.25		2.5	2	1.75	1.5		2.25	1.75	1.5	0.75		2.75	2.25	2	1.75		2.25	1.75	1.5	1.25		2	1.5	1.25	1	
F	2.5	2	1.75	1.5		2.25	1.75	1.5	1.25		2	1.5	1.25	1		2.5	2	1.75	1.5		2	1.5	1.25	1		1.75	1.25	1	0.75	
	BFA	BFB	BFC	BFF		CAA	CAB	CAC	CAF		CBA	CBB	CBC	CBF		CCA	CCB	CCC	CCF		CFA	CFB	CFC	CFF		FAA	FAB	FAC	FAF	
A	2.5	2	1.75	1.5		3.25	2.75	2.5	2.25		2.75	2.25	2	1.75		2.5	2	1.75	1.5		2.25	1.75	1.5	1.25		3	2.5	2.25	2	
B	2	1.5	1.25	1		2.75	2.25	2	1.75		2.25	1.75	1.5	1.25		2	1.5	1.25	1		1.75	1.25	1	0.75		2.5	2	1.75	1.5	
C	1.75	1.25	1	0.75		2.5	2	1.75	1.5		2	1.5	1.25	1		1.75	1.25	1	0.75		1.5	1	0.75	0.25		2.25	1.75	1.5	1.25	
F	1.5	1	0.75	0.5		2.25	1.75	1.5	1.25		1.75	1.25	1	0.75		1.5	1	0.75	0.5		1.25	0.75	0.5	0.25		2	1.5	1.25	1	
	FBA	FBB	FBC	FBF		FCA	FCB	FCC	FCF		FFA	FFB	FFC	FFF																
A	2.5	2	1.75	1.5		2.25	1.75	1.5	1.25		2	1.5	1.25	1																
B	2	1.5	1.25	1		1.75	1.25	1	0.75		1.5	1	0.75	0.5																
C	1.75	1.25	1	0.75		1.5	1	0.75	0.5		1.25	0.75	0.5	0.25																
F	1.5	1	0.75	0.5		1.25	0.75	0.5	0.25		1	0.5	0.25	0																
																A		1			A		1	1	1	A		3	1	3
																B		0.5			B		1	0.5	0.5	B		3	0.5	1.5
																C		0.25			C		1	0.25	0.25	C		3	0.25	0.75
																C		0.25			F		1	0	0	F		3	0	0

A	1
B	0.5
C	0.25
F	0

100%	4.25
------	------

A	1	1	1
B	1	0.5	0.5
C	1	0.25	0.25
F	1	0	0

A	3	1	3
B	3	0.5	1.5
C	3	0.25	0.75
F	3	0	0

A	2	1	2
B	2	0.5	1
C	2	0.25	0.5
F	2	0	0

A	4	1	4
B	4	0.5	2
C	4	0.25	1
F	4	0	0

Chart is to be used in conjunction with ART 252

New Project Information Sheet

	Agency Response
Agency:	
Project:	
Project Type: RRH or PSH	
Population(s) to be served:	
Number of slots anticipated to be funded at a point in time & per year:	Point in time Per year
Are you Housing First, Low Barrier or neither:	
Describe your service delivery model. If Low Barrier or neither include what is preventing you from being Housing First & what you are not doing to be considered Housing First.	
Amount of funding being requested:	
What amount would make it impossible for you to create & operate this project if you cannot get the amount you are requesting & why:	
Describe why you think the community needs this project at this time:	
For CoC use only	
Board comments (for Board use only)	

Measure #			1		2				3-1		3-2a		3-2b		3-3	
			Project Type		Funding Returned			Notes	Retention of PH		Exits to PH		Length of Stay		Exits to Any L	
Agency	Project Name	Type	PT	Pts	2014-15	%	Pts		%	Pts	%	Pts	Median	Pts	%	
CFH	CH2	PSH-CH	PSH	10	-	0	6.0	Sam Grant w/restrictions	93.1%	8						
CFH	LASH	PSH	PSH	10	15,772.00	4	5.5	Sam Grant w/restrictions	92.3%	8						
CFH	PSHCH	PSH-CH	PSH	10	1,158.00	<1	5.5	Sam Grant w/restrictions	94.4%	8						
CFH	PSHYA	PSH	PSH	10	41,202.00	23	3.5		95.0%	9						
CFH	SHCH	PSH-CH	PSH	10	-	0	6.0	Sam Grant w/restrictions	89.0%	7						
CFH	THYA	TH-Y	TH	10	6,672.00	3	5.5				100.0%	10	365	1		
Choices	PSH	PSH	PSH	10	-	0	6.0		90.3%	7						
HoR	Homes w/Heart	PSH	PSH	10	-	0	6.0		97.6%	10						
LMH&FS	DePaul Apts.	PSH	PSH	10	36,669.00	39	5.0	Site based grant	93.6%	8						
LMH&FS	Lou TBRA	PSH	PSH	10	832.00	<1	5.5		93.7%	8						
LMH&FS	PSH NC 1	PSH	PSH	10	19,011.00	12	4.5		100.0%	10						
LMH&FS	PSH NC 2	PSH	PSH	10	36,231.00	19	4.0		95.9%	9						
LMH&FS	Simon Hall	PSH	PSH	10	1,473.00	4	5.0	Site based grant	85.7%	6						
SSVdP	CHI	PSH	PSH	10	29,473.00	7	5.0		92.5%	8						
SSVdP	Homes w/Hope	PSH	PSH	10	8,857.00	8	5.0		100.0%	10						
SSVdP	Homes/Campus	PSH	PSH	10	8,731.00	3	5.5	Bonus proj w/restrictions	88.0%	6						
VOA	Trans Housing	TH	TH	5	-	0	6.0				86.7%	6	68.5	10		
Wayside	PSH - Men	PSH	PSH	10	-	0	6.0		90.9%	7						
Wayside	PSH - Wom II	PSH	PSH	10	-	0	6.0		86.7%	6						
Wayside	PSH - Women	PSH	PSH	10	-	0	6.0		100.0%	10						
Wellspring	Baxter	PSH	PSH	10	1,157.00	5	5.5		100.0%	10						
Wellspring	Journey House	PSH	PSH	10	362.00	<1	5.5		83.3%	5						
Wellspring	Kersey Condo	PSH	PSH	10	13,261.00	46	5.0	Site based grant	100.0%	10						
Wellspring	Mur/McKin	PSH	PSH	10	7,365.00	25	3.5		100.0%	10						
SSO Projects																
7 Co	MHOT	SSO-SO	SSO	1	-	0	6.0									84.21%
FHC	Comm Asses 1	SSO-CA	SSO	10	-	0	6.0									
FHC	Comm Asses 2	SSO-CA	SSO	10	N/A		6.0									
Rapid Re-housing																
CWF	RRH	RRH	RRH	10	N/A		6.0									
F&C PI	RRH Families	RRH	RRH	10	-	0	6.0									
HOTI	RRH	RRH	RRH	10	N/A		6.0									
HMIS/Planning																
CFH	HMIS I	HMIS	HMIS	10	-	0	6.0									
CFH	HMIS II	HMIS	HMIS	10	-	0	6.0									
CFH	HMIS III - SPE	HMIS	HMIS	10	-	0	6.0									
CFH	Planning Grant	Planning	Planning													
New Projects																
F&C PI	RRH	RRH	RRH	10												
FHC	FHC Rx: Housing	PSH-CH	PSH	10												
LMH&FS	PSH 3 CH	PSH-CH	PSH	10												

[illegible]

4-3b		4-3c		4-4		5-1/5-2		6-1/6/2				7-1 / 7-2 / 7-3 / 7-4				
↑ Non-Emp. Inc.		↑ Non-Emp. Inc.		Income		Housing First		Turnover to CH				% Return to Homelessness				
%	Pts	%	Pts	%	Pts	HF/LB	Pts	Beds	CH	%	Pts	<6 Mth.	Pts	6-12 Mth.	Pts	12-24 Mth.
						HF	10	CH	100%	100%	10	14%	3	0%	5	0%
						HF	10	8	7	88%	9	0%	5	0%	5	0%
						HF	10	CH	100%	100%	10	0%	5	0%	5	0%
						HF	10	5	4	80%	9	0%	5	0%	5	0%
						HF	10	CH	100%	100%	10	0%	5	0%	5	0%
						L/B	5					0%	5	0%	5	0%
						HF	10	14	6	43%	0	0%	5	0%	5	0%
						HF	10	3	2	67%	9	0%	5	9%	4	0%
						HF	10	6	5	83%	9	10%	4	0%	5	0%
						HF	10	30	29	97%	9	5%	4	8%	4	5%
						HF	10	4	2	50%	0	0%	5	0%	5	0%
						HF	10	2	1	50%	9	0%	5	0%	5	0%
						HF	10	2	2	100%	10	25%	2	0%	5	0%
						HF	10	5	4	80%	9	0%	5	0%	5	0%
						HF	10	3	2	67%	9	14%	3	71%	0	0%
						HF	10	15	12	80%	3	12%	3	0%	5	0%
						HF	10					12%	3	0%	5	3%
						HF	10	6	6	100%	10	0%	5	0%	5	0%
						HF	10	CH	100%	100%	10	0%	5	100%	0	0%
						HF	10	2	2	100%	10	0%	5	0%	5	0%
						HF	10	2	1	50%	9	0%	5	0%	5	0%
						HF	10	5	4	80%	9	0%	5	0%	5	50%
						HF	10	1	1	100%	10	0%	5	0%	5	0%
						HF	10	2	2	100%	10	0%	5	0%	5	0%
		20.0%	1.5			HF	10					16%	6	9%	8	3%
				N/A	18	N/A	10			N/A	10					
				N/A	18	N/A	10			N/A	10					
N/A	9					HF	10									
N/A	9					HF	10					0%	5	0%	5	0%
N/A	9					LB	5									
				N/A	18	N/A	10			N/A	10					
				N/A	18	N/A	10			N/A	10					
				N/A	18	N/A	10			N/A	10					
						HF	10									
						HF	10	CH	100%	100%	10					
						HF	10	CH	100%	100%	10					

			8-1	8-2	8-3	Bonus		Total Score	Measure #			Grant Amount
			Data Quality	Data Completeness	Data N/A	Pop. Served						
Pts	N/A	Pts	Pts	Pts	Pts	Pop	Pts		Agency	Project Name	Type	
5			5	4		CH	10	79.00	CFH	CH2	PSH-CH	695,609.00
5			6	3.5			0	69.00	CFH	LASH	PSH	633,487.00
5			6	4		CH	10	81.50	CFH	PSHCH	PSH-CH	507,229.00
5			6	4.25			0	72.75	CFH	PSHYA	PSH	200,036.00
5			6	4.25		CH	10	83.25	CFH	SHCH	PSH-CH	329,464.00
5			6	4.25		Y	5	69.75	CFH	THYA	TH-Y	230,605.00
5			6	4		F	8	68.50	Choices	PSH	PSH	78,300.00
5			4	4.25			0	70.75	HoR	Homes w/Heart	PSH	156,178.00
5			5	3.5			0	69.00	LMH&FS	DePaul Apts.	PSH	103,396.00
4			6	4			0	68.00	LMH&FS	Lou TBRA	PSH	2,087,169.00
5			6	4			0	62.00	LMH&FS	PSH NC 1	PSH	164,022.00
5			6	4.25			0	72.25	LMH&FS	PSH NC 2	PSH	204,502.00
5			6	4.25			0	65.25	LMH&FS	Simon Hall	PSH	42,382.00
5			5	1.75			0	66.25	SSVdP	CHI	PSH	505,258.00
5			6	3.5			0	62.50	SSVdP	Homes w/Hope	PSH	131,787.00
5			6	4			0	61.00	SSVdP	Homes/Campus	PSH	362,221.00
4			6	4		F	8	71.00	VOA	Trans Housing	TH	378,690.00
5			6	4.25			0	70.75	Wayside	PSH - Men	PSH	122,498.00
5			6	4.25			0	68.25	Wayside	PSH - Wom II	PSH	93,614.00
5			4	4.25			0	75.25	Wayside	PSH - Women	PSH	31,496.00
5			3	4.25			0	68.75	Wellspring	Baxter	PSH	23,638.00
0			6	4.25			0	61.75	Wellspring	Journey House	PSH	240,718.00
5			3	4.25			0	67.25	Wellspring	Kersey Condo	PSH	32,961.00
5			0	4			0	66.50	Wellspring	Mur/McKin	PSH	33,032.00
SSO Projects												
9			6	4			0	61.50	7 Co	MHOT	SSO-SO	94,833.00
	N/A	15			10.25		0	89.25	FHC	Comm Asses 1	SSO-CA	188,168.00
	N/A	15			10.25		0	89.25	FHC	Comm Asses 2	SSO-CA	111,488.00
Rapid Re-housing												
	N/A	15			10.25	DV	5	94.25	CWF	RRH	RRH	55,471.00
5			6		4.25	F	8	97.25	F&C PI	RRH Families	RRH	116,962.00
	N/A	15			10.25	Y	10	94.25	HOTI	RRH	RRH	446,066.00
HMIS/Planning												
	N/A	15			10.25		0	89.25	CFH	HMIS	HMIS	124,641.00
	N/A	15			10.25		0	89.25	CFH	HMIS II	HMIS	5,434.00
	N/A	15			10.25		0	89.25	CFH	HMIS 3 - SPE	HMIS	79,502.00
								0.00	CFH	Planning Grant	Planning	268,235.00
New Projects												
						F	8	28.00	F&C PI	RRH	RRH	208,029.00
						CH	10	40.00	FHC	FHC Rx: Housing	PSH-CH	447,059.00
						CH	10	40.00	LMH&FS	PSH 3 CH	PSH-CH	122,285.00

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Louisville/Jefferson Co., KY, Continuum of Care (KY 501)
1300 S. 4th Street, Suite 250
Louisville, KY 40208

2016 HUD Application Ranking
Approved by CoC Board September 8, 2016

Rank	Agency	Project	Type	
1	Family and Children's Place	Rapid Rehousing for Families	Rapid Rehousing	New project in 2015 Renewal
2	Center for Women and Families	Rapid Rehousing - DV	Rapid Rehousing	Start date in 2015 Renewal
3	Home of the Innocents	Rapid Rehousing for Youth	Rapid Rehousing	New project in 2015 Renewal
4	Coalition for the Homeless	HMIS I	HMIS	CoC essential service Renewal
5	Coalition for the Homeless	HMIS II	HMIS	CoC essential service Renewal
6	Coalition for the Homeless	HMIS III – Single Point of Entry	HMIS	CoC essential service Renewal
7	Family Health Center/Phoenix	Common Assessment I	Supportive Services Only/Common Assessment	CoC essential service Renewal
8	Family Health Center/Phoenix	Common Assessment II	Supportive Services Only/Common Assessment	CoC essential service Renewal
9	Coalition for the Homeless	Supportive Housing for the Chronically Homeless	Permanent Supportive Housing for the Chronically Homeless	SHCH – Service Provider - St. John Renewal
10	Coalition for the Homeless	Permanent Supportive Housing for the Chronically Homeless	Permanent Supportive Housing for the Chronically Homeless	PSHCH – Service Providers – St. John, Family Health Center/Phoenix Renewal
11	Coalition for the Homeless	Collaborative Housing for the Chronically Homeless	Permanent Supportive Housing for the Chronically Homeless	CH2 – Service Providers – Multiple Agencies Renewal
12	Wayside Christian Mission	Permanent Supportive Housing for Women I	Permanent Supportive Housing	Renewal
13	Coalition for the Homeless	Permanent Supportive Housing for Youth and Adults	Permanent Supportive Housing	PSHYA – Service Providers – Multiple Agencies - Renewal
14	Louisville Metro Services	Permanent Supportive Housing for Non-Chronics II	Permanent Supportive Housing	Renewal
15	Volunteers of America	Transitional Housing	Transitional Housing	Focus on families and young adults - Renewal
16	House of Ruth	Homes with Heart	Permanent Supportive Housing	HIV/AIDS Renewal
17	Wayside Christian Mission	Permanent Supportive Housing for Men	Permanent Supportive Housing	Renewal
18	Coalition for the	Transitional Housing	Transitional Housing	Young Adults

Louisville/Jefferson Co., KY, Continuum of Care (KY 501)

	Homeless	for Young Adults		Renewal
19	Coalition for the Homeless	Louisville Alliance for Supportive Housing	Permanent Supportive Housing	LASH – Service Providers – Wellspring, Family Health Center / Phoenix - Renewal
20	Louisville Metro Services	DePaul Apartments	Permanent Supportive Housing	Service Provider – St. Vincent de Paul - Renewal
21	Wellspring	Sober Living II - Baxter	Permanent Supportive Housing	Mentally Ill Renewal
22	Choices	Permanent Supportive Housing	Permanent Supportive Housing	Renewal
23	Wayside Christian Mission	Permanent Supportive Housing for Women II	Permanent Supportive Housing	Renewal
24	Louisville Metro Services	Tenant Based Rental Assistance	Permanent Supportive Housing	TBRA – Service Providers – Multiple Renewal
25	Louisville Metro Services	Kersey Condo	Permanent Supportive Housing	Service Provider – House of Ruth – HIV/AIDS - Renewal
26	Wellspring	Sober Living I – Murray/McKinney	Permanent Supportive Housing	Mentally Ill Renewal
27	St. Vincent de Paul	Collaborative Housing Initiative	Permanent Supportive Housing	CHI – Service Providers – Multiple - Renewal
28	Louisville Metro Services	Simon Hall	Permanent Supportive Housing	Service Provider – St. Vincent de Paul - Renewal
29	St. Vincent de Paul	Homes with Hope	Permanent Supportive Housing	Renewal
30	Louisville Metro Services	Permanent Supportive Housing for Non-Chronics I	Permanent Supportive Housing	Renewal
31	Wellspring	Journey House	Permanent Supportive Housing	Mentally Ill Renewal
32	Seven Counties Services	Mental Health Outreach Team	Supportive Services Only - Outreach	MHOT Renewal
33	St. Vincent de Paul	Homes on Campus	Permanent Supportive Housing	Renewal Straddles the funding line \$66,653 (18%) in Tier 1 \$295,568 (82%) in Tier 2
34	Louisville Metro Services	Permanent Supportive Housing 3 for the Chronically Homeless	Permanent Supportive Housing for the Chronically Homeless	New Project Reallocated from Salvation Army Transitional Housing
35	Coalition for the Homeless	Family Health Center/Phoenix RX: Housing	Permanent Supportive Housing for the Chronically Homeless	Bonus – Service Provider – Family Health Center/Phoenix
36	Family and Children's Place	Rapid Rehousing for Families	Rapid Rehousing	New Project Reallocated from New Directions Transitional Housing and S+C V
	Coalition for the Homeless	Planning Grant	Planning Grant	CoC essential service Not required to be ranked

July 14, 2016

Invitation to join the Louisville Metro Continuum of Care

The Coalition for the Homeless is looking for local community members and service providers interested in homelessness and the services available to those experiencing homelessness. To participate, join us monthly at the Louisville Metro Continuum of Care (CoC) meeting at 3:30 p.m. on the first Monday of each month at Metro United Way; the next meeting is Monday, August 1, 2016.

Members of the CoC strive to understand the needs of the homeless and work collectively to address these needs. This group also works annually to apply to the U.S. Department of Housing and Urban Development for funding to address the identified needs and distribute to community based nonprofits.

We hope to see some new faces soon! Contact Mary Frances Schafer at (502) 636-9550 x14 with any questions.

[← HUD announcements: NOFA and new projects](#)

[Bourbon Mixer \(8/13/16\) →](#)

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- Give Local Louisville (Thurs 9/15)
- 2016 Bourbon Mixer raises \$36,000!
- Rally Point: Kentuckiana events raise \$40,830!
- 2016 CoC Project Applications Accepted for Submission
- Employment opportunity: part-time Bed One-Stop staff

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July 14, 2016

HUD announcements: NOFA and new projects

HUD: Notice of Funding Availability (NOFA) for the Fiscal Year 2016

Attention, Louisville Continuum of Care! HUD has released the Notice of Funding Availability (NOFA) for the Fiscal Year (FY) 2016 Continuum of Care Program Competition [here](#). The FY 2016 CoC Consolidated Application and Project Applications will be released shortly in [e-snaps](#).

For project applications, the final submission deadline is *midnight on Monday night, August 15, 2016*. Project approval notice will be sent to the project applicants on Tuesday, August 30, 2016. For information about new projects, please scroll to the next section.

The CoC submission deadline is *midnight on Monday, September 12, 2016*. The HUD submission deadline is Wednesday, September 14, 2016 at 7:59 p.m.

For more information, contact Mary Frances Schafer at mfschafer@louhomeless.org or see www.hudexchange.info/programs/coc/.

New project opportunities through 2016 NOFA

There are new project opportunities (reallocation and bonus projects alike) through the 2016 NOFA.

Reallocation projects notes:

- Reallocation to new permanent supported housing projects where all beds are dedicated to chronically homeless individuals and families;
- Reallocation to new rapid re-housing projects for homeless individuals and families who enter directly from the streets or emergency shelters and youth up to age 24;
- Reallocation to a new supportive services only project specifically for a centralized or coordinated assessment system; and
- Reallocation to a dedicated HMIS to the HMIS lead.

Bonus projects notes:

enter keywords



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- [2016 CoC Project Applications Accepted for Submission](#)
- [Employment opportunity: part-time Bed One-Stop staff](#)

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There are new project opportunities (reallocation and bonus projects alike) through the 2016 NOFA.

- Reallocation to new permanent supported housing projects where all beds are dedicated to chronically homeless individuals and families;
- Reallocation to new rapid re-housing projects for homeless individuals and families who enter directly from the streets or emergency shelters and youth up to age 24;
- Reallocation to a new supportive services only project specifically for a centralized or coordinated assessment system; and
- Reallocation to a dedicated HMIS to the HMIS lead.

- Permanent supported housing for 100% chronically homeless;
- Rapid re-housing to serve individuals coming from the street or emergency shelter, including those fleeing DV situations;
- The amount available is \$447,058, 5% of the Annual Renewal Demand; and
- More than one project can be applied for with the bonus as long as the cumulative funding amount does not exceed \$447,058 (5% of the Annual Renewal Demand).

- Give Local Louisville (Thurs 9/15)
- 2016 Bourbon Mixer raises \$36,000!
- Rally Point: Kentuckiana events raise \$40,830!
- 2016 CoC Project Applications Accepted for Submission
- Employment opportunity: part-time Bed One-Stop staff

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August 30, 2016

2016 CoC Project Applications Accepted for Submission

(For a link to the PDF version of this page, click [here](#).)

Louisville/Jefferson Co., KY, Continuum of Care (KY 501)
1300 S. 4th Street, Suite 250, Louisville, KY 40208

2016 Project Applications Accepted for Submission
August 29, 2016

Agency	Project	Amount of Request
Center for Women and Families	Rapid Rehousing	\$55,471
Choices	Permanent Supported Housing	\$78,300
House of Ruth	Homes with Heart PSH	\$156,178
Coalition for the Homeless	Transitional Housing for Young Adults (Home of the Innocents)	\$230,605
Coalition for the Homeless	Collaborative Housing for the Chronically Homeless – CH2	\$695,609
Coalition for the Homeless	Supportive Housing for the Chronically Homeless – (St. John)	\$329,464
Coalition for the Homeless	Louisville Alliance of Supportive Housing – LASH	\$633,487
Coalition for the Homeless	Permanent Supported Housing for Youth and Adults – PSHYA	\$200,036
Coalition for the Homeless	Permanent Supported Housing for the Chronically Homeless – PSHCH	\$507,229
Coalition for the Homeless	HMIS I	\$124,641
Coalition for the Homeless	HMIS II	\$5,434
Coalition for the Homeless	HMIS III	\$79,502

← Employment opportunity: part-time Bed One-Stop staff

From: [Mary Frances Schafer](#)
To: [Adam Fleming](#); [Ajeenah Sharif](#); [Alisa Miller](#); [Allison Brown](#); [Amanda \(Amy\) Sneed](#); [Amanda Elswick](#); [Andy Patterson](#); [Beth Hedges](#); [Beth White](#); [Beth Yeager](#); [Brandi Scott](#); [Carey Addison](#); [Catherine McGeeney](#); [Chad Cheshire](#); [Choi, Erin](#); [Christie Maloney](#); [Cindy Brown Kinlock](#); [Collett, Melinda C.](#); [Cory Bledsoe](#); [Dan Calloway](#); [Donna Trabue](#); [Ed Wnorowski](#); [Eric Long](#); [Giselle Danger-Mercaderes](#); [Greer Hannon](#); [J. Welding](#); [Jamason Bailey](#); [Jamie Watts](#); [Jan Sherrell](#); [Jayme Campbell](#); [Jennifer Clark](#); [Jocelyn Fetalver](#); [Joe Hamilton](#); [Johanna Wint](#); [John Nevitt](#); [Judith Bloor](#); [Judy Brendle](#); [Katharine Dobbins](#); [Kristie Adams](#); [Laura Albovias](#); [Laura Grabowski](#); [Laura McBride](#); [Lauren Fenstemaker](#); [Laurie Hardin](#); [Leah Mullaney](#); [Lisa Conrad](#); [Lisa Sutton](#); [Lisa Thompson](#); [Maria Price](#); [Mark Miller](#); [Mary Frances Schafer](#); [Matt Reed](#); [Megan Augsburg](#); [Melissa Liberator](#); [Mellissa Yeagle](#); [Merritt Gill](#); [Michele Wheatley](#); [Mona Page](#); [Natalie Harris](#); [Nina Moseley](#); [Nolan Nelson](#); [Patti Beck](#); [Peggy Prewitt](#); [Randy Webber](#); [Raymona Jackson](#); [Rita Murphy](#); [Rosemary Luckett](#); [Ryan Gainey](#); [Shannon Derrick](#); [Steve Williams](#); [Stoner, Legina](#); [Sue Clayborn](#); [Tamara Reif](#); [Tangy Hunter](#); [Terrance Washington](#); [Tony Cecil](#); [Tracy Steinberg](#); [Trish Hamilton](#); [Will King](#); [Ann Lanham](#); [Gerry Gordon Brown](#); [Greg Conley](#); [Jonathan Lowe](#); [Kim Frierson](#); [Lisa Osanka](#); [Mark Bolton](#); [Michael Gardner](#); [Michelle Neuhauser](#); [Pat McKiernan](#); [Shameka Parrish Wright](#); [Stewart Pope](#)
Subject: Projects Score Card/Scoring Criteria
Date: Thursday, September 08, 2016 12:16:34 PM
Attachments: [2015.16 ProjectReportCard - FINAL - For Agencies.xlsx](#)
[CoC Rating and Review Procedure FY16 Final.pdf](#)

Attached you should find the Projects Score Card and the Scoring Criteria that will be given to the Board tonight for final consideration of the project rankings. (The Board is receiving this in this email at the same time you are.)

As you probably know, this year has been particularly difficult given the cuts of last year, the outcomes measurement results required by HUD, the information in the NOFA and the fact that the application came out so soon after we received the difficult news from the 2015 application. Brandi and I have checked, double checked and checked again to be sure that this final score card is correct. Much of the information was gleaned from HMIS using the reports HUD is requiring the CoC to use to score the system as a whole. We also used your input regarding what you indicated was most important and what should be given more weight in the scoring.

Since this is a community process and effort, Brandi and I feel it is important that you not only see your scores but also see the rest of the projects' scores. This should give you an idea of where you fit in the whole picture as well as the community's results. Most of this information should not come as too much of a surprise to you since we used information from HMIS.

I will be sending out the final ranking tomorrow after the board has discussed and decided what that ranking will be. Stay tuned.

--

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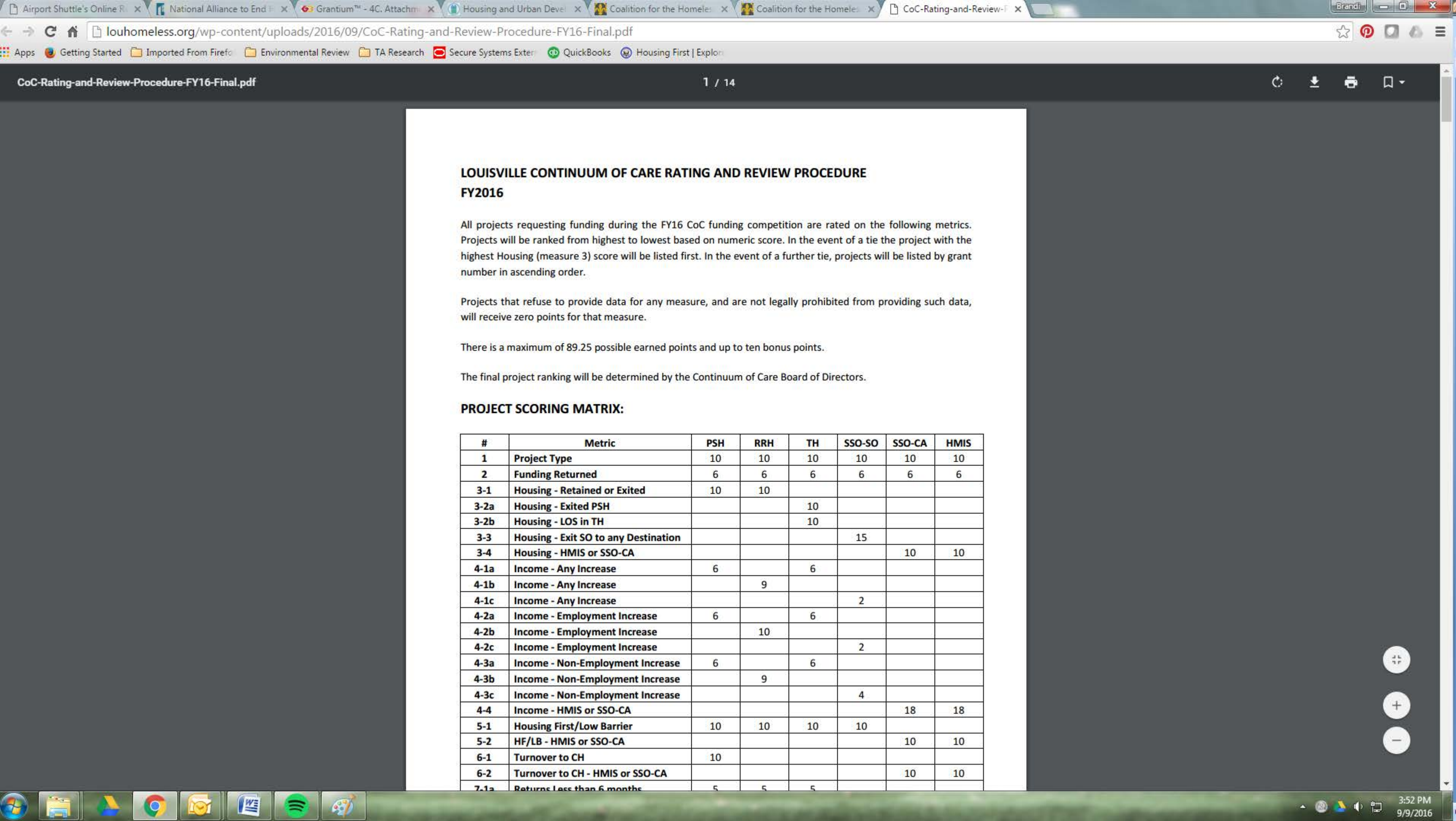
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Subject: Final Rankings for 2016 Application
Date: Friday, September 09, 2016 11:25:06 AM
Attachments: [Final Ranking.docx](#)

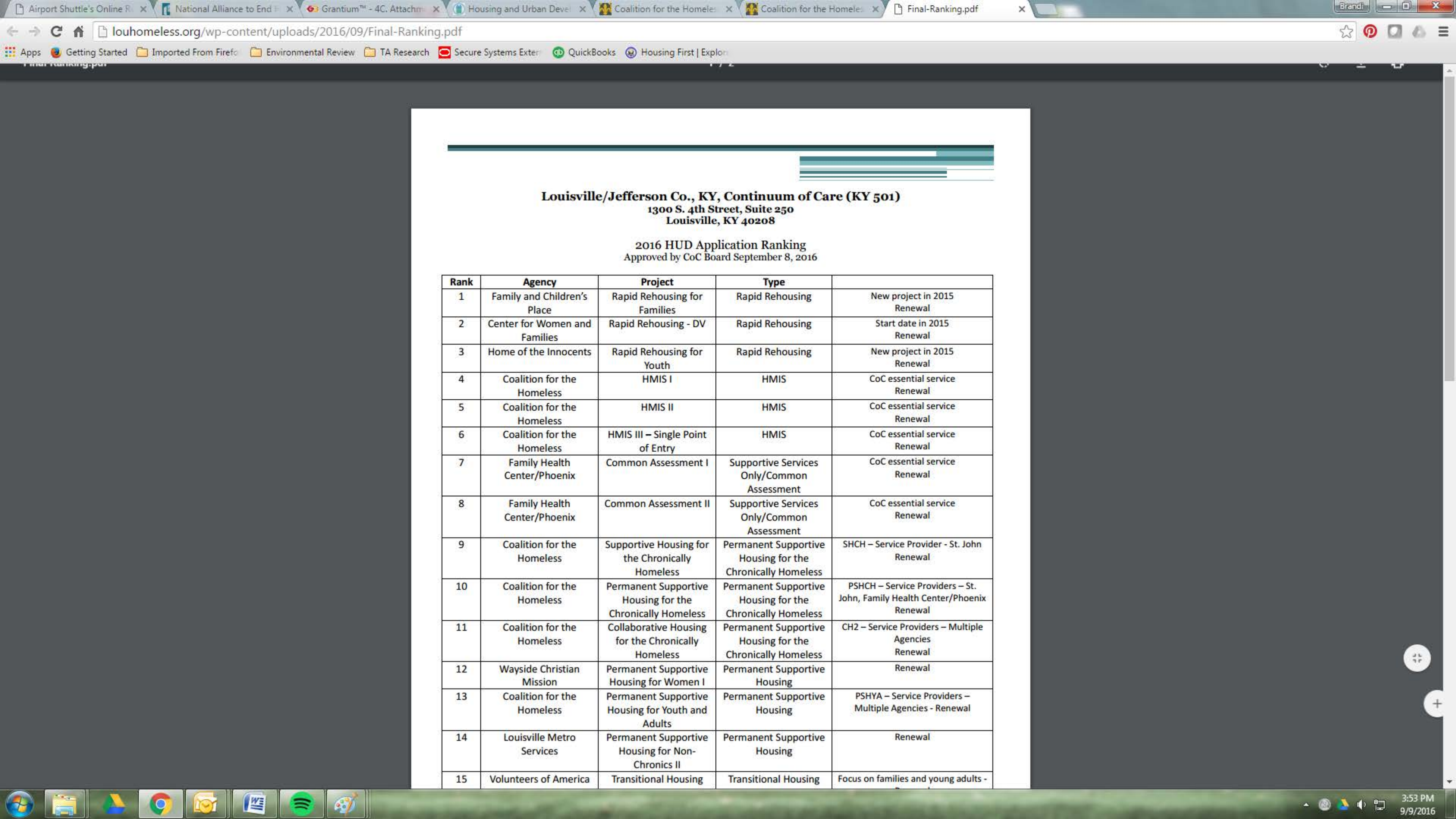
Attached you will find the final rankings for the 2016 CoC Application to HUD. The CoC Board approved this last night at their monthly meeting.

--

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2016 HUD Application Ranking
Approved by CoC Board September 8, 2016

Rank	Agency	Project	Type	
1	Family and Children's Place	Rapid Rehousing for Families	Rapid Rehousing	New project in 2015 Renewal
2	Center for Women and Families	Rapid Rehousing - DV	Rapid Rehousing	Start date in 2015 Renewal
3	Home of the Innocents	Rapid Rehousing for Youth	Rapid Rehousing	New project in 2015 Renewal
4	Coalition for the Homeless	HMIS I	HMIS	CoC essential service Renewal
5	Coalition for the Homeless	HMIS II	HMIS	CoC essential service Renewal
6	Coalition for the Homeless	HMIS III – Single Point of Entry	HMIS	CoC essential service Renewal
7	Family Health Center/Phoenix	Common Assessment I	Supportive Services Only/Common Assessment	CoC essential service Renewal
8	Family Health Center/Phoenix	Common Assessment II	Supportive Services Only/Common Assessment	CoC essential service Renewal
9	Coalition for the Homeless	Supportive Housing for the Chronically Homeless	Permanent Supportive Housing for the Chronically Homeless	SHCH – Service Provider - St. John Renewal
10	Coalition for the Homeless	Permanent Supportive Housing for the Chronically Homeless	Permanent Supportive Housing for the Chronically Homeless	PSHCH – Service Providers – St. John, Family Health Center/Phoenix Renewal
11	Coalition for the Homeless	Collaborative Housing for the Chronically Homeless	Permanent Supportive Housing for the Chronically Homeless	CH2 – Service Providers – Multiple Agencies Renewal
12	Wayside Christian Mission	Permanent Supportive Housing for Women I	Permanent Supportive Housing	Renewal
13	Coalition for the Homeless	Permanent Supportive Housing for Youth and Adults	Permanent Supportive Housing	PSHYA – Service Providers – Multiple Agencies - Renewal
14	Louisville Metro Services	Permanent Supportive Housing for Non-Chronics II	Permanent Supportive Housing	Renewal
15	Volunteers of America	Transitional Housing	Transitional Housing	Focus on families and young adults -

Measure #			1		2				3-1		3-2a		3-2b		3-3	
			Project Type		Funding Returned			Notes	Retention of PH		Exits to PH		Length of Stay		Exits to Any C	
Agency	Project Name	Type	PT	Pts	2014-15	%	Pts		%	Pts	%	Pts	Median	Pts	%	
CFH	CH2	PSH-CH	PSH	10	-	0	6.0	Sam Grant w/restrictions	93.1%	8						
CFH	LASH	PSH	PSH	10	15,772.00	4	5.5	Sam Grant w/restrictions	92.3%	8						
CFH	PSHCH	PSH-CH	PSH	10	1,158.00	<1	5.5	Sam Grant w/restrictions	94.4%	8						
CFH	PSHYA	PSH	PSH	10	41,202.00	23	3.5		95.0%	9						
CFH	SHCH	PSH-CH	PSH	10	-	0	6.0	Sam Grant w/restrictions	89.0%	7						
CFH	THYA	TH-Y	TH	10	6,672.00	3	5.5				100.0%	10	365	1		
Choices	PSH	PSH	PSH	10	-	0	6.0		90.3%	7						
HoR	Homes w/Heart	PSH	PSH	10	-	0	6.0		97.6%	10						
LMH&FS	DePaul Apts.	PSH	PSH	10	36,669.00	39	5.0	Site based grant	93.6%	8						
LMH&FS	Lou TBRA	PSH	PSH	10	832.00	<1	5.5		93.7%	8						
LMH&FS	PSH NC 1	PSH	PSH	10	19,011.00	12	4.5		100.0%	10						
LMH&FS	PSH NC 2	PSH	PSH	10	36,231.00	19	4.0		95.9%	9						
LMH&FS	Simon Hall	PSH	PSH	10	1,473.00	4	5.0	Site based grant	85.7%	6						
SSVdP	CHI	PSH	PSH	10	29,473.00	7	5.0		92.5%	8						
SSVdP	Homes w/Hope	PSH	PSH	10	8,857.00	8	5.0		100.0%	10						
SSVdP	Homes/Campus	PSH	PSH	10	8,731.00	3	5.5	Bonus proj w/restrictions	88.0%	6						
VOA	Trans Housing	TH	TH	5	-	0	6.0				86.7%	6	68.5	10		
Wayside	PSH - Men	PSH	PSH	10	-	0	6.0		90.9%	7						
Wayside	PSH - Wom II	PSH	PSH	10	-	0	6.0		86.7%	6						
Wayside	PSH - Women	PSH	PSH	10	-	0	6.0		100.0%	10						
Wellspring	Baxter	PSH	PSH	10	1,157.00	5	5.5		100.0%	10						
Wellspring	Journey House	PSH	PSH	10	362.00	<1	5.5		83.3%	5						
Wellspring	Kersey Condo	PSH	PSH	10	13,261.00	46	5.0	Site based grant	100.0%	10						
Wellspring	Mur/McKin	PSH	PSH	10	7,365.00	25	3.5		100.0%	10						
SSO Projects																
7 Co	MHOT	SSO-SO	SSO	1	-	0	6.0								84.21%	
FHC	Comm Asses 1	SSO-CA	SSO	10	-	0	6.0									
FHC	Comm Asses 2	SSO-CA	SSO	10	N/A		6.0									
Rapid Re-housing																
CWF	RRH	RRH	RRH	10	N/A		6.0									
F&C PI	RRH Families	RRH	RRH	10	-	0	6.0									
HOTI	RRH	RRH	RRH	10	N/A		6.0									
HMIS/Planning																
CFH	HMIS I	HMIS	HMIS	10	-	0	6.0									
CFH	HMIS II	HMIS	HMIS	10	-	0	6.0									
CFH	HMIS III - SPE	HMIS	HMIS	10	-	0	6.0									
CFH	Planning Grant	Planning	Planning													
New Projects																
F&C PI	RRH	RRH	RRH	10												
FHC	FHC Rx: Housing	PSH-CH	PSH	10												
LMH&FS	PSH 3 CH	PSH-CH	PSH	10												

	3-4	4-1a	4-1b	4-1c	4-2a	4-2b	4-2c	4-3a
Dest.	Exits	↑ Total Income	↑ Total Income	↑ Total Income	↑ Earned Income	↑ Earned Income	↑ Earned Income	↑ Non-Emp. Inc.

LOUISVILLE/JEFFERSON COUNTY CONTINUUM OF CARE FY16 REALLOCATION PLAN

In the FY16 funding competition, the Louisville/Jefferson County Continuum of Care did use the reallocation process. However, this was done on a voluntary basis. It is the CoC's intention to examine all projects each year to determine if there are any that reallocation would be advisable. It is the CoC's choice to begin the process with a conversation with the agency on an individual basis to determine an agency's willingness to reallocate the funds. After these conversations the CoC determines the best way to move forward.

In FY16, all transitional housing projects were approached to determine if any were considering or would be willing to reallocate their project to rapid rehousing.

- One project determined that they did not want to reallocate but also realized that it was in the best interest of the CoC and their own agency to let the transitional housing project end and ask the CoC to reallocate the funding to another purpose.
- One project determined that they would change the focus of their transitional housing to young adults age 18 – 24.
- The third project determined that it preferred to remain a transitional housing project serving families. Later the agency expressed the willingness to reallocate their funding in order to strengthen permanent housing opportunities in the community.

The funding from the two willing projects were reallocated to one rapid rehousing project for families.

For all other projects, the Continuum of Care lead examined existing spend down rates, past funding returned to HUD and if there were any other issues that would identify a project for reallocation. One project was identified that struggled as a shelter + care grant to obtain the necessary services. It was agreed to reallocate its funding to pursue a permanent supported housing project serving exclusively the chronically homeless.

The amount of reallocated funds available for new projects totaled \$330,314. After examining the NOFA and the available bonus project opportunities, it was determined that it was in the best interest of the CoC as a whole to use the limited reallocated funds to develop a new permanent supported housing project to replace the reallocated shelter + care grant and create a new rapid rehousing project focusing on families. The decision was also made to use the bonus money to fund a new permanent supported housing project.

This reallocation plan was confirmed by the Louisville/Jefferson County Continuum of Care Board of Directors on September 8, 2016.

**GOVERNANCE CHARTER
FOR THE LOUISVILLE METRO CONTINUUM OF CARE
(INCLUDING CoC-HMIS GOVERNANCE AGREEMENT)
November 13, 2013 (Updated October 8, 2015)**

ARTICLE I - NAME, CORE VALUES, PURPOSE, GOALS AND RESPONSIBILITIES

A. Name

The name of this unincorporated association is the Louisville Metro Continuum of Care (hereinafter referred to as the CoC or Continuum).

B. Geographic Area

The Louisville Metro CoC geographic area is defined as Louisville Metro with the six digit code of 211374. This area includes all of Jefferson County, KY.

C. Core Values

- We value programs with outcomes that demonstrate progress toward reducing and ending homelessness as quickly as possible with an ultimate goal of no more than 30 days.
- We value innovative and diverse programming that addresses gaps in community services.
- We value quality programming that is accountable to the community through outcomes measurement.
- We value the effort to access the maximum amount of funding available to the Louisville Metro area.
- We value the commitment to serve all people who are in need of assistance regardless of race, gender, age, national origin, sexual orientation, gender identity and class and to be in compliance with all applicable laws regarding program accessibility for all people.
- We value and respect the decisions and choices of those who find themselves homeless and seek to optimize self-sufficiency.

D. Purpose

The purpose of the Louisville Metro CoC: promote communitywide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effective utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.

E. Louisville Metro CoC Goals

The goals of the Louisville Metro CoC are fully stated in the “Blueprint to End Homelessness” (Louisville Plan to End Homelessness) and include the following goals that directly tie to the goals of the HEARTH Act and the Louisville Metro Consolidated Plan.

- Increase Leadership, Collaboration and Civic Engagement
- Increase Access to Stable and Affordable Housing
- Increase Economic Security

- Increase Health and Stability
- Retool Crisis Response

F. Responsibilities

The Continuum will fulfill the responsibilities of Continuums of Care as set forth by HUD under Title 24, Part 578 of the Code of Federal Regulations including to:

- Operate the Continuum of Care
- Designate and operate an HMIS
- Plan for the CoC

Although the Continuum may delegate certain of its responsibilities to others such as the Collaborative Applicant, it remains responsible for its responsibilities set forth by HUD.

ARTICLE II - CONTINUUM OF CARE MEMBERS

A. Eligibility for Membership

Agencies who serve the homeless population, agencies who serve those who are at risk of homelessness, governmental departments charged with addressing homelessness, individuals who are interested in addressing the issue of homelessness in the Louisville Metro area and other relevant organizations within the CoC's geographic area are eligible for membership in the Continuum of Care. "Relevant organizations" include, nonprofit homeless assistance providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve veterans and homeless and formerly homeless individuals.

B. Procedure to Become a Member

CoC meetings are open to all who care to attend; however, requirements for voting are set forth below in Article II (F)(2); a Membership Packet must be completed.

C. Term and Renewal of Membership

All members must formally renew their membership annually, which includes completion of required forms relating to attendance, voting rights, etc. at the beginning of the Continuum year (July).

D. Invitation for New Members

At least once per year, the COC will make an invitation for new members to join publicly available within the geographic area.

E. Responsibilities of Members

1. The full membership body is responsible for:
 - Electing 9 – 13 CoC Board Members;
 - Providing information and advice to the CoC Board regarding best practices in homeless services;
 - Establishing and providing oversight of the HMIS system and designating an HMIS administrator;

- Designating an entity to write the application for funding in response to HUD's annual CoC Program NOFA for homeless assistance resources;
- Developing a plan that includes coordinating the implementation of a housing and services system that meets the needs of the homeless population (encompassing outreach, engagement, assessment, shelter, prevention strategies, etc.)
- Conducting a Point-in-Time count of homeless persons, at least biennially, in compliance with regulation 24 CFR 578.7(c)(2);
- Conducting an annual gaps analysis of the homeless needs and services available within the geographic area;
- Providing information required to complete the Consolidated Plan;
- Consulting with State and local government ESG program recipients on the plan for allocating ESG program funds and reporting on and evaluating the performance of ESG program recipients and sub-recipients;
- Striving to provide the best services to each of the community's specific homeless populations;
- Establishing and providing oversight of the monitoring standards for agencies providing services and designating appropriate oversight agencies;
- Working within the CoC homeless provider system to provide comprehensive and appropriate services to move homeless persons as quickly and appropriately as possible;
- Participating on CoC Committees and in monthly full membership meetings;
- Adopting and following a written process to select a board to act on behalf of the Continuum of Care. The Process must be reviewed, updated and approved by the Continuum at least once every 5 years;
- In consultation with the Collaborative Applicant and the HMIS lead, developing, following and updating annually a governance charter, which will include all procedures and policies needed to comply with subpart B of 24 CFR Part 578 (HUD regulation on CoC Program) and with HMIS requirements as prescribed by HUD and a code of conduct and recusal process for the Board, its chair(s) and any person acting on behalf of the Board;
- Determining eligibility, approving and ranking projects to be included in the community CoC and insuring that all discussion on review and ranking procedures are reflected in the minutes and posted for community review;
- Consulting with recipients and sub-recipients to establish performance targets appropriate for population and program type, monitoring the performance of recipients and sub-recipients, evaluating outcomes, and taking action against poor performers;
- Evaluating and reporting to HUD outcomes of ESG and CoC projects and consulting with ESG and CoC applicants regarding allocations;
- Establishing and providing oversight of a coordinated assessment system and single point of entry and designating a lead for each, in compliance with regulation 24 CFR 578.7(a)(8);
- Consulting with recipients of ESG funds to establish and oversee compliance with written standards for providing CoC assistance, which must include policies and procedures for evaluating individuals and families' eligibility for assistance; for

determining and prioritizing which eligible individuals and families will receive transitional housing; for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance (including % or amount of rent required); for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance; for high performing communities, if applicable.

2. Other responsibilities of member agencies include:

- Demonstrating the ability and willingness to work with others in the community by collaborating with agencies to provide services;
- Providing documentation of homelessness and other required information to other member agencies in order to facilitate a seamless provision of care, in compliance with each agency's Privacy Policy;
- Fully participating in the Louisville Metro Homeless Management Information System (HMIS).

F. Rights of Members

1. Funding Proposals

Members have the right to submit new and renewal proposals within the guidelines and specifications of the U.S. Dept. of Housing and Urban Development.

2. Voting Rights

The CoC community is the ultimate decision-making body for the Louisville Metro CoC. The community itself holds the responsibility of deciding the needs of the community, how the process is to be administered, endorsing the projects to be submitted for funding consideration and the community priority rankings.

a) Agency Member

- Holds one vote;
- Designates a delegate and an alternate at the beginning of the Continuum year (July), who are authorized to cast the agency vote when such action is needed;
- Is allowed to send more than these designated people to the CoC meetings but when a vote is taken, only the delegate or alternate is eligible to cast a vote;
- Is required to send a representative to at least 10 out of the last 12 CoC meetings prior to the vote in order to be eligible to cast any vote including projects to be submitted in the HUD CoC application or the election and approval of CoC Board Members;
- If an agency is unable to send either the delegate or alternate, that agency may send a representative to the meeting and receive credit for attendance. However, only a delegate or alternate has the right to vote on an issue, unless this person is approved by the CoC coordinator in advance of the meeting;
- Is not eligible to vote on any issue regarding a project where that agency has a financial interest or serves the project's agency in any capacity.

b) Individual Member

- Holds one vote;

- Is required to attend at least 10 out of the last 12 community meetings prior to the vote in order to be eligible to cast any vote including projects to be submitted in the HUD CoC application or the election and approval of CoC Board Members;
- Is not eligible to vote on any issue regarding a project where that individual has a financial interest.
- No individual member may vote if he or she is an employee of a member agency or serving on the Board of a member agency.

G. Responsibilities of the Delegate and Alternate

Each member entity of the Louisville Metro CoC full membership designates a delegate and alternate at the beginning of the Continuum year (July). Their responsibilities include:

- Attending CoC community meetings so that those voting are fully informed of the circumstances and ramifications of their vote;
- Sharing information with agency directors and staff;
- Representing the interests of their member agency while considering the needs of the community as a whole;
- Determining the projects that are sent to HUD Washington for funding consideration;
- Attending mandatory meetings, as notified by CoC Coordinator.

H. Regular Meetings

Meetings of the full membership, with published agendas shall take place monthly at such times and places as designated in the notice for the meeting.

I. Notice of Meetings

The CoC Coordinator will schedule meetings and ensure that each agency/member has sufficient notice.

J. Quorum

A majority of voting members constitutes a quorum.

K. Manner of Action and Voting Procedure

Matters will be decided by a majority of eligible voting members, present and voting, at a meeting at which a quorum is present, except:

- All eligible voting members shall have the opportunity to cast a vote regarding funding decisions and Board elections. Ballots may be cast at a CoC meeting; however, absent eligible voting members shall have the opportunity to cast their vote through other means (email, U.S. Postal Service, FAX) as long as each completed ballot is:
 - Designated for an eligible voting agency/member;
 - The ballot contains the signature of the CoC delegate/alternate or individual member; and
 - In compliance with any other requirements, such as being received by a specific date.
- The Board may authorize membership voting outside of a meeting, through other means (email, U.S. Postal Service, FAX) as needed.

L. Minutes

The Board secretary shall take minutes of all membership meetings recording attendance and any votes taken.

ARTICLE III - BOARD OF DIRECTORS

A. General Powers

The Board shall have the authority to act on behalf of the Continuum.

B. Responsibilities

The Board shall:

- Designate the Collaborative Applicant entity that is to write the application for funding in response to HUD's annual CoC Program NOFA for homeless assistance resources;
- Design, operate and follow a collaborative process for developing the application and approving its submission;
- Establish priorities for funding projects in the CoC geographic area;
- Review the monitoring of all providers and determine appropriate action when benchmarks are not met;
- Provide a vision, priorities and goals for the CoC community;
- Establish a process for funding recommendations through HUD and other funding streams available in the community and insure that all discussion on review and ranking procedures are reflected in the minutes and posted for community review;
- Oversee progress of HMIS entry, common assessment and single point of entry and make recommendations for improvement;
- Review HMIS policies and procedures and update annually to insure compliance with HUD. This includes a review of the security, data quality and privacy procedures.
- Carry out such other duties, tasks and responsibilities as delegated by the membership

C. Board Composition

The Louisville Metro CoC Board is made up of no less than 13 and no more than 17 voting members and will include:

- Board members elected by the CoC membership from the CoC membership or larger community. The elected members must:
 - o Include at least one homeless or formerly homeless individual
 - o Represent the relevant organizations and projects serving homeless subpopulations including:
 - Persons with substance use disorders,
 - Persons with HIV/AIDs,
 - Veterans,
 - The chronically homeless,
 - Families with children,
 - Unaccompanied youth,
 - The seriously mentally ill, and
 - Victims of domestic violence, dating violence, sexual assault and stalking
 - o Include a member from at least one Emergency Solutions Grants program (ESG) recipient's agency

- Include a member representing the Veterans Administration
- Include a member representing the state (Kentucky Housing Corporation)
- Include a member representing Louisville Metro Gov't (ESG recipient)
- It should always have an odd number of members;
- A representative of the Collaborative Applicant will attend all board meetings and may participate in discussions, but is not considered a member of the board and holds no vote.

D. Term of Office

Board Members:

- Shall serve two-year staggered terms;
- Can serve two consecutive two-year terms but must be off the Board for one year before being elected again.

E. Limitations

- Only one person per agency may serve on the Board at any given time;
- Agencies represented on the Board can have a proposal on the table, although they cannot vote on the proposal;
- Must adhere to the Conflict of Interest policy as set forth below in Article VII of this document

F. Election Process

Elections will be held each year for one-half of the Board. The Board or its Nominating Committee will solicit nominations for vacant seats from the full membership and present the slate to the Board for approval. The Board will screen and select nominees in accordance with the requirements of the CoC Governance Charter. The prospective CoC Board members will then be presented to the CoC members for approval. Each recommended member for the CoC Board must be approved by the majority of the CoC membership in order to be appointed. Voting shall be carried out in accordance with Article II (K), Manner of Action and Voting Procedure.

G. Vacancies

Any vacancies in the Board shall be filled for the remainder of the term using the same election process as referenced above.

H. Board Meetings

- The CoC Board shall meet at least quarterly.
- The date, place and time of each meeting shall be set by the Chair or other officer acting on behalf of the Chair.
- All meetings shall be open to the public. The Board members may, however, by a simple majority vote of those Board members present, a quorum being present, vote to hold a meeting or portion thereof in executive session. Notice shall be given in a regular open meeting of the general nature of the business to be discussed in closed session and the reason for the closed session. No final action may be taken at a closed meeting. No matters may be discussed at a closed meeting other than those publicly announced prior to convening the closed meeting.
- Special meetings may be called by the Chair or upon request of three (3) Board members.

- Notice of all meetings shall be mailed or emailed to Board members not less than five (5) nor more than thirty (30) days prior to the day of the meeting.

I. Quorum and Manner of Acting

- A majority of the Board shall constitute a quorum for the transaction of business at any meeting of the Board. Matters shall be decided by majority vote of board members, present and voting, at a meeting at which a quorum is present.
- Voting outside a meeting shall be rare and constitute an emergency situation. Further, an outside vote may not occur unless all members have sufficient knowledge about the issue and the ramifications of the vote. Said voting may occur by U.S. mail or email to properly document each member's vote. Matters shall be decided by majority vote of the respondents.

J. Removal

A Board member may be removed by majority vote of the Board.

ARTICLE IV - OFFICERS

A. Officers

The officers of the CoC shall be a Chair and Secretary. The Board may elect or appoint such other officers including a Co-Chair and Assistant Secretary as it deems necessary or convenient. Such officers shall have the authority and perform the duties assigned by the Board.

B. Chair

The Chair of the Board shall

- preside over all meetings of the Board and membership;
- plan, in consultation with the other officers, the agenda for all Board and membership meetings;
- carry out all other duties incident to the office of Chair or prescribed by the Board.

C. Secretary

The Secretary of the Board shall:

- keep minutes of all Board and membership meetings, recording all votes taken;
- ensure that proper notice is given for all meetings;
- keep a list of the name and address of each member
- carry out all other duties incident to the office of Secretary or prescribed by the Board.

D. Election and Term of Office

The officers shall be elected by and from the Board at its first meeting following the annual Board election and shall take office at that meeting. Election shall be by a simple majority vote of the Board members present, a quorum being present, and may be by a show of hands or secret ballot as the Board may choose. All officers shall serve a one-year term of office and may not serve consecutive terms.

E. Vacancies

Vacancies in any office shall be filled for the remainder of the term of office by majority vote of the Board at a Board meeting.

F. Resignation

An officer may resign at any time by delivering a written resignation to the Chair or the Secretary in the event of the resignation of the Chair.

G. Removal

Any officer elected or appointed by the Board may be removed from office by majority vote of the Board whenever in its judgment the best interests of the CoC would be served thereby.

ARTICLE V - COMMITTEES

A. Louisville Metro CoC Committees

The Louisville Metro CoC Full Membership may see fit to create new committees to conduct the work of the Louisville Metro CoC at any time. At this time, the following CoC Committees have been established:

- HMIS User Group

The HMIS User Group meets quarterly before the full membership meeting to discuss changes and issues with the Louisville Metro CoC HMIS system. The committee is open to all but is made up primarily of those who enter HMIS data at each of the homeless service agencies.

- Institutional Discharge/ Homeless Prevention Pilot

The Institutional Discharge Committee meets quarterly to discuss ways to improve the discharge planning from state and local institutions including prisons, jails, mental hospitals and institutions, hospitals and foster care. The committee is open to all and includes representatives of these institutions as well as staff who participate in the homeless prevention program which serves those exiting state institutions.

- Targeting Chronic Homelessness/Long-Term Stayers

The Targeting Chronic Homelessness/Long-Term Stayers Committee meets quarterly to create housing solutions for those who have been identified as the longest term stayers in the CoC system. They will also help to train the system on best practices like Housing First.

- Consumer Participation

The Client Engagement Committee meets monthly to seek input from clients of homeless services. The committee is open to anyone but includes four volunteers representing ESG, SHP and two persons with no conflict of interest. Information is gathered from forums held at various shelters in the community over the course of the year and annually at the Project Connect/Stand Down where all people who are experiencing homelessness are invited to receive services at a one stop shop offered over the course of a full day.

- Common Assessment Steering Committee

The Common Assessment Steering Committee meets monthly to create and oversee the Louisville Metro CoC Common Assessment. They also insure that the common assessment

includes a process to assess and refer each CoC client for all appropriate mainstream and CoC services. This committee will also oversee the training and implementation of the common assessment.

- Accessing Mainstream Benefits

The Accessing Mainstream Benefits Committee meets monthly to implement CoC-wide practices that insure that homeless clients can access mainstream benefits efficiently. Their efforts include SSI, Medicaid, VA benefits, TANF, food stamps, job training and education.

- Coalition Supporting Young Adults

The Coalition Supporting Young Adults was created in response to the rising number of young adults staying in Louisville adult shelters. This committee is made up of agencies that serve 16-24 year olds in crisis without support throughout the city. Their role is to make recommendations to lower the number of young adults in crisis and prevent the cycle of homelessness in the next generation.

ARTICLE VI - DESIGNATION OF COLLABORATIVE APPLICANT AND HMIS LEAD

As required by HUD, the CoC will designate a Collaborative Applicant and an HMIS Lead and will set forth the responsibilities of such agents in the policies and procedures that are incorporated into this Charter as an appendix.

ARTICLE VII – RESPONSIBILITIES OF THE COLLABORATIVE APPLICANT

It is the role of the Collaborative Applicant to:

- Complete the electronic application in response to HUD's annual CoC Program NOFA for homeless assistance resources,
- Present a timeline and deadlines to all project applicants for individual project plans,
- Collect all data and submit a renewal chart to HUD of all projects planning to reapply,
- Create the housing inventory chart,
- Create the grant inventory worksheet,
- Establish priorities for funding projects in the CoC geographic area,
- Lead process for ranking applications with guidance of CoC full membership,
- Monitor outcomes of CoC and ESG recipients,
- Oversee committees and volunteers,
- Create agendas for CoC full membership and Board meetings in collaboration with the Board Chair,
- Notify others that they can join the CoC full membership annually, and
- Monitor who is eligible to vote on the full membership.

ARTICLE VIII - RESPONSIBILITIES OF THE HMIS LEAD

The CoC HMIS administrator is responsible for:

1. Maintaining compliance with the latest HMIS Data and Technical standards published by HUD,
2. Accurately calculating the size and needs of the homeless population,
3. Tracking service and demand for homeless programs and understanding where improvements need to be made,
4. Overseeing the reporting process for the CoC,
5. Training agencies on accurate HMIS entry,
6. Reviewing the licenses of member agencies each year to determine which have been unused and recapture as needed, and
7. Coordinating a single point of entry to insure new clients are eligible for services and entered correctly.
8. Reporting as necessary to various entities such as Louisville Metro Government, the Kentucky Housing Corporation, the U.S. Department of Housing and Urban Development, etc.

ARTICLE IX - CODE OF CONDUCT

The CoC submits a Code of Conduct annually through the CoC application; it is ratified by and applicable to all members. It includes:

- Conflict of Interest

HUD regulation: No Board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents. In these cases, the member with a conflict, must recuse themselves from participation in conversation as well as voting.

All members of the CoC Board are required to sign a conflict of interest form stating their association with agencies and projects that can reasonably be expected to apply for and/or receive funding through the CoC process. All associations will be made public to the full membership prior to any process that will determine funding recipients. Members with a conflict of interest are expected to recuse themselves from discussions and decisions where there is a real or perceived conflict of interest.

- Confidentiality

Information contained in the ESG and CoC applications and reports is considered proprietary and confidential and may not be released to any person or party without approval of that applicant agency.

Any client information shared within the CoC is also confidential and should not be released to any other entity without a release of information signed by the client.

ARTICLE X - GRIEVANCES

All members of the Metro Louisville CoC full membership are encouraged to report any grievances with the Metro Louisville CoC or CoC Board through this procedure without fear of reprisal. Grievances should be submitted as soon as possible to ensure proper responses.

First, the CoC member should submit their grievance in writing or in person to the CoC and try to work the problem out at that level. The CoC Board should respond in writing with their response or decision within 7 working days of receiving the grievance.

If the member is dissatisfied with the outcome or decision, they should submit a written request to present their grievance at the following CoC full membership meeting. The membership will vote and give a decision at that meeting.

All members also have the right to file a complaint against the Louisville Metro CoC to the U.S. Department of Housing and Urban Development (HUD). However, we encourage members to use the grievance process above first as filing a grievance with HUD can affect the score of all CoC applicants.

ARTICLE XI - AMENDMENT AND REVIEW

A. Amendment

The Governance charter may be amended by majority vote of the membership at any meeting of the membership provided that the proposed amendment(s) have been submitted in writing to the membership at least ten (10) business days in advance of the meeting.

B. Regular Review

- In consultation with the Collaborative Applicant and the HMIS Lead, the membership will annually review and update the governance charter.
- In addition, at least once every five years, membership will review, update and approve the Board selection process.

APPENDICES

Louisville Metro CoC procedures and policies created to comply with 24 CFR 578 Subpart B and Kentucky HMIS policies and procedures created to comply with HMIS requirements as prescribed by HUD.

CoC Board Member Signatures:

Michelle Neuhouser
W. H. D. Kew
Michelle Neuhouser
Donna Crabbe
Harmon Johnson
APR 15, 2015
Sharon
Michelle
Harmon Johnson
Jennifer Clark
Rosetta Luckett

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In 1987, Congress passed the first federal law specifically addressing homelessness. The Stewart B. McKinney Homeless Assistance Act of 1987, later renamed the McKinney-Vento Homeless Assistance Act, provides federal financial support for a variety of programs to meet the many needs of individuals and families who are homeless. The housing programs it authorizes are administered by the Department of Housing and Urban Development's (HUD) Office of Special Needs Assistance Programs (SNAPS). Since 1994, HUD has required each community to come together to submit a single comprehensive Continuum of Care (CoC) application rather than allowing applications from individual providers in the community. HUD's intent in creating this structured application process was to stimulate community-wide planning and coordination of programs for individuals and families who are homeless. (HUD's Homeless Assistance Programs: Continuum of Care 101, June, 2009)

In 2009, the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 was signed into law. The HEARTH Act amends and reauthorizes the McKinney-Vento Homeless Assistance Act with several substantial changes. Traditional beliefs around what is most effective in addressing homelessness have been evaluated and there are aggressive expectations for programs to move people into permanent housing as soon as possible. The task of keeping people in permanent housing is also receiving new attention with goals addressing recidivism and length of stay in permanent housing.

The Louisville Metro CoC is participating in the nationwide effort to evaluate and improve homeless service provision. The Louisville Metro CoC takes seriously the new HUD mandates and seeks to incorporate them in ways that make sense for this community at this time in history. To that end, the Louisville Metro CoC seeks to establish its governance, its policies and its procedures to not only align with HUD's expectations but to create a service provision system that first and foremost provides appropriate services to those who find themselves homeless and assists them in permanently moving out of homelessness. It is the intent of the Louisville Metro CoC to create an understanding of the reality of homeless in Louisville Metro and encourage a community wide response to reducing and eliminating it.

Louisville Metro Continuum of Care (CoC) Geographic Area

- The Louisville Metro CoC geographic area is defined as Louisville Metro with the six digit code of 211374. This area includes all of Jefferson County, KY.

Louisville Metro CoC Values, Priorities and Goals

Louisville Metro CoC Values

- We value programs with outcomes that demonstrate progress toward reducing and ending homelessness as quickly as possible with an ultimate goal of no more than 30 days.
- We value innovative and diverse programming that addresses gaps in community services.
- We value quality programming that is accountable to the community through outcomes measurement.

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- We value the effort to access the maximum amount of funding available to the Louisville Metro area.
- We value the commitment to serve all people who are in need of assistance regardless of race, gender, age, national origin, sexual orientation, gender identity and class and to be in compliance with all applicable laws regarding program accessibility for all people.
- We value and respect the decisions and choices of those who find themselves homeless and seek to optimize self-sufficiency.

Louisville Metro CoC Priorities

- Moving people and families out of homeless is our number one priority.
- Provide safe shelter to those in need who choose to use the shelter system.
- Provide timely assistance to those seeking to move out of homelessness regardless of shelter use or choice.
- Make all available services accessible to those who find themselves homeless.
- There is a comprehensive and holistic approach to identifying and providing services to assist those who find themselves homeless before, during and after moving to permanent housing.
- The goals and objectives of those whose funding is used to provide shelter and services are respected.
- There is a focused effort to refer and connect those who find themselves homeless to mainstream services outside the homeless provider system.
- Providers seek choice, safety, affordability, integration, accessibility and supports when helping clients' access permanent housing.

Louisville Metro CoC Goals

These are only a few of the goals of the Louisville Metro CoC "Blueprint to End Homelessness" that directly tie to the goals of the HEARTH Act.

- To divert people and families from the experience of homelessness.
 - Whenever possible, those who present themselves to the single point of entry will be diverted from the homeless provider system.
- To move people and families out of homelessness.
 - New clients to the homeless service system will exit emergency shelter on average in 6 months and transitional housing on average in 12 months.
 - 85% of those who enter the Rapid Re-housing program will not re-enter the homeless provider system within 6 months of the end of their Rapid Re-housing assistance.
 - 80% of those who enter transitional housing programs will move to permanent housing.
 - 80% of those placed in permanent housing will remain there for 12 months or longer.
- HMIS data will be used to determine the outcomes of individual projects and the CoC as a whole.
 - 90% of shelter beds will be entered into HMIS.

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- 30% of those entered in HMIS will have an exit destination.

Louisville Metro CoC Full Membership

At the center of the Louisville Metro CoC process is the CoC full membership made up of nonprofit agencies, individuals, private businesses and government representatives at all levels. It is the body that ultimately holds the responsibility for making the decisions regarding the process and the final submission of the CoC grant as well as setting benchmarks to monitor both CoC and ESG Programs. The Louisville Metro CoC full membership has found that by working together the final product is one that the whole community can embrace and to which it can be committed.

Full Membership Responsibilities

The Louisville Metro Full Membership is made up of agencies who serve the homeless population, agencies who serve those who are at risk of homelessness, governmental departments charged with addressing homelessness and individuals who are interested in addressing the issue of homelessness in the Louisville Metro community. The full membership body is responsible for:

- Electing four of its members to represent the full membership on the CoC Board and approving the remaining CoC Board membership annually,
- Providing information and advice to the CoC Board regarding best practices in homeless services,
- Establishing and providing oversight of the HMIS system and designating an HMIS administrator,
- Striving to provide the best services to each of the community's specific homeless populations,
- Establishing monitoring standards and outcomes and providing oversight of the implementation of this monitoring through the city and CoC,
- Working within the CoC homeless provider system to provide comprehensive and appropriate services to move homeless persons as quickly and appropriately as possible,
- Participating on CoC Committees and in monthly full membership meetings,
- Reviewing, endorsing and establishing policies and procedures including the process of Board selection,
- Approving and ranking projects to be included in the community CoC application and designating a collaborative applicant and insuring that all discussion on review and ranking procedures are reflected in the minutes and posted for community review ,
- Developing and following a governance charter detailing the responsibilities of all parties,
- Consulting with recipients and subrecipients to establish performance targets appropriate for population and program type, monitoring the performance of recipients and subrecipients, evaluating outcomes, and taking action against poor performers,
- Evaluating and reporting to HUD outcomes of ESG and CoC projects and consulting with ESG and CoC applicants regarding allocations,

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- Establishing and providing oversight of a coordinated assessment system and single point of entry and designating a lead for each,
- Conducting a Point-in-Time count of homeless persons, at least biennially,
- Conducting an annual gaps analysis, and
- Providing information required to complete the Consolidated Plan.

Full Membership and Voting Rights

The CoC community is the ultimate decision making body for the Louisville Metro CoC. The community itself holds the responsibility of deciding the needs of the community, how the process is to be administered, endorsing the projects to be submitted for funding consideration and the community priority rankings.

It is the policy of the Louisville Metro CoC that each CoC member/agency:

- Holds one vote,
- Designates a delegate and an alternate who are authorized to cast the agency vote when such action is needed,
- Is allowed to send more than these designated people to the community meetings but when a vote is taken, only the delegate or alternate is eligible to cast a vote,
- Is required to send a representative to at least 10 out of the last 12 community meetings prior to the vote in order to be eligible to cast a vote,
 - If an agency is unable to send either the delegate or alternate, that agency may send a representative to the meeting and receive credit for attendance. However, only a delegate or alternate has the right to vote on any issue.
 - If an agency has not been a member of the CoC for a full twelve months at the time of a vote, the number of absences allowed that agency will be proportional to the number of months they have been a member of the CoC.
- Is not eligible to vote on any issue regarding a project where that agency/member has a financial interest or serves the project's agency in any capacity, and
- Has the right to submit new and renewal proposals within the guidelines and specifications of the U.S. Dept. of Housing and Urban Development. (The full membership then has the right and responsibility to decide which projects are to be included in the CoC application.)

The CoC community voting procedure for funding decisions and representation on the Advisory Group may be carried out within a CoC meeting of the members or through other means (email, U.S. Postal Service, FAX) as long as each completed ballot is:

- Designated for an eligible voting member (agency), and
- The ballot contains the signature of the CoC delegate or alternate.

According to HUD requirements, the membership of the Louisville Metro CoC must be inclusive of the many facets of the community which it represents. The Louisville Metro CoC membership consists of over 80 entities representing:

- The Public Sector
 - State government agencies

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- Local government agencies
 - Public housing agencies
 - School systems and universities
 - Law enforcement and corrections
 - Local Workforce Investment Act boards
 - Other state and national level groups and persons
- The Private Sector
 - Non-Profit organizations
 - Faith-Based organizations
 - Funders and advocacy groups
 - Businesses including banks, developers and business associations
 - Hospitals and medical representatives
 - Homeless persons

Each member entity of the continuum holds the right to cast one vote per question. This means that entities sending more than one representative to the community meetings are restricted to casting one vote per question. Individuals representing themselves also have the right to cast one vote per question. A delegate and an alternate are designated by the participating entity at the beginning of the continuum year (July).

Other responsibilities of member agencies include:

- Demonstrating the ability and willingness to work with others in the community by collaborating with agencies to provide services,
- Providing documentation of homelessness and other required information to other member agencies in order to facilitate a seamless provision of care, and (This is expected to be done with the understanding that the person seeking assistance has granted a release of the information.)
- Fully participating in the Louisville Metro Homeless Management Information System (HMIS).

Responsibilities of the Delegate and Alternate

Each member entity of the Louisville Metro CoC full membership designates a delegate and alternate at the beginning of the continuum year (July). Their responsibilities include:

- Attendance at CoC community meetings: Each entity must have a representative present at community meetings in order to cast a ballot regarding submission of projects to HUD for funding. (See Attendance Policy) This is to insure that when questions come up for a vote, those voting are fully informed of the circumstances and ramifications of the question. It is hoped that this will lead to more informed decision making by those voting.
- Sharing information with agency directors and staff: it is the responsibility of the delegate and alternate to share all relevant CoC information with agency Director and necessary staff so the best decisions are made in terms of continuum votes and

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applications. Information shared by the CoC Coordinator at the CoC monthly meetings is critical when making important funding decisions.

- Representing the interests of their member agency while considering the needs of the community as a whole: It is important that those representing member entities represent the interests of those entities. It is the responsibility of the delegate and alternate to put aside personal preferences and goals in order to truly represent their entity. It is also important for the delegate and alternate to be able to examine the needs of the community as a whole. When casting a vote on a particular question it is sometimes necessary to cast the vote for the good of the community putting aside the immediate need of the entity the person is representing. This is a delicate balance requiring insight and good judgment.
- Determining the projects that are sent to HUD Washington for funding consideration: Delegates and alternates must consider the best interest of homeless clients and the community as a whole in selecting projects for funding and ensuring those projects are ranked by the CoC community.

Attendance Policy

The Louisville Metro Continuum of Care full membership values the input and participation of a wide range of community volunteers, agencies, civic organizations, business partners and government officials. The Louisville Metro CoC full membership also believes that in order to insure the most informed and objective decisions regarding homeless issues and funding it is necessary that voting members of the CoC make every effort to attend the monthly CoC meetings. Therefore the following policy has been adopted:

- Each voting entity will designate a delegate and alternate for the purpose of voting.
- The delegate or alternate must attend 10 out of the last 12 monthly meetings prior to a vote being taken.
- In case of emergency, a third person representing the agency can be sent as a note taker to a meeting but this person does not have the right to cast a ballot unless this person is approved by the CoC coordinator in advance of the meeting.
- There will be some meetings that require mandatory attendance of the delegate or alternate.
- Delegates and alternates will be notified of mandatory meetings by the Coalition staff.
- Voting entities that fail to have a delegate, alternate or, in case of an emergency, a third person to act as a note taker at 10 of the last 12 monthly meetings prior to a vote and/or fails to have the same representing the entity at the mandatory meetings will not be able to cast a ballot regarding projects to be submitted in the U.S. Dept of Housing and Urban Development CoC application or the election and approval of CoC Board Members.

Louisville Metro CoC Board

To carry out the primary purpose of the CoC Program, HUD requires representatives of relevant organizations (e.g., nonprofit organizations, victim services providers, local governments) to

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form a CoC to serve a specific geographic area. In addition, each CoC must establish a board to act on its behalf, and the CoC may appoint additional committees or workgroups to fulfill its responsibilities. (Introductory Guide to the CoC Program, HUD, July 2012)

Governance Charter

A Governance Charter outlining the roles and responsibilities of the Louisville Metro CoC Board, Full Membership, HMIS Administrator, Collaborative Applicant, and Agency Members must be updated and signed by the CoC board prior to the submission of the Louisville Metro CoC application each year.

Role of the Board

It is the responsibility of the Louisville Metro CoC Board to:

- Designate the entity that is to write the application for funding in response to HUD's annual CoC Program NOFA for homeless assistance resources,
- Design, operate and follow a collaborative process for developing the application and approving its submission,
- Establish priorities for funding projects in the CoC geographic area,
- Review the monitoring of all providers and determine appropriate action when benchmarks are not met,
- Provide a vision, priorities and goals for the CoC community,
- Establish a process for funding recommendations through HUD and other funding streams available in the community and insure that all discussion on review and ranking procedures are reflected in the minutes and posted for community review, and
- Oversee progress of HMIS entry, common assessment and single point of entry and make recommendations for improvement.

Louisville Metro CoC Board Membership

The Louisville Metro CoC Board is elected from the full membership at a CoC full membership meeting or through other means (email, U.S. Postal Service, FAX) and must:

- Include at least one homeless or formerly homeless individual and
- Represent the relevant organizations and projects serving the homeless including:
 - Persons with substance use disorders,
 - Persons with HIV/AIDs,
 - Veterans,
 - The chronically homeless,
 - Families with children,
 - Unaccompanied youth,
 - The seriously mentally ill, and
 - Victims of domestic violence, dating violence, sexual assault and stalking.

The Louisville Metro CoC Board is made up of no less than 15 and no more than 21 members. It should always have an odd number of members including:

- Four representatives of the Membership Body,
 - Elected by the membership body for two year staggered terms, and

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- These representatives can serve two consecutive 2 year terms but must be off the board for one year before being elected by the membership body again.
- A homeless or formerly homeless person,
- A representative of the ESG recipient (Louisville Metro Government), and
- Community representatives and leaders.

In order to do binding business, there must be a quorum of at least 51% present for a Board vote. The Board will elect its own Chairperson, CoC Coordinator and any other roles as seen fit by the Board. Only one person per agency may serve on the Board at any given time and provider agencies represented on the Board can have a proposal on the table although they should not vote on these issues.

Qualities and Skills of the Louisville Metro CoC Board

In order to carry out the role and function of the CoC Board, it is recommended that the following qualities and skills be represented within the Board.

- The ability to remain open and flexible to the needs of the service providers, the regulations presented by HUD, the needs and wishes of the CoC full membership and the needs of the homeless population.
- The ability to consider conflicting needs and come to resolution in the best interest of the CoC full membership.
- The ability to understand and evaluate a budget.
- The ability to understand and evaluate program outcomes in relation to the Louisville Metro community and HUD guidance.
- The ability to see and understand the “big picture”

Code of Conduct

The Louisville Metro CoC submits a Code of Conduct annually through the CoC application which should be voted on and followed by the full membership. It includes:

- **Conflict of Interest**

All members of the CoC Board are required to sign a conflict of interest form stating their association with agencies and projects that can reasonably be expected to apply for and/or receive funding through the CoC process. All associations will be made public to the full membership prior to any process that will determine funding recipients. Members with a conflict of interest are expected to recuse themselves from discussions and decisions where there is a real or perceived conflict of interest.

- **Confidentiality**

Information contained in the ESG and CoC applications and reports is considered proprietary and confidential and may not be released to any person or party without approval of that applicant agency.

Any client information shared within the CoC is also confidential and should not be released to any other entity without a release of information signed by the client.

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Louisville Metro CoC Committees

The Louisville Metro CoC Full Membership may see fit to create new committees to conduct the work of the Louisville Metro CoC at any time. At this time, the following CoC Committees have been established:

HMIS

The HMIS Committee meets quarterly before the full membership meeting to discuss changes and issues with the Louisville Metro CoC HMIS system. The committee is open to all but is made up primarily of those who enter HMIS data at each of the homeless service agencies.

Discharge Planning/Homeless Prevention Pilot

The Discharge Planning Committee meets quarterly to discuss ways to improve the discharge planning from state and local institutions including prisons, jails, mental hospitals and institutions, hospitals and foster care. The committee is open to all and includes representatives of these institutions as well as staff who participate in the homeless prevention program which serves those exiting state institutions.

Housing First

The Housing First Committee meets quarterly to discuss the progress of Housing First programs in Louisville Metro. The committee is made up of persons involved in the SAHMSA Housing First Projects, SHP Housing First Projects and Rx: Housing Project (100K Homes).

Consumer Participation

The Client Engagement Committee meets as needed to seek input from clients of homeless services. The committee is open to anyone but includes four volunteers representing ESG, SHP and two persons with no conflict of interest. Information is gathered from forums held at various shelters in the community over the course of the year and annually at the Project Connect/Stand Down where all people who are experiencing homelessness are invited to receive services at a one stop shop offered over the course of a full day.

Common Assessment/ Mainstream Services

The Common Assessment/Mainstream Services Committee meets as needed to create and oversee the Louisville Metro CoC Common Assessment. They also insure that the common assessment includes a process to assess and refer each CoC client for all appropriate mainstream services. To date, the committee has created the assessment tool and helped to create a funding plan for the assessment and staffing. The next step is to develop the details of how it will be implemented at each of Louisville's emergency shelters and then to monitor implementation and provide comment.

Coalition Supporting Young Adults

The Coalition Supporting Young Adults was created in response to the rising number of young adults staying in Louisville adult shelters in 2012 (555). This committee is made up of agencies that serve 16-24 year olds in crisis without support throughout the city. Their role is to make recommendations to lower the number of young adults in crisis and prevent the cycle of homelessness in the next generation.

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Louisville Metro CoC Collaborative Applicant

Because the Louisville Metro CoC Board is made up of volunteers, they will need to select a Collaborative Applicant to submit the CoC application to HUD each year.

Role of the Collaborative Applicant

It is the responsibility of the Louisville Metro CoC full membership to designate a collaborative applicant best able to insure a successful submission of the CoC proposal. It is the role of the Collaborative Applicant to:

- Complete the electronic application in response to HUD's annual CoC Program NOFA for homeless assistance resources,
- Present a timeline and deadlines to all project applicants for individual project plans,
- Collect all data and submit a renewal chart to HUD of all projects planning to reapply,
- Create the housing inventory chart,
- Create the grant inventory worksheet,
- Establish priorities for funding projects in the CoC geographic area,
- Create process for ranking applications with full participation of CoC full membership,
- Oversee committees and volunteers,
- Create agendas for CoC full membership and Board meetings in collaboration with the Board Chair,
- Notify others that they can join the CoC full membership annually, and
- Monitor who is eligible to vote on the full membership.

The Louisville Blueprint to End Homelessness

History

In 2000, members of the Coalition for the Homeless began work on a plan entitled "Reducing and Ending Homelessness: A Blueprint for the Future." This report was released in 2002 and outlined ten goals with action steps for eliminating homelessness in Jefferson County, Kentucky. In 2007, the Coalition for the Homeless joined forces with Louisville Metro's Office on Homelessness to update the plan. It was updated again in 2012 to include the newly established federal policies in the federal "Opening Doors" Plan.

Louisville Metro CoC Blueprint Priorities

- Increase Leadership, Collaboration and Civic Engagement
- Increase Access to Stable and Affordable Housing
- Increase Economic Security
- Increase Health and Stability
- Retool Crisis Response

The full plan with specific goals is available at The Coalition for the Homeless website – www.louhomeless.org.

Update Process

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Each year, The Coalition for the Homeless documents progress made on each of the “Blueprint” goals and presents to the Louisville Metro CoC full membership as an annual report. These numbers are also included in the CoC application for funding.

Annual Point in Time / Quarterly Shelter Point in Time/Census

The Louisville CoC conducts its annual point in time on the last Wednesday of January. This point in time count includes both a shelter count and a street count. The Louisville CoC also conducts a quarterly point in time on the last Wednesday of the first month of each quarter. (January, April, July and October). The April, July and October quarterly point in time counts are limited to those using the shelter system. During the quarterly point in time counts, shelter bed and unit counts are also conducted. HMIS data is used to determine information needed to account for sub populations. This information is extrapolated to the persons staying on the streets that night.

Street Count

As required by the U.S. Department of Housing and Urban Development, The Coalition for the Homeless conducts a one-day, point-in-time count of homeless persons the last week of January each year. The Coalition solicits local volunteers who go out in groups to count homeless persons at day shelters and on the streets. Meanwhile, night shelters complete the surveys at their facilities. The volunteers are asked to survey a minimum of one-third of those counted using a survey created by Kentucky Housing Corporation. This survey is used statewide on the same day. The Coalition collects personal items to also be distributed to homeless persons during the survey to increase the willingness of people to participate and provide items needed for safety and security when sleeping on the streets in the dead of winter.

Once the one-day survey is completed, The Coalition for the Homeless uses the survey data along with HMIS data to extrapolate the survey answers of persons who were counted but not surveyed to get a better understanding of those who are homeless on a given night in Louisville Metro.

Homeless Census

In addition to the one-day survey, The Coalition for the Homeless collects information on all persons served in the Louisville Metro homeless system in a given year. This information is gathered from the HMIS data provided by agencies and through the new single point of entry.

Each June, the Point-In-Time and Annual Homeless Census information is released to the public and media. The Coalition for the Homeless also studies this information to determine what changes could improve the CoC.

Homeless Management Information System (HMIS) and Single Point of Entry

HMIS Roles and Requirements

Uniform, longitudinal data is necessary to understand the extent and scope of homelessness in individual communities and across the country. It provides the community with a tool to collect and analyze ongoing data on people using homeless service programs. Accurately calculating

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the size and needs of the homeless population as well as the outcomes of specific interventions provides a means for tracking service and demand for homeless programs and understanding where improvements need to be made.

The Louisville Metro CoC full membership chose The Coalition for the Homeless to serve as the administrator of the U.S. Department of Housing and Urban Development (HUD) mandated HMIS for Louisville Metro. The Louisville CoC is part of a state-wide HMIS system, called Kentucky HMIS. KYHMIS is managed by the Kentucky Housing Corporation in Frankfort, KY and uses Servicepoint software.

The Coalition for the Homeless manages the Louisville Metro CoC HMIS through a full-time HMIS Coordinator. This staff salary and the expenses of the HMIS system, including Servicepoint software licenses for Coalition agency members, are paid for through a HUD CoC HMIS grant and match funds raised locally. The HMIS Coordinator reviews the licenses each year to determine which have been unused and recaptures those licenses. Each CoC agency member can purchase one license per program at half price and all others must pay full price. Agencies are charged for these additional licenses annually. Small homeless agencies with no federal funding can receive one free license per year.

The CoC HMIS administrator is responsible for:

1. Maintaining compliance with the latest HMIS Data and Technical standards published by HUD,
2. Accurately calculating the size and needs of the homeless population,
3. Tracking service and demand for homeless programs and understanding where improvements need to be made,
4. Overseeing the reporting process for the CoC,
5. Training agencies on accurate HMIS entry,
6. Reviewing the licenses of member agencies each year to determine which have been unused and recapture a needed, and
7. Coordinating a single point of entry to insure new clients are eligible for services and entered correctly.
8. Reporting as necessary to various entities such as Louisville Metro Government, the Kentucky Housing Corporation, the U.S. Department of Housing and Urban Development, etc.

Kentucky Housing Corporation assigns a security officer to oversee all security issues related to the Kentucky HMIS. Anyone with concerns should immediately contact the security officer. Also, the HMIS Coordinator performs an annual check on the Louisville Metro HMIS to insure that all security standards are being met.

Single Point of Entry

The Louisville Metro CoC requires universal data elements be collected on each new CoC client. This information is collected by The Coalition for the Homeless through the single point of entry. This information can be collected by phone or in person at the single point of entry

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office. The client is asked to sign a release of information and these data elements are made available to all HMIS users. It is also the responsibility of the CoC single point of entry staff to:

- Record numbers of those they serve daily,
- Evaluate eligibility for homeless assistance programs,
- Divert anyone who is appropriate to homeless prevention services versus shelter,
- Reserve a bed in a local shelter for anyone who qualifies,
- Make a referral for shelter overflow if no beds are available, and
- Create a scan card for all newly entered clients that they can use for entry to future homeless services.

Once a client arrives for services at a homeless service agency after the single point of entry assessment, HMIS allows the agency to see if the client was already entered for prior services so they do not duplicate entry. The service provider is responsible for updated HMIS when new services are provided to a client, when their income or housing changes, once a year for an annual update and at program exit. A privacy notice is given to clients and posted at shelters informing them that their data will be entered in HMIS. It also specifies the data protection standards that are to be followed. If a client arrives at a shelter after hours and has not presented at the single point of entry, they should not be denied services if a bed is available. Instead, they can complete a hard copy form for entry, fax it to The Coalition for the Homeless the following day for HMIS entry and refer the client when appropriate to get a scan card.

HMIS Technical Assistance and Training

The Coalition maintains an HMIS help desk through Outlook. When a request for assistance is received, it is automatically logged in the system. When the concern is addressed, this is logged by The Coalition for the Homeless staff for future tracking of technical assistance. Requests can be as little as forgetting a password or as great as hiring a new staff member who needs to be trained on the system.

The Coalition provides individualized, on-site technical support to member agencies as needed.

The HMIS Coordinator discusses HMIS changes with agency members at Louisville Metro CoC full membership meetings.

HMIS Quality Monitoring

During the time of the quarterly point in time counts two HMIS data quality processes are conducted.

- Agencies are expected to submit a manual count of the persons staying in each homeless program along with a manual count of the beds and units available on that particular night.
- A one night point in time report is also run from HMIS by the agency and compared to the manual count. Any discrepancies in the numbers should be resolved before the reports are submitted to The Coalition for the Homeless.

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- The combined information of number of available beds/units and the manual count of persons staying in the shelter is compared to establish a project's capacity rating for that night.

Minimum Data Sets and Data Quality

The Coalition for the Homeless manages the HMIS database in Louisville Metro and works with the CoC Board to establish minimum data sets the data quality (DQ) standards. Data Quality is checked once each quarter to coincide with the Point in Time dates.

Data quality standards

There are two parts to Louisville data quality standards: data quality and data accuracy.

For data quality, the program must have the minimum data sets entered for each client client at exit. For the data accuracy standard, the client and household counts in HMIS must equal the hand counts submitted by the agency. While the data quality is inspected quarterly, it is the expectation of the Louisville Metro CoC that each agency will update all clients including program exits within a week.

The Coalition for the Homeless will publicize Data Quality results during the monthly CoC full membership meetings and share this information with agency funders.

Housing Inventory Chart

It is the policy of the Louisville Metro CoC that the following guidelines and requirements be met in order for agencies and programs serving the homeless in the Louisville Metro community to be included in the U.S. Department of Housing and Urban Development's Housing Inventory Chart. This chart is meant to include all facilities and programs that provide sleeping accommodations to the homeless residing in the Louisville Metro CoC community regardless of whether HUD funding is received or used.

This chart is updated on a yearly basis at the time of the official HUD required Point in Time homeless count. The U.S. Department of Housing and Urban Development requires that local continuums conduct a point in time count bi-annually during the last week of January. The Louisville Metro CoC has elected to conduct the local point in time homeless count on a yearly basis. The annual count takes place on the last Wednesday of January and includes both those staying in shelter and those staying on the street.

Because HUD uses this chart to determine the capacity to serve the homeless, it is extremely important that facilities be identified as:

- serving only persons who meet the HUD definition of homeless or
- if only a portion of the facility's accommodations are provided to persons meeting the HUD homeless definition, only those accommodations actually providing service to persons meeting the HUD homeless definition be included in the Housing Inventory Chart.

The U.S. Department of Housing and Urban Development definition for homeless persons is as follows.

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A person or family is considered to be homeless ONLY when he/she meets one or more of the categories below.

Category 1	Literally Homeless	<ol style="list-style-type: none"> 1. Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: <ol style="list-style-type: none"> a. Has a primary nighttime residence that is a public or private place not meant for human habitation; b. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs: OR c. Is exiting an institution where (s)he has resided for 90 days or less AND who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
Category 2	Imminent Risk of Homelessness	<ol style="list-style-type: none"> 2. Individual or family who will imminently lose their primary nighttime residence, provided that: <ol style="list-style-type: none"> a. Residence will be lost within 14 days of the date of application for homeless assistance; b. No subsequent residence has been identified; AND c. The individual or family lacks the resources or support networks needed to obtain other permanent housing.
Category 3	<p>Homeless under other Federal statutes</p> <p>The Louisville Metro CoC has chosen NOT to recognize this category at this time.</p>	<ol style="list-style-type: none"> 3. Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who: <ol style="list-style-type: none"> a. Are defined as homeless under the other listed federal statutes; b. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; c. Have experienced persistent instability as

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		measured by two moves or more during the preceding 60 days; AND d. Can be expected to continue in such status for an extended period of time due to special needs or barriers.
Category 4	Fleeing/Attempting to Flee Domestic Violence	4. Any individual or family who: a. Is fleeing, or is attempting to flee, domestic violence; b. Has no other residence; AND c. Lacks the resources or support networks to obtain other permanent housing.

Facilities listed on the Housing Inventory Chart are expected to maintain the following:

- A current license for serving homeless persons issued by Louisville Metro Government.
 - In the case where the Director of the Louisville Metro Department of Codes and Regulations deems it more appropriate for the facility to obtain a conditional use permit in place of the license, such a permit will meet the need for a license.
- Only those beds/units designated for persons meeting the HUD definition of homeless can be included in the Housing Inventory Chart.
- Documentation for each person being provided accommodations stating that one or more of the HUD identified conditions is true if that person is being served as someone meeting the HUD definition of homeless.
- All persons identified as a person meeting the HUD definition of homeless must be entered into the Homeless Management Information System (HMIS) through the single point of entry. Domestic violence shelters are exempt from this requirement but are required to enter comparable information into a comparable data base.
- Participation in the annual point in time homeless count administered by The Coalition for the Homeless during the last week of January. Those persons included in the annual count must meet the HUD definition for being homeless.
- Quarterly participation in the Louisville CoC's shelter utilization count on the last Wednesday of the first month of each quarter. Those persons included in the quarterly count must meet the HUD definition for being homeless.

Application Process

The Louisville Metro CoC Process is a year round process that includes quarterly shelter point in time counts, HMIS data quality monitoring and an expectation that CoC members attend 10 of 12 monthly CoC full membership meetings. The full membership body holds the responsibility of making final funding and policy decisions but also has the right to delegate any of its authority and responsibility to the Louisville Metro CoC Board, Collaborative Applicant, HMIS Administrator, Common Assessment Administrator or others when needed.

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Grant Inventory Worksheet

The Grant Inventory Worksheet is a tool used by HUD and the CoC to determine the amount of CoC funding needed to support the projects currently receiving funding through the CoC process. The Coalition for the Homeless, acting as the Collaborative Applicant, works with the applicant agencies to accurately reflect the grant funding provided by HUD during the most recent renewal or as amended. When the CoC, HUD and the agencies/projects agree that the information is correct, the CoC submits the worksheet per HUD's instruction.

Louisville Metro CoC Policy for Funding Consideration

HUD provides funding for homeless assistance programs authorized under the Stewart B. McKinney Act through the CoC competition. Annually, HUD releases a Notice of Funding Availability (NOFA) which details the requirements for the application. One requirement is that there be one Collaborative Applicant for all projects in the CoC. The Collaborative Applicant is responsible for submitting a comprehensive application that includes all projects seeking funding within the CoC geographic area.

To be eligible for funding consideration, applicants must meet the following criteria:

- Applicants must meet all HUD eligibility criteria.
- Applicants must meet the application deadlines set by the Louisville Metro CoC.
- Applicants must be a 501(c) 3, 501 (c) 4, PHA, or local government.
- Applicants must possess legal authority to apply for and receive funds and carry out activities authorized by the CoC Program.
- Applicants must provide the supplementary match funds required by HUD.
- Applicants must comply with HUD's standards for participation in a local Homeless Management Information System (HMIS) and the collection and reporting of client-level information.
- Applicants must participate fully in the CoC process to coordinate and integrate with other mainstream programs for which homeless populations may be eligible.
- Applicants must assume ultimate responsibility for preparing an accurate and complete application for submission to HUD that meets all federal rules and regulations.
- Applicants must be in compliance with all local, state, and federal civil rights laws and Executive Orders as well as all standards outlined by the U.S. Department of Housing and Urban Development.
- Applicants must agree to comply with federal Section 3 and Energy Star Compliance requirements.
- Applicants must insure that all kids under 18 are allowed to stay in shelter with their other family members.
- Applicants must insure that all children are enrolled in school.

In order to meet the local needs in serving the homeless population, the following guidelines have been established. These guidelines in no way prohibit any HUD eligible project from applying for HUD funding but rather state the community's priorities, encourage projects that

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respond to local needs and position the community to bring maximum benefit to serving our homeless population.

New Applicants

- Housing related projects have been identified by the Louisville Metro CoC to be our highest priority and will be considered as such.
- HUD has indicated that the ideal ratio of housing to services dollars is 80/20. Projects with a ratio that is over 20% services dollars must be approved by the CoC full membership.
- New applicants must include homeless persons in the design, the implementation and/or the evaluation of programs and services.
- New nonprofit applicants must submit a copy of their current IRS form 990 and current list of volunteer board of directors.
- New applicants are required to describe how implementing the community's HMIS program will be funded.
- At the time of pre-application, new applicants are required to submit three (3) letters of support indicating the need for this project.

Renewal Applicants

- Renewal applicants must be current with the HMIS system and have accurately entered 75% of their client records as determined by the HMIS Coordinator.
- Renewal applicants must have submitted their most current APR and review letter from HUD to the CoC Board.
- Where applicable, renewal applicants must be in compliance with Louisville Metro Licensing requirements and the community's monitoring standards.

Beginning the process for application

The CoC Collaborative Applicant establishes the timeline for renewal and new project application in collaboration with the CoC Board. This is done in consideration of HUD timelines and the CoC's responsibility to respond to HUD requests.

At a time determined by the CoC Collaborative Applicant, the Pre-Application is made available to renewal and new projects. This Pre-Application determines what projects intend to apply for renewal funding and, if guidance is available for the opportunity for new funding, gives agencies the opportunity to indicate their intention for applying for new projects. Using the latest guidance from HUD, the CoC Collaborative Applicant reviews the pre-applications for application consistency with HUD guidelines. Ultimately, the purpose of the Pre-Application is to give the agency/project a template from which the actual application can be taken. The Pre-Application also provides the CoC Collaborative Applicant with budgetary information to begin to determine the amount of funding needed compared to the amount available.

Working with the agencies that have indicated an intention to apply for funding, the CoC Collaborative Applicant prepares the information to be reviewed by the CoC Board for further

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guidance and critical evaluation. During this process the CoC Collaborative Applicant, along with the CoC Board, work to identify opportunities for the community to:

- Take advantage of specific HUD opportunities for funding,
- Present a clear case for the need for funding in the community, and
- Maximize the community's ability to retain and obtain as much funding as HUD makes available to the community.

While it is the responsibility of the CoC Collaborative Applicant to be educated about HUD rules and procedures, it is also the responsibility of the CoC full membership and applicant agencies to read HUD guidance and apply that guidance to the individual project applications and execution of the grants if received. It is also the responsibility of the agency/project applying and receiving funds to keep the CoC Collaborative Applicant informed of any changes that take place within the project. It is particularly important to inform the CoC Collaborative Applicant of changes in:

- Population served,
- Budget,
- Project funding and spending, and
- Basic design of the project.

In order to facilitate this process throughout the funding cycle, projects are required to submit the following to the Collaborative Applicant:

- The annual performance report (APR) at the same time it is submitted to HUD. HUD requires the APR to be submitted 90 days after the end of the project's operating year.
- The letter received from local HUD that the APR was received and approved.
- The HMIS report that mirrors the project's APR report (ART 625).
- A communication if the project did not spend the amount of funding received from HUD. The amount turned back should be included in a letter from HUD. It is generally accepted practice that projects can turn back approximately 5% of their grant and not be seen lacking the capacity to spend the money allotted to them. If the project is a rental assistance project, turning back the amount or rental assistance equal to or less than the amount of funds needed to house one household unit for 12 months using the smallest bedroom size allowed in the grant is generally accepted.
- All information required to complete the quarterly point in time counts – including the manual counts, HMIS reports and program capacity reports.
- All information required to complete the Housing Inventory Chart.
- All information required to complete the Grant Inventory Worksheet.
- The cost of services for each homeless program.
- All other information required to assemble the CoC application for funding.

It is expected that projects submit information on the required forms in a timely manner or communicate the need for an extension of a deadline – prior to the deadline – to the CoC Collaborative Applicant. The CoC Collaborative Applicant will make every effort to accommodate the need for deadline extensions in the case of emergencies and other

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reasonable requests. It is paramount, however, that extensions do not adversely affect the timely submission of the community application and the timely submissions of other information required by HUD.

Late Submission of Pre-Applications, Applications and Other Required Information

In accordance with the U.S. Department of Housing and Urban Development (HUD) guidelines, the Louisville Metro CoC in no way prohibits any HUD eligible project from applying for HUD funding if done within the guidelines set up by the U.S. Department of Housing and Urban Development. However, in order for the Louisville Metro CoC to submit the best overall application for funding, certain guidelines and deadlines have been established.

It is the policy of the Louisville Metro CoC that when Pre-Applications are submitted after the stated CoC due date, whether for new or renewal projects, the following procedure will be followed:

- The pre-application will be reviewed using the process used for all other pre-application submissions. Since the primary purpose of the community's review process is to assist projects in submitting the best possible grant application, it is in the best interest of the entire community that all grants associated with the Louisville Metro CoC be reviewed for accuracy and completeness and be given the opportunity to improve the grant pre-application.
- The Louisville Metro CoC community holds the responsibility of approving projects to be included in the HUD application. As part of this process, voting members are given information regarding each renewal project's success in meeting both HUD and community goals. Information regarding new projects will include the agency's success in meeting HUD and community expectations in the past. The timeliness of a project's pre-application is included in this information.
- The Louisville Metro CoC full membership has several options open to it regarding the late submission of a pre-application. It can vote to:
 - Allow the project to proceed through the process with a warning but essentially unencumbered.
 - Allow the project to proceed through the process with the understanding that during the next funding application cycle another agency will be given the opportunity, within HUD guidelines, to assume the terms of the grant. This implies that the basic project will remain in the community under the new management of another agency.
 - Allow the project to proceed through the process with the understanding that during the next funding application cycle the CoC will invoke the HUD Reallocation process where another agency will be given the opportunity, within HUD guidelines, to submit a new permanent housing project within the budget constraints of the original project. This implies the current project will be discontinued at the time of HUD approval of the reallocation.
 - The CoC invokes the HUD Reallocation process where another agency is given the opportunity, within HUD guidelines, to submit a new permanent housing

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project within the budget constraints of the original project. This implies the current project will be discontinued at the time of HUD approval of the reallocation.

- The CoC invokes the HUD Reallocation process using the opportunity to fund a new HMIS project.
- Defund the project during the current application process understanding that the funds normally allocated to this project are lost to the community.

It is the policy of the Louisville Metro CoC that when a new or renewal project fails to submit the Application within the CoC's stated deadline the following procedure will be followed:

- The Louisville Metro CoC Collaborative Applicant must first decide if there is time before the official HUD deadline to work with the application without putting all other projects in jeopardy of a late submission to HUD. This decision is made with consultation with the CoC Board.
- If it is decided that the project's application should be included in the submission, it will be the responsibility of the CoC Board to make a recommendation to the Louisville Metro CoC full membership for further action. The Louisville Metro CoC full membership will make the final decision regarding the matter.
- If it is decided that there is not sufficient time before the official HUD deadline, the CoC Collaborative Applicant will attempt to identify a reasonable way for the funds to be preserved within the CoC community. If such a way exists, the CoC Collaborative Applicant will work with the CoC Board to pursue such an option. If such a way does not exist, the funds are not applied for in the overall CoC application and the funds are lost to the community.

Identifying Community Need for New and Expanded Services and Reallocation of Existing Funds for Maximum Use

It is the responsibility of the CoC full membership, the CoC Board and the CoC Collaborative Applicant to constantly be looking for:

- The need for new or expanded services to the community,
- The need to discontinue services when they are no longer needed,
- The need to adjust services when realignment is necessary in order to best serve the homeless population of the Louisville Metro CoC,
- The Opportunity within the community and offered by HUD to improve services and pay for services once unable to be funded, and
- Creative ways to maximize the funding dollars available through HUD and other funding sources.

Meeting this responsibility is done in a variety of formal and informal ways, including:

- Conducting the yearly Homeless Point in Time Count that includes both a street count and a shelter count,
- Conducting the annual Homeless Census Count,

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- Conducting the quarterly Homeless Point in Time Count that consists of only the shelter count,
- Comparing these counts to the Housing Inventory Chart to identify gaps in services,
- Listening to CoC members and their experiences of project capacity or lack thereof,
- Examining individual project outcomes in relation to CoC and overall HUD goals, and
- Examining overall CoC outcomes in relation to CoC and overall HUD goals.
- Using evidenced-based measurement tools created by HUD and HUD TA providers.

Ranking Projects

Each year, the U.S. Department of Housing and Urban Development creates priorities for funding of CoC projects. However, they first fund all eligible projects in tier one (above the renewal amount from last year) before funding those projects in tier two. Therefore, those projects in tier one are more likely to receive funding.

In order to determine the ranking of projects into these two tiers, the Louisville Metro CoC Board establishes priorities for ranking based on the CoC benchmarks already established by the CoC (see above). Presently, the established priorities are:

1. Permanent Supported Housing
2. Meeting the appropriate permanent housing goal (77% of PSH staying in PH 6+mo. - this is now 80% / 65% of TH leaving for PH)
3. Reasonable capacity rates and the lesser of: no more than 5% of funds returned or no more than what it would take to house one household for one year.

Any project that has not met the CoC goals listed above in priority two or the capacity rates listed above in priority three is asked to present their project and address these shortfalls at a CoC meeting. Then each CoC representative is asked to vote on the following to establish the ranking:

- A. First, you are asked to indicate any project you feel should not be included in the application submission.
- B. Second, you are asked to indicate how you would rank any projects that did not meet their HUD housing goal or that would be ranked in tier two.

Common Assessment

In order to help homeless persons move more quickly and consistently through the Louisville Metro CoC, the CoC has created a common assessment to be conducted with each client within 14 days of shelter entry. This assessment is led by staff of a common assessment team.

Common Assessment Team Roles

It is also the responsibility of the CoC common assessment staff to:

- Record numbers of those they assess,
- Seek to assess each shelter client within 14 days of shelter entry,
- Evaluate eligibility for homeless assistance programs,
- Prioritize who receives transitional housing,

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- Prioritize who receives Rapid Re-Housing,
- Make referrals as appropriate to permanent supportive housing,
- Make referrals for mainstream services, and
- Insure that the needs of special needs clients are addressed and referrals are made for special services.
- Provide assessment information to referral agency and post in HMIS.

Order of Priority in CoC Program-funded Permanent Supportive Housing

Order of Priority in CoC Program-funded Permanent Supportive Housing Beds Dedicated to Persons Experiencing Chronic Homelessness and Permanent Supportive Housing Prioritized for Occupancy by Persons Experiencing Chronic Homelessness:

- 1) First Priority—Chronically Homeless Individuals and Families with the Longest History of Homelessness and with the Most Severe Service Needs.
- 2) Second Priority—Chronically Homeless Individuals and Families with the Longest History of Homelessness.
- 3) Third Priority—Chronically Homeless Individuals and Families with the Most Severe Service Needs.
- 4) Fourth Priority—All Other Chronically Homeless Individuals and Families.

Order of Priority in Permanent Supportive Housing Beds Not Dedicated or Prioritized for Persons Experiencing Chronic Homelessness:

- 1) First Priority—Homeless Individuals and Families with a Disability with the Most Severe Service Needs.
- 2) Second Priority—Homeless Individuals and Families with a Disability with a Long Period of Continuous or Episodic Homelessness.
- 3) Third Priority—Homeless Individuals and Families with Disability Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters.
- 4) Fourth Priority—Homeless Individuals and Families with a Disability Coming from Transitional Housing.

These priorities can only be met when the size and design of the facility opening also fits the need of the next person identified using these priorities. If not, the common assessment team will serve the next appropriate individual/family on the list. These priorities will be used in combination with special set asides made available as part of the federal goals outlined in Opening Doors. Therefore, units set aside for veterans will only be used for that population, however, the veterans will still be referred in the order listed above.

Standards for the Administration of CoC Funded Rapid Re-Housing

Standards for Determining the Participant Share of Rent and Utilities

Participant's income shall be verified prior to approval for initial and additional financial assistance. Documentation of the participant's income and expenses, including how the participant is contributing to housing costs, if at all, shall be maintained in participant's file. This file shall also contain a plan to sustain housing following the assistance, including either a plan

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to increase income or decrease expenses or both. Participants are not required to contribute rent. Providers funded under the Continuum of Care Program may pay up to 100 percent of the reasonable rent and utility costs for program participants. Providers may, at their discretion, choose to impose rental charges on participants. Any rental charged must be imposed in accordance with the Rapid Re-Housing regulations in 24 CFR 578. Any additional requirements regarding the percentage or amount of rent and utilities costs each program participant shall pay shall be determined by the individual service provider's policies and clearly communicated to program participants.

Standards for Determining the Length and Level of Assistance

Rapid re-housing rental assistance will be provided to program participants who are prioritized through Louisville's coordinated assessment ("Common Assessment Team").

Minimum standards for determining how long a particular program participant shall be provided with rental assistance and whether and how the amount of that assistance shall be adjusted over time are:

Approval for rental assistance shall be granted in increments of the providers choosing. Providers must re-assess the continuing need for rental assistance no less than annually. In no event will assistance under Rapid Re-Housing exceed 24 months in any 36 month period.

Any additional requirements regarding how long a program participant shall be provided with rental assistance and whether and how the amount of that assistance shall be adjusted over time shall be determined by the individual service provider's policies and clearly communicated to program participants.

Case management services will be provided at least monthly for all CoC Rapid Re-Housing program participants. In addition, housing placement services are provided on the front end of the program to ensure that qualifying program participants secure housing as soon as possible. Supportive Services may be provided to recipients of Rapid Re-Housing Rental Assistance for up to six months after rental assistance ends at the discretion of the provider.

All providers will have a written termination procedure with the following minimum standards: written notice to the program participant containing a clear statement of the reasons for termination; a review of the decision, in which the program participant is given the opportunity to present written or oral objections to a person who is not the person who initiated the termination or a subordinate of that person; and prompt written notice of the final decision to the program participant. The termination of a client will not bar the program participant from receiving further assistance at a later date.

Standards for the Administration of CoC Funded Transitional Housing

The CoC has established that all assistance to clients from Federal sources will adhere to all applicable standards as set forth in governing regulations for such funds. At this time, the CoC

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has not imposed additional restrictions related to client eligibility or levels of assistance. However, all clients must come through the Louisville Continuum of Care Single Point of Entry to ensure appropriate HMIS record creation. It will be at the discretion of the CoC Board to establish any additional standards that may apply based on either funding source or type of program operated within the geographic area covered by the CoC.

Monitoring Standards

The Coalition for the Homeless introduced the concept of setting standards for local shelter providers in 1990. While other communities had established standards in the areas of health and safety, Louisville created an additional set of standards in the area of programming. In 2011, Louisville Metro creating licensing for shelters so The Coalition now monitors a list of standards created by the CoC separate from the licensing standards.

Standard Process

These unmandated standards are coupled with a city zoning and inspection process that focuses on building safety and health standards. These standards can provide the client, the shelter and the larger community with the assurance that the client is being given the best possible opportunity to move back into a stable living environment and achieve self-sufficiency outside the shelter system.

Monitoring outcomes and standards are monitored through HMIS reports, items submitted to the Coalition electronically and on-site visits as needed.

Blueprint University Training

The Coalition staff identifies training needs of member agencies each year and conducts a minimum of six trainings for front-line shelter staff in these areas. These free trainings are provided to member agencies as part of their membership fee. Other community members are welcome to attend as space permits.

Past Blueprint University topics have included: chemical dependency, child sexual abuse, client interaction and confidentiality, crisis intervention, communicable diseases, cultural diversity, domestic violence, food service, mental health issues, and universal precautions. Some topics may differ yearly depending on the needs of the homeless service community. The trainings are conducted by local experts.

KYHMIS

Statewide Policy Manual

Please note, violation of the Kentucky Homeless Management Information System (KYHMIS) Participation Agreement and KYHMIS User Confidentiality Agreement, including without limitation to the failure to comply with the policies and procedures related to the KYHMIS as contained in this manual, may subject the participating agency to discipline and termination of access to the KYHMIS and/or termination of other Kentucky Housing Corporation (KHC) contracts. All participating KYHMIS Projects, as well as Victim Service Providers funded by the U.S. Department of Housing and Urban Development, the U.S. Department of Veterans Affairs, the U.S. Department of Health and Human Services, and SAMSHA, are required to abide by the policies and procedures outlined in this manual.

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Vision Statement

The vision of Kentucky Housing Corporation (KHC) is to operate a user-friendly data collection system that produces timely, accurate, and complete information for stakeholders to use, ensuring the effective delivery of housing and services to alleviate homelessness in Kentucky.

Introduction

The Kentucky Homeless Management Information System (KYHMIS) was developed to support Kentucky's Continuum of Care and partner agencies in their missions, by supplying them with the tools to gauge data and outcomes for their projects. The KYHMIS provides information to the U.S. Department of Housing and Urban Development (HUD), the U.S. Department of Veterans Affairs (VA), the U.S. Department of Health and Human Services (HHS), Substance Abuse and Mental Health Administration (SAMHSA), local nonprofit boards, state-level policy makers, and other advocates in their missions.

The KYHMIS is a client information database that provides a standardized assessment of client needs, creates individualized service plans, and records the use of housing and services. The fundamental goal of the KYHMIS is to use the data to determine the utilization of services of participating agencies, identify gaps in the local service continuum, and develop outcome measurements. The KYHMIS can identify patterns in the utilization of assistance, as well as document the effectiveness of services for clients.

All this will be accomplished through data analysis of the actual experiences of persons, as well as the service providers who assist them in shelters and assistance projects throughout the state. This data may also be analyzed to provide unduplicated counts and anonymous aggregate data to policy makers, service providers, advocates, and consumer representatives. Statewide reporting is based on aggregate, non-identifying data; therefore, such data may be shared with the public.

The KYHMIS uses a Web-based software project from Bowman Systems called ServicePoint, which resides on a central server to facilitate data collection by service organizations across the state. Access to the KYHMIS is limited to agencies and authorized staff members who have met the necessary training requirements and have signed the necessary privacy, data sharing, security, and licensing documentation, as listed in this manual. As the guardians entrusted with personal data, agencies have both a moral and a legal obligation to ensure that data is being collected, accessed, and used appropriately. All agencies must be vigilant to maintain client confidentiality, treating the personal data of Kentucky's most vulnerable populations with respect.

Every project that receives federal homeless project funds is required to enter data on persons served with those funds into the KYHMIS. In addition, some projects funded through the VA, SAMHSA, and HHS are required to enter data into the KYHMIS.

Victim Service Providers (VSP)

Those organizations that are designated as Victim Service Providers (VSPs) that are funded under HUD's Section 8 Moderate Rehabilitation SRO Program, Emergency Solutions Grant Program, and Continuum of Care Program are prohibited from disclosing any personally-identifying information in an HMIS, per the requirements of federal laws.

However, VSPs are required to collect data in a comparable database with the same current HUD Data Standards and provide aggregate data to be combined with KYHMIS data for full reporting to federal agencies and Congress.

Suppression of Potentially Identifying Data in Annual Performance Report (APR)

VSPs may suppress aggregate data on specific client characteristics in the APR when the following two conditions are met:

1. The aggregate number of persons reported for a particular reporting field is less than either 1 percent of the total number of clients or five persons, whichever is greater; **and**
2. Provider staff reasonably believes that the inclusion of such information may constitute a threat to a client by allowing a victim's stalker or abuser to identify the location of a client with an uncommon demographic profile.

For example, a VSP that serves only one Asian client in a jurisdiction with a small Asian subpopulation may report that client as having an unknown or unreported race.

Minimal Standards for a "Comparable Database"

VSPs that receive funding must submit unduplicated aggregate reports about the individuals and families served with HUD funds to CoC HMIS staff. Funded providers must also have a mechanism to track the length of assistance provided to project beneficiaries. Therefore, a VSP's comparable database must collect client-level data over time and generate unduplicated aggregate reports based on that data. It cannot be a database that only records aggregate information.

The comparable database must comply with all current HUD Data and Technical standards which can be found at <https://www.hudexchange.info/hmis/guides/>.

The data standards also require organizations to comply with any federal, state, and local laws that require additional confidentiality protections, including but not limited to:

- The Health Insurance Portability and Accountability Act of 1996 (45 CFR Parts 160 and 164)
- The Confidentiality of Alcohol and Drug Abuse Patient Records Rule (42 C.F.R. Part 2)
- The Violence Against Women Act (VAWA)

As these data standards are subject to change, all providers are responsible for monitoring for updates and being in constant compliance with all data standards.

Minimum Data Collection Requirements for Victim Service Providers (VSP)

VSPs are required to collect and record all data elements that are required for HUD-funded providers on all clients served with HUD funds in a comparable database. The client-level data collection requirements for HUD projects are specified in the HUD Data Standards Notice.

Each CoC HMIS Lead Agency is responsible for determining if the database used by VSP's is comparable with HMIS standards and if aggregate data can be reported to the CoC from the comparable data base.

Kentucky Homeless Management Information System (KYHMIS)

KHC is the lead entity for the statewide KYHMIS implementation in Kentucky. KHC administers the ServicePoint software project for all three Continuum of Care (CoC) in Kentucky: Kentucky Balance of State CoC, Louisville CoC, and Lexington CoC. KHC is the HMIS Lead Agency for the Balance of State KYHMIS. The City of Lexington, Office of Homeless Prevention and Intervention (OHPI) is the HMIS Lead Agency for the Lexington CoC and the Coalition for the Homeless is the HMIS Lead Agency for the Louisville CoC. All three CoCs work together in support of an effective, coordinated system.

Continuums of Care

- Balance of State (118 counties) – KY-500
- Louisville/Jefferson County – KY-501
- Lexington/Fayette County – KY-502

Kentucky Interagency Council on Homelessness (KICH) and Kentucky Homeless Management Information System (KYHMIS)

KICH was established by executive order to bring together state policy makers, service providers, and advocates under the mission of coordinating and guiding policy across Kentucky to alleviate homelessness. Efforts in this mission rely on data for many different purposes. KICH has established the Data Subcommittee to help monitor the occurrence of homelessness and track trends, evaluate the effectiveness of projects and policies, and provide information for planning and decision making. While KYHMIS is not the sole source of data, it is vital component.

KHC's KYHMIS staff will collaborate with the HMIS Lead Agencies for the Lexington CoC and the Louisville CoC to provide the KICH Data Subcommittee data reports.

Terminology

Advanced Reporting Tool (ART): Bowman Systems provides ART to give users access to a wide variety of reports. The ART is used commonly for federal reporting and project customization of reports. This tool is scheduled to be replaced by another reporting system in late 2016.

Agency Administrator: This person is their agency's lead KYHMIS contact and is responsible for system administration at the agency level.

Annual Performance Report (APR): A reporting tool used to track progress, accuracy and completeness of data and accomplishments of projects.

Bowman Systems: Often referred to as "Bowman," this is the company/vendor who created and maintains the KYHMIS system (Service Point) and reporting tools.

Client: An individual that a participating KYHMIS project collects or maintains personal identifiable information.

Continuum of Care (CoC) Project: Project identified in KYHMIS as receiving funding from HUD through the competitive CoC application process.

Executive Director: A person who serves as the top executive official of a participating agency.

Housing Inventory Count (HIC): An inventory of beds for homeless persons, including seasonal and overflow beds.

Kentucky Housing Corporation (KHC): The lead entity for the statewide KYHMIS implementation in Kentucky.

Participating Agency: Any agency/project that enters client information into KYHMIS.

Protected Personal Information (PPI): Information about a project participant that can be used to distinguish or trace the participant's identity, whether alone, or when combined with other personal identifying information.

Release of Information (ROI): A document signed by the client or verbal approval by client authorizing or denying entry of their PPI, service information, or other pertinent client data in KYHMIS.

ServicePoint: A software system created by Bowman Systems, which tracks data about people in crisis to determine individual needs, provide a referral system, and create aggregate data for reporting and planning. ServicePoint is Web-based and uses a standard graphical user interface similar to Microsoft Windows.

User: An individual who has been granted access to and uses KYHMIS.

User License: An agreement between the individual and the CoC HMIS Agency that allows access to the KYHMIS.

Roles and Responsibilities

Kentucky Housing Corporation (KHC)

KHC is the lead agency for the implementation and maintenance of the statewide KYHMIS.

KYHMIS Management

Policy:

KHC is responsible for the organization and management of the KYHMIS. KHC KYHMIS staff is responsible for the all system-wide policies, procedures, communication, and coordination for KYHMIS.

KYHMIS staff will follow protocols established by Bowman Systems, LLC.

KHC KYHMIS staff will notify Bowman Systems of any software issues within 12 hours of being made aware of the issue and after an investigation at the state level has taken place.

All information received from Bowman Systems pertaining to use, access, reporting, or live site system will be disseminated through each CoC's HMIS Lead Agency staff and then to each Agency Administrator within three business days of receipt.

KYHMIS Documentation

To ensure the integrity and security of sensitive client confidential information and other data maintained in the database, KHC requires all participating agencies and users to sign the KYHMIS Participation Agreement, Acknowledgement of Receipt of the KYHMIS Policies and Procedures Manual, Agency Privacy and Security Monitoring Form and KYHMIS User Confidentiality Agreement prior to being given access to the KYHMIS.

Policy:

CoC HMIS Lead Agency staff will provide the necessary manuals and forms for all users within their CoC. These documents will be kept up-to-date and in compliance with HUD and all other funders' policies and requirements.

KHC and CoC Lead Agency staff will collaboratively review and update as needed the KYHMIS Statewide Policy Manual, the KYHMIS User Confidentiality Agreement, the KYHMIS Participation Agreement, and all other related forms.

In the event a funder issues interim changes to the requirements, affected policies and procedures, the related documentation will be reviewed and updated collaboratively by KHC and CoC HMIS Lead Agency staff.

If a funder's requirements necessitate immediate implementation of changes, such changes will be communicated to all three CoC HMIS Lead Agencies. All changes will be communicated to participating agencies and HUD-funded VSPs through the KHC eGram system and System News on KYHMIS.

Security Management

Policy:

KHC is ultimately responsible for the continuous monitoring of security of data for the Balance of State as well as monitoring security of data for all other CoC KYHMIS Lead Agencies. Due to the nature of technology, unforeseen service outages may occur. In order to assure service reliability, Bowman Systems provides a comprehensive disaster recovery plan.

All major outages are immediately brought to the attention of KHC leadership staff. Bowman Systems support staff helps manage communication or messaging to the KYHMIS staff as progress is made to address the service outage. KHC KYHMIS staff, in turn, will communicate status updates to the KHC leadership staff and CoC HMIS Lead Agencies.

Training

Policy:

The CoC's HMIS Lead Agencies will provide timely training for all new users, in the most efficient and effective way possible. Users must attend and satisfactorily complete "KYHMIS New User Training" prior to approval for access to KYHMIS. Users must attend at least one KYHMIS Refresher Training course every year to have the continuing skill set for data collection and reporting.

Ultimately it is the responsibility of the participating agency's Executive Director to identify staff that will become KYHMIS Users and KYHMIS Agency Administrators. Executive Directors are responsible to choose users that have basic computer skills, including knowledge of how to navigate the Internet, email, and basic knowledge of data entry into an online software system prior to the users attending initial KYHMIS training. In addition, Agency Administrators need to have skills beyond that of a basic user.

CoC KYHMIS Lead Agencies may withhold user licenses from a participating agency if users are not able to demonstrate the skills needed to access the KYHMIS.

CoC KYHMIS Lead Agencies will ensure the following minimal standards are met for training:

- User
 - Security and Confidentiality Training (annually)
 - New User Training
 - Refresher Training (annually)

CoC KYHMIS Lead Agencies may suspend user credentials for any user who is out of compliance with the required annual training until all training requirements have been fulfilled.

Agency Management

Policy:

Participating agencies will notify the CoC Lead Agency of any changes with projects including: additions and discontinuations of projects and users via the HCA Help Desk at <http://kyhmis.zendesk.com>. CoC HMIS Lead Agencies will set-up and de-activate agencies, projects, and users, as needed.

User Management

Policy:

CoC's KYHMIS Lead Agency staff will give appropriate levels of access to the system based on user's position in the participating agency, configuration of projects, and designation by the Executive Director. To protect client security, users will always be assigned the most restrictive access possible that will still allow efficient job performance.

System Availability

Bowman Systems provides highly available HMIS software and informs the KYHMIS statewide implementation through the Bowman Newsflash of any planned interruption in service. CoC HMIS Lead Agencies will inform the participating agencies pursuant to the following policy.

Policy:

Scheduled upgrades and maintenance will occur as arranged. CoC KYHMIS Lead Agencies will inform users of the exact date and time prior to scheduled upgrade via:

- *ServicePoint News*
- *KHC eGram notification*

In the event of an unscheduled unavailability for an extended period of time, all participating agencies will be contacted by email and informed of the cause and the anticipated duration of the interruption of service.

Participating Agency

Security Management

Policy:

Participating agencies are responsible for ensuring all hardware and software used to access and/or store KYHMIS client-level data is in a secure location where access is available to authorized staff only. Security software will be monitored at least annually by CoC KYHMIS Lead Agencies.

Monitoring may consist of a desk monitoring or an on-site monitoring. Failure to complete any corrective actions in the given time period may result in deactivation of all participating agency user accounts and the participating agency will be non-compliant with HUD and/or other funding regulations.

CoC KYHMIS Lead Agencies will ensure the participating agency meets the minimal requirements listed:

Participating agencies **must** have:

- A secure broadband Internet connection.
- Wi-Fi is acceptable, **if** the connection is protected by a network security code.

All Workstations at the participating agency that access KYHMIS **must** have:

- Memory:
 - If Win7 – 2 Gig minimum
 - If Vista – 2 Gig minimum

- If XP – 1 Gig minimum
- Monitor:
 - Screen Display – 1024 by 768 (XGA) or higher (1280 by 768 strongly advised)
- Processor:
 - A Dual-Core processor
- Browser:
 - Firefox is recommended.
 - Internet Explorer is not recommended.
 - Google Chrome will not function with the reporting tool.
- Password Protected Workstation:
 - All workstations **must** be locked if a licensed User leaves a workstation when ServicePoint is active.
- Current and Active Security:
 - Real-time antivirus scanning
 - Manual virus scanning
 - Automatic virus removal
 - USB virus scanning
 - Anti-spyware
 - A firewall
 - Anti-phishing
 - Anti-spam

Records Management

Policy:

Participating agencies must maintain appropriate documentation of any Client Acknowledgement and Release of Information records obtained in a secure location for a period of five years after the last date of client service and assure their subsequent destruction by shredding or burning. Records must be made available to the client, upon written request, within five business days.

Compliance monitoring is completed by CoC HMIS Lead Agencies, as requested by funders or required by regulation. CoC HMIS Lead Agencies will require participating agencies to show proof of compliance at time of monitoring. Failure to comply may result in deactivation of all participating agency user accounts, and the participating agency will be non-compliant with HUD and/or other funding regulations.

Privacy Management

Policy:

Participating agencies will be solely responsible for posting the most current “Privacy Notice” in a location for all clients to easily find and read and also have a copy of the current “Privacy Policy” on hand.

The current “Privacy Notice” and “Privacy Policy” can be found at <https://kyhmis.zendesk.com>. All correspondence regarding updates to “Privacy Notice” and “Privacy Policy” will be sent to agencies in the form of an eGram.

Compliance monitoring is completed by KHC Compliance staff, as requested by funders or required by regulation. CoC HMIS Lead Agencies will require agencies to show proof of compliance at time of monitoring. Failure to comply will result in deactivation of all participating

agency user accounts and the participating agency may be non-compliant with HUD and/or other funding regulations.

Data Sharing

Policy:

Data sharing among KYHMIS participating agencies will be supported automatically for all participating KYHMIS agencies. All PATH, RHY, HOPWA and Recovery Kentucky projects are exempt from participation in data sharing under federal statute.

All projects, with exception of PATH, RHY, HOPWA and Recovery Kentucky programs, will have data sharing privileges set by CoC HMIS Lead Agencies for client-level data. The standard level of client-level data sharing privileges will be set as in the Global Sharing Policy in this document.

All agencies “opt-in” by signing the KYHMIS Participation Agreement annually. The original agreement is to be provided to the CoC HMIS Lead Agency with a copy being retained by the participating agency.

Agencies wishing to “opt-out” of sharing information electronically through the KYHMIS are required to complete a Data Sharing Exit Agreement signed by the Executive Director stating their reasons for opting out and submit it to the CoC HMIS Lead Agency. Sharing of information ends on the date the participating agency signs the Exit Agreement. All client information shared prior to the Exit Agreement date will continue to be shared.

At a minimum, CoC HMIS Lead Agencies will:

- Define each User’s access type as described in the Access section of this manual.
- Conduct random file checks for appropriate client authorization based on participating agency risk determination
- Conduct random User audit reports

Participating Agency Executive Director

Policy:

The Executive Director is responsible for ensuring their agency and all licensed users within their agency abide by all CoC established regulations, standards, policies, and procedures in regards to the KYHMIS and clients’ rights.

CoC HMIS Lead Agencies will ensure that the Executive Director complies with applicable funding agreement requirements regarding the KYHMIS participation. In addition, they will ensure the Executive Director completes and submits the original KYHMIS Participation Agreement, Acknowledgement of the KYHMIS External Policies and Procedures Manual, KYHMIS Annual Agency Privacy and Security Monitoring Form, Data Sharing Exit Agreement (if applicable) and each Users’ KYHMIS User Confidentiality Agreements. These forms must be reviewed and signed on an annual basis. Failure to comply may result in deactivation of all participating agency user accounts and the participating agency may be non-compliant with HUD and/or other funding regulations.

Ultimately Responsible

Policy:

The Executive Director is ultimately responsible for compliance with the KYHMIS Statewide Policy Manual along with any CoC level supplemental policies; which includes, but is not limited to: knowledge and understanding of client rights, grievance procedures, data sharing, agency security, and all actions and work conducted by licensed Users in their agency, including those no longer employed at their agency.

Executive Directors are ultimately responsible for:

- Verifying and signing all reports or information distributed by their agency for submission or publications,
- Notifying CoC HMIS Lead Agency prior to or within 24 hours if a user should be removed from the KYHMIS.
- Completing, signing, and submitting KYHMIS required documentation annually, or upon request.
- Adhering to any additional requirements that may be deemed necessary by the funder or the CoC.

Failure to comply may result in deactivation of all participating agency user accounts and the participating agency will be non-compliant with HUD and/or other funding regulations.

Agency Administrator

An Agency Administrator is the liaison between CoC HMIS Lead Agencies and all other participating agency users. CoC HMIS Lead Agencies shall ensure they have a valid, up-to-date email address for each of their Agency Administrators and shall set their User Role as that of "Agency Administrator" in the KYHMIS.

System Management

Policy:

Agency Administrators will assist, as needed, CoC HMIS Lead Agencies in implementation of system upgrades, report development, and system testing. Agency Administrators will also be responsible for disseminating all information to users within their agency.

Agency Management

Policy:

The Agency Administrator will be responsible for updating, correcting, and maintaining the participating agency information in the KYHMIS.

CoC HMIS Lead agencies will train Agency Administrators on how to change and update information regarding their agency and all projects within their agency and require the information is verified quarterly and updated as needed. Failure to comply in maintaining correct participating agency and project information in the KYHMIS will result in suspension of all participating agency licenses until corrections are made. The participating agency will be non-compliant with HUD and/or other funding regulations.

Report Management

Policy:

Agency Administrators are responsible for supplying the Executive Director with all required reports and/or information for verification and signature in a timely manner prior to submission.

CoC HMIS Lead Agencies will ensure Agency Administrators have knowledge and understanding of reports, due dates, submission dates, and the appropriate person/agency for submission.

If the Agency Administrator has concerns and/or questions regarding any of the participating agency's report will be required to submit a ticket to the KYHMIS Help Desk at <https://kyhmis.zendesk.com> 30 days prior to final submission of report. Failure to submit a ticket within the appropriate time frame may result in CoC HMIS Lead Agencies not having inadequate time to render assistance. CoC HMIS Lead Agencies will not be held liable for failure to render timely solutions when there is less than 30 days to respond.

User

A licensed KYHMIS User is responsible for ensuring their participating agency's client-level data is entered correctly and complies with all client rights, confidentiality, and data sharing in compliance with CoC regulations, standards, policies, and procedures. CoC HMIS Lead Agencies will provide the appropriate training for Users as outlined in the "Training" section of this manual.

Client-Level Data

Policy:

CoC HMIS Lead Agencies will ensure that Users will not knowingly enter false or misleading information under any circumstances into KYHMIS regarding the participating agency, project, or client.

When requesting reports from a participating agency, CoC HMIS Lead Agencies will require Agency Administrators review and verify the report prior to submission. If issues concerning client-level data are raised, CoC HMIS Lead Agencies may conduct a data audit and a monitoring site visit. Failure of a participating agency or user to comply, or if there is a proof of violation, can result in deactivation of the user's license permanently.

Ethical Data Use

Policy:

Data contained in the KYHMIS will only be used to support the delivery of services. Each KYHMIS licensed user will affirm the principles of ethical data use and client confidentiality contained in the KYHMIS User Confidentiality Agreement.

Any individual or participating agency misusing, or attempting to misuse KYHMIS will be denied access. Without limitation the failure to comply with the policies and procedures related to the KYHMIS, may subject the participating agency to discipline and termination of access to the KYHMIS and/or termination of other KHC contracts. Other funders will be notified by KYHMIS staff of failure to comply.

Data Sharing

Policy:

CoC HMIS Lead Agencies will ensure that at no time shall a licensed User alter, change, or delete other agencies' data in compliance with the data-sharing policies. At a minimum, they shall communicate with the other agency; whereby both agencies involved in the disputed accuracy of data are consulted and a joint resolution reached.

Client Release of Information

Policy:

*Users **must** obtain a verbal or signed Client Acknowledgement and Release of Information document for each client prior to entering data into the KYHMIS for client information that will be shared.*

*Users **must** supply the KYHMIS client record with an end date (365 days from entry) for each release of information. Recovery Kentucky client records must have an end date not exceeding 2 years from entry.*

*If the Client Acknowledgement and Release of Information has expired, the user **must** obtain a new release prior to updating records.*

*Verbal and signed Client Acknowledgement and Release of Information forms **must** be secured and retained for five years from the date of the last service for the client.*

Data Standards

Policy:

Users must enter all data into the KYHMIS and, if applicable, a comparable database in accordance with the current HUD Data Standards.

CoC HMIS Lead Agencies shall ensure all Users have access to and understand the most current HUD HMIS Data Standards.

Clients

KYHMIS is a system for information to be passed from participating agency to participating agency regarding client information, services, and referrals. KYHMIS is geared to save clients time in telling their "story" and providing documentation. At no time should a client's rights, confidentiality, or requests be violated.

Denial of Service

Policy:

No client shall be denied a service for declining to release information or refusal to answer informational questions not required for service eligibility screening.

Prior to collecting client-identifying information by the participating agency, clients **must** first sign or verbally agree to the Client Acknowledge and Release of Information document, acknowledging their request to share or deny sharing of information.

Access to Data

Policy:

Clients may have access to their data at any time and can ask for detailed explanation of the information given to them.

Clients may submit a written request for a printed report of their data in KYHMIS to the CoC HMIS Lead Agency.

Changing Information

Policy:

Clients may request that agencies update incomplete and/or incorrect data. However, agencies have the right to deny this request.

Procedure:

- Contact CoC HMIS Lead Agency to determine validity of request to update or correct data in KYHMIS.

Denial of Access

Policy:

CoC HMIS Lead Agencies and participating agencies reserve the right to deny access to an individual's personal KYHMIS records for any of the following reasons. The denial is required to be documented; including original request and reason for denial.

- Information compiled in reasonable anticipation of litigation or comparable proceedings.
- Information about another individual (other than a health care or homeless provider).
- Information that by disclosure would be reasonably likely to endanger the life or physical safety of any individual.

Educating Clients of Privacy Rights

Policy:

The participating agency employee that obtains data from the client will work with the client to understand their privacy rights, benefits of sharing data, and what their data is used for once entered into the KYHMIS. KHC is not liable for client-level data that has been entered into the KYHMIS by a User in which the client's right to privacy was violated.

At a minimum, CoC HMIS Lead Agencies shall ensure participating agencies:

- Make the "Privacy Notice" available to the client upon request.
- Are knowledgeable regarding data-sharing policies, release of information policies, and security of data.

Client Denial to Share

Policy:

Clients have the right to choose not to have their data shared.

A participating agency that has data sharing agreement with other participating agencies must lock down this client's record to be visible only to the participating agency that originally entered the data.

The participating agency must contact the CoC HMIS Lead Agency prior to entering client level data into KYHMIS for instructions on how to set the visibility settings appropriately.

Communication

Between KYHMIS Staff and CoC HMIS Leads

Policy:

KYHMIS Staff is responsible for relevant and timely communication with each CoC HMIS Lead Agency in the statewide implementation regarding all aspects of the KYHMIS, reporting, and data standards. CoC HMIS Lead Agencies are responsible for relevant and timely communication with participating agencies.

KYHMIS staff will provide communication through:

- Regularly scheduled System Administrator Meetings
- Regular publications of KHC's eGram
- Email notification
- KYHMIS System News
- FAQs, tip sheets, documentation, policies, procedures, reporting matrix, and general help published on the KYHMIS Help Desk at <https://kyhmis.zendesk.com>.

KYHMIS Help Desk

KYHMIS staff maintains a user Help Desk referred to as "Zendesk." The goal of Zendesk is to operate in an effective and efficient manner assisting users in the order in which the tickets were submitted. The KYHMIS has over 350 users and 800 projects. By requesting assistance through the Help Desk, users receive documentation of their ticket submissions and responses from CoC HMIS Lead Agency Staff.

Policy:

Participating agency's Users will submit requests for specific research data, system enhancements, technical support, helpful hints, training tips, documentation to download, password reset requests, etc. to the KYHMIS Help Desk.

The Help Desk shall be available from 8:00 a.m. to 4:30 p.m. ET, Monday through Friday, excluding KHC holidays. CoC HMIS Lead Agencies will respond to Help Desk submissions

from their respective CoC. The following guidance is applicable to the process to be followed by each CoC HMIS Lead Agency:

- Tickets will be addressed in the order of receipt.
- Tickets will be addressed within 24 business hours.
- All Help Desk tickets received after 4 p.m. ET will be addressed the next business day.
- Tickets asking help to identify or resolve issues with reports **must** have the report in question attached to the ticket. Failure to attach the report will result in a delay in the response to the ticket.

Access

KHC and CoC HMIS Lead Agency Staff

Policy:

KHC and CoC HMIS Lead Agency staff will have access to retrieve all data in the KYHMIS. Access to individual client-level data will only be for the purpose of direct client service-related activities, reporting/maintenance, checking data quality, and responding to Help Desk Tickets.

The Housing Contract Administration (HCA) management staff will be responsible for ensuring that no individual client data is retrieved for purposes other than direct client service, reporting/maintenance, performing data quality checks, and responding to Help Desk tickets.

The HCA management staff will oversee all reporting to HUD and the public. All special research requests will be handled directly by the KYHMIS staff in coordination with the requesting participating agency. All information collected and analyzed will not be shared with others without the written consent of the requesting participating agency.

User Access

Policy:

Each CoC HMIS Lead Agency will be responsible for assigning user access for the agencies within the geographical designation of their Continuum.

Public Access

Policy:

KYHMIS staff, under the direction of the KHC Legal Department, will address all requests for data from entities other than participating KYHMIS agencies and HUD-funded VSPs or clients. The public is not given access at any time.

Procedure:

- The KYHMIS can enter into data-sharing agreement with outside organizations under contract with KHC for:
 - Research.
 - Data Matching.
 - Evaluation of Services/Planning.

- Contracts must include an MOU or MOA. Any MOU or MOA initiated and executed by CoC Lead Agencies must be communicated to KHC.
- Data-sharing agreements will require that all parties certify that they will adhere to the strict standards of protecting client-level data employed by the KYHMIS.
- All KYHMIS-participating agencies will be notified in writing if and when KHC is considering a contract with an outside organization at least 30 days prior to execution of the MOU or MOA.
- All public requests for information must be made in writing to KYHMIS staff.
- KYHMIS staff will issue periodic public reports about homelessness and housing with no previous notice to participating KYHMIS or HUD-funded VSP agencies. Such public reports will not reveal identifying information at the client-data level.

Security

Bowman Systems

System Security

Policy:

KHC shall ensure that Bowman Systems maintains the highest level of system security for the ServicePoint software and hardware.

Bowman Systems employees who have access to client-level data are subject to a national background check, training on confidentiality requirements, and must sign a confidentiality statement as part of their employee agreement.

The system function logs the time and type of activity, as well as the name of the user who viewed, added, edited, or deleted the information.

Servers are located in complexes with:

- 24-hour security personnel.
- 24-hour video surveillance.
- Dedicated and secured Data Center.
- Locked down 24-hours per day.
- Only accessible by management-controlled key.
- No access is permitted to cleaning staff.
- State-of-the-art HVAC and fire suppression system.

Data Security/Disaster Plan

Policy:

KHC shall ensure that Bowman Systems maintains the highest level of data security for the ServicePoint software.

The traffic that flows between the server and the user's workstation is encrypted using the SSL certificate installed on KHC's dedicated server. Database tape backups are performed nightly. Seven days' backup history is stored on instantly accessible Raid 10 storage with one month's backup history being stored offsite.

KYHMIS staff have 24/7 access to Bowman Systems' emergency line to provide assistance related to outages or downtime.

Unauthorized Access

Policy:

KHC shall ensure Bowman Systems has processes in place to address unauthorized access.

If an unauthorized entity were to gain access to the KYHMIS and client data, or if there were suspicion of probable access, Bowman Systems would take the following steps:

- The system would be examined to determine the presence of system or data corruption.
- If the system has been compromised, the system would be taken offline.
- Using the previous night's backup, a restored copy of the system data would be loaded onto another server, and the system brought back online with the back-up copy.
- Comparing the back-up database to the database taken offline, an investigation would be launched to determine the extent of the unauthorized activity/corruption, and the corrective action needed.
- Upon completion of the investigation, findings would be reported to KHC and options would be discussed.
- Upon KHC's approval, corrective action would be initiated. Corrective action could include all or part of the following:
 - The original hard drive would be completely erased and rebuilt, including a new operating system, SSL Certificate, applications, and the back-up database.
 - If applicable and feasible, lost data from the original database would be restored.

Licensed Users

User Access

Policy:

A newly licensed user must sign and submit required documentation prior to receiving accessing to the system. All licensed users must re-submit required documentation annually.

CoC HMIS Lead Agency staff will provide unique usernames and temporary passwords to each licensed user that have completed the minimal training requirements as outlined in this manual. Each user will create a unique password of their own choosing upon initial log-in. Passwords should be reset at a minimum of every 45 days.

Users will keep passwords confidential. Usernames and passwords may not be exchanged or shared with other users. The sharing of usernames is a breach of the KYHMIS User Confidentiality Agreement and the KYHMIS Participation Agreement. Exchanging usernames seriously compromises security and accountability to clients. If a breach occurs, it may subject

the participating agency to discipline and termination of access to the KYHMIS and/or termination of other KHC contracts.

Bowman Systems, KHC, and CoC HMIS Lead Agency staff are not liable for actions of a former participating agency employee with an active license if the participating agency fails to give notification of termination prior to or within 24 hours of that termination.

Password Recovery

Policy:

CoC HMIS Lead Agencies will only reset forgotten passwords after verification of User access status. Reset information is preferred to be sent via Help Desk Ticket and not by direct contact. Response to the request will be sent back through the Help Desk.

Location of Data Access

Remote Access

Policy:

Users will ensure the confidentiality of client data, following all security policies and adhering to the standards of ethical data use, regardless of the location of the connecting computer. KYHMIS is intended to be accessed only on-site from the participating agency's network, desktops, laptops, and mini-computers that are Web capable.

In special circumstances, user access from remote locations may be permitted after application and approval by CoC HMIS Lead Agency Staff. All users that access KYHMIS remotely must meet the standards detailed in the security policies and procedures and may only access it for activities directly related to their job.

Examples of Remote Access:

1. Personal laptops that were not purchased by the participating agency.
2. Access to the KYHMIS on a network other than that of the participating agency.
3. Private home desktops.

The Executive Director has the responsibility to assure the user is in compliance with this and all other policies, procedures, agreements, and rules governing KYHMIS.

Agency Data

Data Retrieval

Policy:

KYHMIS-participating agencies will have access to retrieve any individual client-level data and aggregate data for their own projects. Participating agencies will not have access to retrieve client-level or aggregate data for other participating agencies or system-wide.

Agency Administrators and Users using the ServicePoint Report Writer or ART will only be able to extract data from those records to which they have access based on their level of security given by the CoC's HMIS Lead Agency staff. Whenever a user attempts to access an aggregate report for unauthorized data, the report will show "0". Both Report Writer and ART

will limit the user access and only report data from records to which the individual user has access.

Extracted Data

Policy:

KYHMIS-participating agencies have access to retrieve any individual client-level data and aggregate data for their own projects and download the information onto a local storage vessel. Users will maintain the security of any client data extracted from the database, including data used in custom reporting.

Compliance Security Review

Policy:

CoC HMIS Lead Agencies will provide annual documentation to KHC on each participating agency's compliance status. KYHMIS-participating agencies are subject to random or scheduled compliance monitoring checks completed by KHC Compliance and/or KYHMIS staff. KHC Compliance staff will provide a compliance outcome report to KYHMIS staff.

Scanned Document Management

Policy:

KYHMIS staff is responsible for organization and management of the KYHMIS. The following standardized procedures to upload documents must be followed to ensure uploaded information is useable system-wide.

- Documents uploaded to a client must have the naming standards of:
 - Client ID#, Document Title, Date Saved
 - For Example: 123456, Homeless Verification, 11/20/2013
- File attachments may only be uploaded to the client profile screen under "File Attachments."
- Users may never remove documents of another participating agency and may only remove theirs when uploading an updated version, or removing incorrect information.
- Unless otherwise noted by an opted-out data sharing project or a client denial, all file attachments will be shared system-wide.

Globally-Shared Information

Policy:

KHC and the CoC HMIS Lead Agencies have set sharing standards for each area of KYHMIS. At any time, a CoC HMIS Lead Agency may choose to close or share a section for privacy protection or coordinated assessment needs. The intent of KYHMIS is to allow as much data sharing as appropriate and necessitated by clients' needs and services provided to meet those needs.

Data Quality

The Data Standards established by HUD and KHC are applied to all participating agencies' projects reporting client-level data in KYHMIS. To have correct, accurate, and reliable reporting in a timely manner, CoC HMIS Lead Agencies are required to ensure all participating agencies

adhere to the policies and procedures established. The exception to this would be specialized non-HUD funded projects utilizing KYHMIS but reporting elsewhere, such as SAMSHA.

Required Data Collection Fields

Policy:

All KYHMIS-participating agencies and all HUD-funded VSP agencies must comply with the current Data Standards set by HUD and participating federal partners.

The current HUD Data Standards can be found at <https://www.onecpd.info/hmis/hmis-data-and-technical-standards/>.

CoC KYHMIS Lead Agencies will ensure:

- All projects are entering all data fields that appear on their client entry, interim, exit, and follow-up fields to allow for required reporting and analysis to occur.
- User's are trained to follow the correct workflow for the project. When a user does not complete the correct fields in the correct workflow, reports will report "nulls," "missing," or "non-HUD acceptable" errors.
- All projects are aware they have the option to complete more data assessment fields. KYHMIS staff will establish additional assessment fields when such requests are received by the Housing Contract Administration Help Desk or requested directly to their KYHMIS System Admin.
- All KYHMIS should share information regarding new implementations added to the system prior to adding them to the live site. This information must meet system requirements and be approved via discussion in monthly system admin meetings.

Data Entry Time Limits

Policy:

*Participating agencies should enter client-level data in real time to maintain the referral process and records on services rendered. However, agencies **must** enter all client-level data within three business days of occurrence or from when participating agency obtains the data.*

Data Accuracy

Accuracy is defined as reports run by participating agencies with no errors or missing items flagged.

Policy:

Participating agencies must strive for high data accuracy and integrity on all reports.

CoC HMIS Lead Agencies shall set policies for participating agencies self-monitoring. These policies should include the requirement for submission of specific data reports (i.e., Annual Performance Reports) that show 100% accuracy. The policy shall also include consequences for failure to submit accurate reports and a timeline for the agencies to correct the reports.

Procedure:

- KHC (BOS) may require participating agencies to submit a complete Annual Performance Report (APR) with each draw request to their KHC project representative.

The APR shall be kept with the draw request verifying that it was turned in and accepted prior to the payment.

- Each funding component **must** submit a separate APR with each draw request when an APR is requested.
- All non-KHC funded projects must submit an Annual Performance Report to KYHMIS staff as requested
- If 100 percent data accuracy is not achieved on the first submission, the KHC project representative will notify the submitting agency and give them a timeline to submit the report again with errors corrected. Lead KYHMIS staff will assist when needed in identifying and providing information on how to correct the errors. The Executive Director will be copied if (1) The errors cannot be fixed and are not the fault of the agency, (2) the submittal is not completed in a timely manner and the errors remain.
- All “don’t know” responses will be judged and ruled on by the KHC project representatives/KYHMIS staff for acceptability on a case-by-case basis.
- The agency will have five business days to correct the data or provide a written explanation. The Executive Director will be copied on the notification and is ultimately responsible.
- After five days, draw requests will be held until the agency corrects the data and re-submits an accurate APR.
- If an agency does not re-submit an accurate report after five business days, not only will the draw request be held, all of the agencies’ user licenses may be suspended for training requirements.
- All users for that agency **must** attend a user training, either in-person or by webinar, with KYHMIS staff.
- Failure to comply with these standards will result in suspension of all licensed agency users until KYHMIS training is completed, as well as the suspension of draw requests.

Housing Inventory Count

Policy:

Each CoC HMIS Lead Agency is responsible for completing the Housing Inventory Count (HIC) for their CoC.

- Projects deemed emergency shelters, transitional housing, or permanent housing projects **must** submit a Housing Inventory Count form to their CoC Lead Agency on the designated day following the Point-in-Time Count.
- Projects must show a bed utilization rate that is above 65 percent and less than 105 percent, per HUD standards. The Executive Director or designated person must submit a written explanation with the form if the project is below or above said HUD standards.

- If an agency does not submit or comply with above standard, KHC staff will contact the Executive Director within five business days of due date. The Executive Director or designated person will have five business days to comply.
- If an agency does not re-submit an accurate report after five business days, the appropriate KHC staff member will notify all project representatives to hold all agency draw requests and all agency user licenses will be suspended.
- Failure to comply with these standards will result in suspension all licensed agency users, as well as the suspension of draw requests.

License Suspension and/or Replacement

Policy:

At any time, the CoC HMIS Lead Agency reserves the right to suspend a User's license if a User is having difficulty entering client-level data and providing accurate reports. The CoC HMIS Lead agency can require additional training and if unsuccessful can require the Executive Director to assign a different staff member to attend training, become licensed, and enter client-level data. KHC is to be notified of any User license suspension.

Violation of Data Quality and Integrity

Policy:

In their discretion, each CoC may hold funds or deduct points on future grant applications for agencies that violate the data quality policies and procedures.

Licensing and Invoicing

To carry out its responsibilities as the lead system administrator for the KYHMIS, KHC has secured funding through the Kentucky BoS CoC and the state's allocation of Emergency Solutions Grant (ESG) project funds. By seeking to maximize these resources, KHC has been able to keep ServicePoint user fees at an affordable level. Agencies that receive federal funds but are exempted from participating in the KYHMIS pay a nominal data collection fee to help cover the costs of handling data that does not come through the KYHMIS, but is analyzed and combined with KYHMIS data for reporting. KHC addresses the annual licensing and invoicing for the Louisville CoC and the Lexington CoC through Memorandums of Understanding.

Annual Invoice

Policy:

KYHMIS staff will invoice each Agency for users currently on record for the upcoming Fiscal Year on July 1.

Procedure:

- KHC will invoice the BOS individually. Per the LEX and LOU MOU agreements for each agencies number of user licenses for the Fiscal Year. Additional licenses requested by the agencies for additional users after the July 1 billing period will be invoiced quarterly.
- If a user is licensed after the first day of the month – the license fee will not be activated until the first of the following month and prorated for the Fiscal Year.
- KHC reserves the right to attach late fees to agencies not paying their invoices in a timely manner after a 30 day notification of the payment due.
- KHC reserves the right to suspend the user licenses if not paid within 90 days of the due date.

VSP Annual Invoice

Policy:

All VSPs will be invoiced a data maintenance fee annually. KHC staff spends a considerable amount of time investigating, collecting, analyzing, processing, and submitting separate VSP reporting requirements to federal partners and other funders.

Procedure:

- KYHMIS staff will send an invoice to the Agency at the address on record between June 15 and July 1.
- Notices will be sent through KHC's eGram service in the three following months as reminders.
- KHC reserves the right to attach late fees to agencies not paying their invoices in a timely manner after a 30 day notification of the payment due.
- All grant funds will be held for all components until payment is made to KHC.

Grievances

From a Participating Agency or Client

Policy:

KYHMIS-participating agencies have the right to file a written grievance against KHC or the CoC HMIS Lead Agency. Clients also have the right to file a grievance against a participating agency regarding the KYHMIS. Each CoC HMIS Lead Agency must have a grievance policy on file with KHC.

The CoC HMIS Lead Agency grievance policy must include:

- Definition of categories of grievances
 - Client grievances
 - Participating agency grievances
 - HUD-funded VSP grievances
- Specific steps to be followed for grievance submission
- Process that will be followed to resolve the grievance
- Appeal process of the grievant

Participation Termination

Initiated by the Participating Agency

Policy:

The termination of the KYHMIS Participation Agreement by a participating agency may affect their relationship with their funder. However, in the event of termination of the KYHMIS Participation Agreement, all data entered into KYHMIS will remain an active part of the KYHMIS, and the records will retain their original security settings. CoC KYHMIS Lead Agencies are required to notify KHC upon receipt of a request for termination of contract.

Initiated by CoC HMIS Lead Agency

Policy:

CoC KYHMIS Lead Agencies and KHC reserve the right to terminate the KYHMIS Participation Agreement for non-compliance with the terms of that agreement. CoC HMIS Lead Agencies are required to give a participating agency written notice of the intent to terminate and provide a minimum of 10 days for the participating agency to rectify any violations. If termination does occur, the CoC KYHMIS Lead Agency is required to notify KHC of the termination and provide documentation of termination justification. In all cases of termination of the KYHMIS Participation Agreement, CoC HMIS Lead Agency staff will make inactive all users from the participant agency on the date of termination. All client-level data entered into the KYHMIS will remain an active part of the KYHMIS, and the records will retain their original security settings.

Projects in KYHMIS

Adding a New Project in KYHMIS by Agency

Policy:

The Executive Director or Agency Admin will notify KYHMIS staff 30 days prior to implementation of a new project.

Procedure:

- At least 30 days prior to anticipated implementation date, the Agency Admin or the Executive Director will submit a detailed account of the project to the KYHMIS Help Desk including but not limited to:
 - Name
 - Address
 - Contact Information
 - Services Delivered
 - Type of Housing/Service Project
 - Eligibility Criteria
 - A list of users
 - Location of project
 - Service Area
 - Funding Source
 - Goals for using the KYHMIS
- KYHMIS staff will ensure the following standard formula is used when creating a name within KYHMIS:
 - Parent Agency-Project Name-Funding Source-Type of Service-CoC
 - Example:
KHC-Joe's House Step Two-CoC-PSH-BOS
- KYHMIS staff will present the completed request form and recommended program name to the Agency Admin or Executive Director for approval.
- The Agency Admin or Executive Director will have five business days to communicate changes or corrections.
- KYHMIS staff will complete set-up at least seven business days prior to the implementation date for final approval from the agency.

Adding a New Project in KYHMIS by KHC

Policy:

KHC staff will notify KYHMIS staff 30 days prior to implementation of new project.

Procedure:

This will be completed in accordance with the KYHMIS Internal Policies and Procedures Manual.

Making Changes to Existing Projects in KYHMIS

Policy:

The Agency Admin or Executive Director will notify KYHMIS staff of programmatic changes.

Procedure:

- The Agency Admin or Executive Director will notify KYHMIS staff of any applicable programmatic changes to existing programs which may have an effect on data collection, data entry, data quality, or data reporting at least 45 business days prior to the implementation date of the change.
- KYHMIS staff will gather proposed changes in writing and submit, if applicable, to the appropriate program representative for approval.
- Recommendations and timelines for the changes will be returned to the agency no more than ten business days from receipt date of request.
- KYHMIS staff will complete changes at least seven business days prior to the implementation date for final approval from the agency.

Additional Customization

Policy:

The participating agency will be solely responsible for additional database customization costs. This includes the voluntary transfer of existing project client-level data and custom build reports beyond that of KYHMIS staff's scope of work.

Procedure:

- The Agency Admin or Executive Director will notify KYHMIS staff of any applicable programmatic customization which may have an effect on data collection, data entry, data quality, or data reporting at least 45 business days prior to the implementation date of the change.
- KYHMIS staff will gather proposed changes in writing and submit, if applicable, to the appropriate project representative for approval.
- If support from Bowman Systems is necessary to make the changes, KYHMIS staff will communicate to Bowman the needs and scope of work for the agency.
- Recommendations and timelines for the changes will be returned to the agency no more than ten business days from receipt date of request, including a Statement of Work from Bowman, if applicable.
- KYHMIS staff will complete changes at least seven business days prior to the implementation date for final approval from the agency.
- If an agency voluntarily transfers an existing project to another agency, KHC will not pay for client-level data to be transferred. The agency requesting the transfer will be liable for any fees incurred.

Acronyms

AIRS – Alliance of Information and Referral Systems
AHAR – Annual Homeless Assessment Report
APR – Annual Progress Report
BoS – Balance of State Continuum of Care
CDBG – Community Development Block Grant
CHO – Contributing Homeless Organization
CoC – Continuum of Care
DOB – Date of Birth
DV – Domestic Violence
ES – Emergency Shelter
ESG – Emergency Solutions Grant
HHS – The U.S. Department of Health and Human Services
HOPWA – Housing Opportunities for Persons with HIV/AIDS
HUD – U.S. Department of Housing and Urban Development
I&R – Information and Referral
KHC – Kentucky Housing Corporation
KYHMIS – Kentucky Homeless Management Information System
LEX – Lexington/Fayette County Continuum of Care
LOU – Louisville/Jefferson County Continuum of Care
MCO – Managed Care Organization
MH – Mental Health
NOFA – Notice of Funding Availability
PATH – Projects for Assistance in Transition from Homelessness
PIT – Point in Time (K-Count)
PKI – Public Key Infrastructure
PPI – Personal Protected Information
PSH – Permanent Supportive Housing
RHY – Runaway and Homeless Youth
RKY – Recovery Kentucky Project
ROI – Release of Information
S+C – Shelter Plus Care (McKinney-Vento Act Project)
SA – Substance Abuse
SHP – Supportive Housing Project

SO – Street Outreach

SOAR – SSI/SSDI Outreach, Access, and Recovery

SRO – Single Room Occupancy

SSN – Social Security number

SSDI – Supplemental Security Disability Income

SSI – Supplemental Security Income

SSO – Supportive Services Only

SSVF – Supportive Services for Veterans and their Families

TA – Technical Assistance

TANF – Temporary Assistance for Needy Families

TH – Transitional Housing

VA – Veterans Affairs Administration

VAWA – Violence Against Women Act

VSP – Victim Service Provider

XML – Extensible Markup Language

Acknowledgement of Receipt of the KYHMIS Statewide Policy Manual

By signing this form, you acknowledge receipt of the KYHMIS Statewide Policy Manual from Kentucky Housing Corporation (KHC). Your signature further certifies that you have read, understand, and will abide by the policies and procedures, as detailed in this document, as well as accept any measures taken for violation of these practices.

Please note, the KYHMIS Statewide Policy Manual is subject to change.

Print Name of Licensed User

Signature of User

Date

Print Name of Executive Director

Signature of Executive

Director Date

Participating Agency/Organization Name

KHC USE ONLY

Staff Name/Title

Date

KYHMIS Data-Sharing Exit Agreement

_____ (participating agency/project)
hereby requests removal from the Kentucky Homeless Management Information System
(KYHMIS) data-sharing network.

By signing this form, the above-named participating agency/project understands that client-level data will not be available for other KYHMIS-participating agencies. This may limit the coordination, referral, and planning efforts on behalf of clients. The above-named participating agency/project requests exit and approval based on:

- ☐ Receives federal funding for alcohol and/or drug treatment under CFR Title 42, Part 2.
- ☐ Receives federal funding under Housing Opportunities for Persons With AIDS (HOPWA) both complete and/or formula.
- ☐ Other reason, please list:

The above-named participating agency/project understands that KHC reserves the right to deny a request for exit and will respond in writing if a denial is issued.

Print Name of Executive Director

Signature of Executive Director

Date

KHC USE ONLY

☐ Approve ☐ Deny

Date

Staff Name

Title

HCA Managing Director Signature

Witness



July 15, 2016

Ms. Natalie Harris
The Coalition for the Homeless
1300 S. 4th St., Ste. 250
Louisville, KY 40208

Dear Ms. Harris:

This letter is to document our strong working relationship with the Louisville Continuum of Care and our commitment to ending homelessness in Louisville, Kentucky. In our effort to help reach this goal, as evidenced by appropriate attached pages of our administrative plan, you can see that the Louisville Metro Housing Authority (the only housing authority in the Louisville Continuum of Care) has created a preference for homeless households referred by the CoC Common Assessment Team per their stated housing priorities of veterans and the chronically homeless. We have also created set asides in our special referral program for homeless persons housed at Center for Women and Families, Choices, Coalition for the Homeless, Family Scholar House, 100,000 Homes Initiative, Phoenix Health Centers, Seven Counties Services and Wellspring.

The LMHA serves on the CoC Board and is active in planning coordinated efforts including Rx: Housing. We continue to be committed to this effort in Louisville.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Barry".

Tim Barry
Executive Director



b. Preferences²

Consistent with the Housing Authority's Moving to Work (MTW) Annual Plan; the Consolidated Plan that covers the LMHA jurisdiction; and local housing needs and priorities, the Housing Authority will give an admissions preference to Applicant Families that meet at least one of the following criteria:

- i. Applicant Families that successfully completed the Housing Authority's HCV Homeownership Program by becoming economically independent, and who still own and reside in the formerly assisted unit, but who now, through extenuating services, need HCV assistance again;
- ii. Applicant Families that have applied to (and met the admissions criteria for) one of the Housing Authority's Special Referral Programs. Information on applying to these Programs can be found in Appendix 7.
- iii. Applicant Families referred by the Family Health Centers Common Assessment Team that include an Adult Household Member who is a Homeless veteran. For the purpose of determining eligibility for this preference, the term "veteran" includes anyone who wore the uniform of any of the military forces. It does not include National Guard members who were never called up for service.³ Families that believe they may qualify for this admissions preference should contact:

Family Health Centers Common Assessment Team
1300 S. 4th St., Suite 200
Louisville, KY 40208
Phone: (502) 773-3811
Website: <http://www.fhclouisville.org/health-services/healthcare-for-the-homeless>

The LMHA will not deny a local preference, nor otherwise exclude or penalize an Applicant Family, solely because the Family resides in public housing.

c. Selection from the Waiting List

All admissions preferences will be treated equally. For the purpose of waiting list placement, an Applicant Family that is eligible for more than one preference will be treated the same as a Family with only one preference.

The date the pre-application was postmarked will be utilized to determine the sequence in which preference holders are added to the waiting list. If the postmark date is a business day, that date is used. If the postmark date is not a business day, the date of the next business day is used. If multiple pre-applications are dated the

² 24 CFR 982.202, How Applicants Are Selected: General Requirements and 24 CFR 982.207, Waiting List: Local Preferences in Admission to Program

³ *RX: Housing Veterans*. Report to Mayor Fischer on Ending Veteran Homelessness in Louisville, Kentucky. 5 December 2014.

A. VETERANS AFFAIRS SUPPORTIVE HOUSING (VASH) PROGRAM BACKGROUND¹

The Veterans Affairs Supportive Housing (VASH) Program has two primary goals:

1. To end veteran homelessness; and
2. To obtain and sustain the veteran in permanent housing.

In order to achieve these goals, participating homeless veterans are provided:

1. Housing Choice Voucher (HCV) rental assistance;
2. Case management; and
3. Clinical services.

The Department of Housing and Urban Development (HUD) awards vouchers to Public Housing Agencies, so they can provide rental assistance, while the Department of Veterans Affairs provides case management and clinical services.

The Louisville Metro Housing Authority (LMHA) currently administers 320 vouchers through the VASH Program. Of these, 285 vouchers serve Jefferson County, Kentucky, while 35 serve Southern Indiana.

B. APPLYING TO THE VASH PROGRAM²

Any homeless veteran interested in participating in the VASH Program should contact their local Veterans Affairs Medical Center (VAMC) directly or call the National Call Center for Homeless Veterans telephone hotline at 1-877-424-3838 (1-877-4-AID-VET).

A Case Manager with the Department of Veterans Affairs will determine whether the Applicant meets the following eligibility requirements:

1. Eligible for Department of Veterans Affairs Health Care;
2. Meets the McKinney Vento definition of Homeless (see subsection (C) below);
3. Has an identified need for case management to successfully live in community housing; and
4. Agrees to participate in a program of recovery and in case management.

¹ HUD – VASH 101: An Introduction to the Program. Prepared by the HUD-VASH National Team, 24 January 2012. http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/vash

² Ibid.

Once the Case Manager has determined that the Applicant meets the eligibility requirements listed above, the Department of Veterans Affairs will refer the veteran to the LMHA.

Before issuing an HCV voucher, the LMHA will verify that the Applicant meets the HCV Program's income requirements and that the Applicant is not a lifetime registered sex offender under a state sex offender registration program.

If the LMHA decides the veteran's application to the VASH Program should be denied, the Applicant may request an informal review in accordance with Section 4(F) of this Plan.

C. THE MCKINNEY-VENTO DEFINITION OF HOMELESS

As indicated in subsection (B) above, in order to qualify for the VASH Program, a veteran must meet the definition of Homeless included in the McKinney-Vento Homeless Assistance Act.

Note: The McKinney-Vento definition of Homeless is NOT the same as the definition of Homeless provided in the Glossary of this Administrative Plan.

According to the McKinney-Vento Act, the "General Definition of Homeless Individual" is as follows:³

"(a) IN GENERAL.-For purposes of this Act, the term 'homeless,' 'homeless individual,' and 'homeless person' means-

(1) an individual or Family who lacks a fixed, regular, and adequate nighttime residence;

(2) an individual or Family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

(3) an individual or Family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing);

(4) an individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;

(5) an individual or Family who —

(A) will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal,

³ 42 USC 11302

State, or local government programs for low-income individuals or by charitable organizations, as evidenced by—

- (i) a court order resulting from an eviction action that notifies the individual or Family that they must leave within 14 days;
- (ii) the individual or Family having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or
- (iii) credible evidence indicating that the Owner or renter of the housing will not allow the individual or Family to stay for more than 14 days, and any oral statement from an individual or Family seeking homeless assistance that is found to be credible shall be considered credible evidence for purposes of this clause;

(B) has no subsequent residence identified; and

(C) lacks the resources or support networks needed to obtain other permanent housing; and

(6) unaccompanied youth and homeless Families with children and youth defined as homeless under other Federal statutes who—

(A) have experienced a long term period without living independently in permanent housing,

(B) have experienced persistent instability as measured by frequent moves over such period, and

(C) can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability, or multiple barriers to employment.

(b) Domestic violence and other dangerous or life-threatening conditions

Notwithstanding any other provision of this section, the Secretary shall consider to be homeless any individual or Family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual's or Family's current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.

(c) Income eligibility

(1) In general

A homeless individual shall be eligible for assistance under any program provided by this chapter, only if the individual complies with the income eligibility requirements otherwise applicable to such program.

Using regulatory flexibilities provided through the Department of Housing and Urban Development's Moving to Work (MTW) Program, the Louisville Metro Housing Authority (LMHA) has created a number of unique Special Referral Programs in partnership with local social service organizations. These programs assist traditionally underserved populations, including the homeless and those with severe mental illness, by combining rental assistance with wraparound social services.

Special Referral Program Applicants must meet both Housing Choice Voucher (HCV) Program eligibility requirements and any additional eligibility criteria of the social service partner.

Families interested in participating in one of these Special Referral Programs should contact the social service partner directly. Contact information for each partner agency is listed on the following page.

Note: Participants in a number of these programs are required to reside in housing units designated by the partner agency. Other programs allow participants to select a housing unit anywhere within the LMHA jurisdiction, subject to the same limits normally imposed on unit selection in the tenant-based HCV Program. Prospective Applicants should contact the social service partner directly to find out whether or not they will be required to live at a certain housing site.

Louisville Metro Housing Authority Special Referral Programs

Social Service Partner	Population Served	Contact Information			Vouchers Available
		Address	Phone ¹	Web	
Center for Accessible Living (Mainstream Program)	Families where head-of-household or spouse is disabled	305 W. Broadway, Suite 200, 40202	Voice: 589-6620 TTY: 589-6690	www.calky.org/services/housing	300
Center for Women & Families	Victims of domestic or sexual violence	927 S. 2 nd St., 40206	581-7200	www.thecenteronline.org	22
Choices	Homeless Families	419 S. Shelby St, 40202	585-3780	www.choiceshome.org	5
Coalition for the Homeless	Homeless Families with school-age child(ren)	1300 S. 4th St., #250, 40208	636-9550	http://loulouhouselss.org	20
Coalition for the Homeless	Chronically homeless Families transitioning from temporary homeless services vouchers	1300 S. 4th St., #250, 40208	636-9550	http://loulouhouselss.org	100 (Pending HUD Approval)
Day Spring	Adults with developmental disabilities	3430 Day Spring Court, 40213	636-5990	http://dayspringky.org	3
Family Scholar House	One parent Families where parent has high school diploma or GED & wishes to pursue college degree	403 Reg Smith Circle, 40208	584-8090	www.familyscholarhouse.org	220
Kentucky Cabinet for Health & Family Services (Partnership for Families)	Families where housing is the only remaining issue preventing reunification of child(ren) with parents or child(ren) being removed from household	CHFS DCBS Jefferson Regional Office 908 W. Broadway, 4 East, 40203	595-4732		70
Kentucky Cabinet for Health & Family Services / Kentucky Housing Corporation	Families where at least one Family Member has a severe psychiatric illness	CHFS DCBS Jefferson Regional Office 908 W. Broadway, 4 East, 40203	595-4732		10
Kentucky Department for Behavioral Health	Individuals with severe & persistent psychiatric illness	100 Fair Oaks Ln., 4E-B, Frankfort, KY, 40621	564-4527	http://dbhdid.ky.gov	50
Louisville Substance Abuse & Mental Health Administration Community Consortium (100,000 Homes Initiative)	Chronically Homeless Families	712 E. Muhammad Ali Blvd, 40202	568-6972	http://www.fhelouisville.org/health-services/healthcare-for-the-homeless	130

¹ Area code is 502 unless otherwise noted.

Phoenix Health Center	Families leaving HUD's Shelter + Care Program	712 E. Muhammad Ali Blvd, 40202	568-6972	http://www.fhclouisville.org/health-services/healthcare-for-the-homeless	10
Seven Counties Services	People with Severe Mental Illness	101 W. Muhammad Ali Blvd, 40202	589-1100	www.sevencounties.org	50
Wellspring	Individuals with severe & persistent psychiatric illness or intellectual disabilities	PO Box 1927, 40201	753-1456	www.wellspring-house.org	23

MEMORANDUM OF UNDERSTANDING

between

The Coalition for the Homeless, Inc.
1300 South 4th St.
Louisville, KY 40208

and Louisville Continuum of Care Board of Directors

SUBJECT: The Coalition for the Homeless Serving as the Collaborative Applicant and HMIS Lead.

The purpose of this memorandum of understanding (MOU) is to comply with the U.S. Department of Housing and Urban Development (HUD) interim rule. The interim rule states in 24 CFR § 578.9 (a)(3)(i) that the Continuum of Care must "...If more than one application will be submitted, designate an eligible applicant to be the collaborative applicant that will collect and combine the required application information from all applicants and for all projects within the geographic area that the Continuum has selected funding. The collaborative applicant will also apply for Continuum of Care planning activities." It states in 24 CFR § 578.7 (b) "The Continuum of Care must: (1) Designate an eligible applicant to manage the Continuum's HMIS, which will be known as the HMIS Lead;..."

The Coalition for the Homeless and the Louisville Continuum of Care Board of Directors agree that the Coalition for the Homeless will serve as the Collaborative Applicant and HMIS Lead on behalf of the Louisville Continuum of Care as defined in the Code of Federal Regulations 24 CFR § 578.3: "*Collaborative Applicant* means the eligible applicant that has been designated by the Continuum of Care to apply for a grant for Continuum of Care planning funds under this part on behalf of the Continuum. " "*Homeless Management Information System (HMIS)* means the information system designated by the Continuum of Care to comply with the HMIS requirements prescribed by HUD. *HMIS Lead* means the entity designated by the Continuum of Care in accordance with this part to operate the Continuum's HMIS on its behalf."

Responsibilities of the Coalition for the Homeless as Collaborative Applicant

- Complete the electronic application in response to HUD's annual CoC Program NOFA for homeless assistance resources.
- Complete the Housing Inventory Chart as required by HUD for the CoC application.
- Complete the Grant Inventory Worksheet as required by HUD for the CoC application.
- Register the CoC for access to the electronic application for CoC funding.
- Work with agencies to complete the application process as it relates to completing the overall CoC application for funding.
- Set reasonable deadlines for submission of agency information and applications in relation to HUD deadlines for the overall CoC application for funding.
- Monitor HUD communications as they relate to the CoC application for funding.
- Inform the CoC regarding HUD requirements, deadlines and HUD regulations as they relate to the annual funding application.

Responsibilities of the Louisville Continuum of Care Board of Directors to the Collaborative Applicant

- Make every effort to take advantage of funding opportunities to ensure that the Coalition for the Homeless receives reimbursement for its expenses in carrying out the role of Collaborative Applicant.
- Comply with deadlines set by the collaborative applicant for agency information and applications for the overall CoC application for funding.
- Participate on CoC Committees and in full membership meetings,
- Evaluate and approve projects to be included in the community CoC application.

MOU: The Coalition for the Homeless Serving as the Collaborative Applicant and HMIS Lead

- Consult with recipients and subrecipients to establish performance targets appropriate for population and program type, evaluate outcomes, and take action against poor performers.

The Continuum of Care Board of Directors retains all of its responsibilities, including the responsibility to approve the Continuum of Care application.

The Continuum of Care Board of Directors shall indemnify, hold harmless, and defend The Coalition for the Homeless, its elected and appointed officials, employees, agents and successors in interest from all claims, damages, losses and expenses, including attorney's fees, arising out of or resulting, directly or indirectly, from The Coalition for the Homeless performance, or breach of this Agreement provided that such claim, damage, loss or expense is: (1) attributable to personal injury, bodily injury, sickness, death, or to injury to or destruction of property, including the loss of use resulting there from, or breach of contract, and (2) not caused by the negligent act, omission, or willful misconduct of The Coalition for the Homeless, its elected and appointed officials, and employees acting within the scope of their employment. This Hold Harmless and Indemnification Clause shall in no way be limited by any financial responsibility, and shall survive the termination of this Agreement.

As established in 24 CFR § 578.39 The Coalition for the Homeless, as the Collaborative Applicant, shall use up to 3 percent of the Final Pro Rata Need, or a maximum amount to be established by the NOFA, for costs of designing and carrying out the collaborative process for development of the HUD application, evaluating outcomes of projects, and participating in the consolidated plan.

Responsibilities of the Coalition for the Homeless as HMIS Lead

- Propose an HMIS privacy plan, security plan, and data quality plan for the CoC to review, revise, and approve.
- Ensure the HMIS is administered in compliance with requirements prescribed by HUD.
- Maintain compliance with the latest HMIS Data and Technical standards published by HUD.
- Calculate the size of the homeless population and identify service gaps.
- Track service and demand for homeless programs and recommend based on this data.
- Coordinate the reporting process for the CoC.
- Train agencies on accurate HMIS entry.
- Report to appropriate external entities such as Louisville Metro Government, the Kentucky Housing Corporation, the U.S. Department of Housing and Urban Development, and others as required, in accordance with HMIS client privacy requirements.


Responsibilities of the Louisville Continuum of Care Board of Directors to the HMIS Lead

- Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS.
- Ensure consistent participation of recipients and subrecipients in the HMIS.
- Make every effort to take advantage of funding opportunities to ensure that the Coalition for the Homeless continues to receive reimbursement for its expenses in carrying out the role of HMIS Lead.
- (each agency) Pay the agency portion for additional HMIS licenses above one per program.

Amendments to this MOU can take place only by the mutual written consent of both parties. This MOU will remain in effect until either party cancels the agreement, or for a maximum of five years from the last date of signature. Cancellation of this agreement by either party is contingent upon 90 days written notice. However, this agreement may not be canceled by either party from the date of HUD issuance of

MOU: The Coalition for the Homeless Serving as the Collaborative Applicant and HMIS Lead

the Continuum of Care Notice of Funding Availability until the submission of the consolidated CoC Application.


(signature)
Natalie Harris
Executive Director

The Coalition for the Homeless, Inc.
with the approval of the Board by vote

11/17/15
(date)


(signature)
Rosemary Lockett

Chairperson of the Board
Louisville Continuum of Care
with the approval of the Continuum
membership by vote

11-16-15
(date)

KYHMIS MEMORANDUM OF UNDERSTANDING
between
KENTUCKY HOUSING CORPORATION
and
THE COALITION FOR THE HOMELESS, INC.

This **MEMORANDUM OF UNDERSTANDING (MOU)** is made and entered into by and between **KENTUCKY HOUSING CORPORATION (KHC)**, a de jure municipal corporation and political subdivision of the Commonwealth of Kentucky, 1231 Louisville Road, Frankfort, Kentucky 40601, and **THE COALITION FOR THE HOMELESS, INC. (CFH)**, A Kentucky nonprofit corporation, 1300 South Fourth Street, Suite 250, Louisville, Kentucky 40208.

WHEREAS, the Kentucky Homeless Management Information system (KYHMIS) will enable community service providers to collect uniform client information over time; and

WHEREAS, KYHMIS is essential to efforts to streamline client services and inform public policy; and

WHEREAS, through utilizing the KYHMIS, clients benefit from increased coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services; and

WHEREAS, analysis of information gathered in the KYHMIS is critical to accurately portray the characteristics, services rendered, needs and trends of the client population; and

WHEREAS, the KYHMIS data is necessary to service, plan and advocate for the client population; and

WHEREAS, the parties to this Agreement share a common interest in serving the client population, and reducing homelessness in the Commonwealth of Kentucky; and

WHEREAS, the purpose of this MOU is to set forth the standards for deployment, training, maintenance, sustainability and operation of the KYHMIS.

NOW, THEREFORE, in consideration of the mutual covenants expressed herein, the Kentucky Housing Corporation (KHC) and The Coalition for the Homeless, Inc. (CFH), **AGREE** as follows:

I. **DEFINITIONS.** As used in this MOU, these terms shall have the following meanings and other defined terms shall have the meanings that elsewhere may be set forth herein or in any amendment or attachment hereto:

1. Partner Agency refers to agencies participating in the KYHMIS.
2. System administrator refers to an end user who may be a system administrator for KHC or CFH who has administrative access to the KYHMIS and is responsible for setting up KHC's or CFH's security structure, assigning and maintaining a list of passwords and end users, and is responsible for all data, data input and data management and the End User License Agreement management, execution, and issuance.
3. Agency End User refers to personnel of a partner agency who has access to the KYHMIS to enter or to manage data. Can also be termed end user.

4. End User License Agreement (EULA) means the end user license agreement to which KHC or CFH must comply and to which all End Users consent prior to using or accessing the KYHMIS. Such agreement is a "click-wrap" license.
5. Fees mean all fees, charges, costs, and expenses due to KHC from CFH pursuant to this MOU and any and all amendments and attachments.
6. Modification means any derivative code from the original source code of the KYHMIS software owned by Bowman Systems, LLC, and changes in standards as they pertain to implementation, security, policies, procedures, data quality plans, and all other originating standards set forth by KHC in reference to the KYHMIS.
7. Services mean the professional, consulting, implementation, training, and support services of KHC and/or Bowman Systems, LLC, obtained by CFH and performed by KHC and/or Bowman Systems, LLC.
8. The KYHMIS refers to the World Wide Web-based portal software product developed and owned by Bowman Systems, LLC, for the purposes of data collection.
9. User Fee refers to the monetary cost for each end user access license for twelve (12) calendar months at a rate to be determined in June of each year of renewal.
10. Client means any person receiving services from a partner agency.

II. GENERAL ROLES OF PARTIES

1. KHC is the lead agency responsible for administering the KYHMIS for the Commonwealth of Kentucky.
2. KHC has entered into a License and Hosting Agreement with Bowman Systems, LLC, for the purposes of specifying the terms (including roles, responsibilities, and liabilities) that grant KHC the right to use the KYHMIS and administer the software for the Commonwealth of Kentucky.
3. CFH shall collaborate with KHC for implementation of the KYHMIS for the Louisville/Jefferson County Continuum of Care.

III. RIGHTS AND RESPONSIBILITIES OF PARTIES

1. KHC shall:

- (a) define the KYHMIS standards for implementation and data quality; promote awareness of the program to all interested parties; and monitor the program's successes and failures to validate its effectiveness;
- (b) except for KHC designated holidays, serve as KYHMIS Help-Desk backup during vacation of the approved CFH Help Desk support person;
- (c) enter into a Licensing and Hosting Agreement with Bowman Systems, LLC, for the purposes of maintaining and insuring hardware security and ensuring availability to the agency end users;
- (d) deny access to the KYHMIS while investigating suspicion of a confidentiality breach;
- (e) maintain records of all Agency User Confidentiality Agreements, Agency Participation Agreements, and Agency Security Monitoring forms;
- (f) serve as the official vendor liaison for the entire Commonwealth; and have final decision-making authority for all costs and fees associated with the KYHMIS and all modifications to software source codes, implementation standards, data quality standards, and all other standards set forth by KHC in reference to the implementation and operation of the KYHMIS.

- (g) not be liable for the actions of end users; and
- (h) review CFH's internal policies and procedures.

2. CFH shall:

- (a) in a timely manner, pay KHC the annual fees associated with each license assigned to a Louisville/Jefferson County Partner Agency;
- (b) direct questions concerning the KYHMIS software to KHC system administrators prior to contacting the vendor, Bowman Systems, LLC, directly;
- (c) strictly adhere to all policies and procedures documented in the KYHMIS External Policies and Procedures Manual, including all KHC modifications and amendments;
- (d) strictly enforce and monitor all KYHMIS External Policies and Procedures and CFH Internal policies and procedures with partner agencies. A copy of the CFH internal policies and procedures will be sent to KHC annually or as changes occur and CFH shall obtain KHC's approval of its policies and procedures prior to implementing them;
- (e) set and maintain data security for partner agencies in Louisville/Jefferson County Continuum of Care;
- (f) consult and receive written approval from KHC system administrators prior to modifications as defined in the Definitions section above;
- (g) abide by all federal and state laws and regulations and all KYHMIS External Policies and Procedures related to the collection, storage, retrieval, and dissemination of client information;
- (h) notify both the vendor and the KHC System Administrators within four hours of CFH's notification of difficulty with system software; access to the KYHMIS; or related software, network, or access problems;
- (i) ensure that all user confidentiality agreements are signed;
- (j) issue all end user usernames and passwords for the KYHMIS users as they pertain to CFH and the Louisville/Jefferson County Continuum of Care, but only after CFH has confirmed that (1) the end user has attended initial new user training with completion of homework at a satisfactory level and signed the User Confidentiality Agreement and Acknowledgment of the KYHMIS External Policies and Procedures and (2) the agency has a current Agency Participation Agreement on record and has complied with the software security required to access the KYHMIS;
- (k) maintain and provide copies to KHC of the Agency Participation Agreements, Agency Security Monitoring Forms, User Confidentiality Agreements, and Acknowledgment of the KYHMIS External Policies and Procedures as required in the KYHMIS External Policies and Procedures Manual;
- (l) permit KHC system administrators to monitor partner agencies' handling of confidential client data in connection with the KYHMIS, including but not limited to, their confidentiality procedures and documentation (client release of information, etc.);
- (m) be liable for the actions of all end users associated with the license fee paid by CFH;
- (n) address data corrections, data errors or inaccuracies resulting from a partner agency's end user;
- (o) pay end user license fees;
- (p) ensure that partner agencies do not include any profanity, offensive language, malicious information or discriminatory comments based upon race, color, national origin, age, religion,

disability, gender, actual or perceived sexual orientation or gender identity, or marital or familial status in the KYHMIS;

- (q) ensure that both CFH and partner agencies of the Louisville/Jefferson County Continuum of Care do not transmit material in violation of any federal or state statutes or regulations, including, but not limited to, copyrighted material, threatening or obscene material, and material protected by trade secret;
- (r) prohibit KYHMIS access to unauthorized users and follow all protocols for establishing access levels for new users;
- (s) develop internal processes to address violations of client confidentiality and the KYHMIS security protocol and provide KHC a copy of such policies and procedures prior to access of the KYHMIS;
- (t) ensure all Partner Agency users are properly trained and authorized to use the system in accordance with the KYHMIS External Policies and Procedures; and
- (u) ensure all Partner Agency end users comply with continuing education credits in accordance with the KYHMIS External Policies and Procedures.

3. KHC reserves the right to:

- (a) evaluate and prioritize research requests, and modification requests from CFH.
- (b) immediately suspend all access to the KYHMIS by CFH and/or Partner Agencies when any term of this Agreement is violated or suspected of being violated.

IV. MISCELLANEOUS PROVISIONS

1. Entire Agreement. This Agreement constitutes the entire Agreement between the parties with respect to the subject matter hereof and supersedes any and all prior agreements or understandings of any kind.

2. No Waiver. The waiver of any particular provision of this Agreement does not constitute a waiver of the entire Agreement, nor does the waiver of any particular provision in a specific instance guarantee future waivers of the same or similar provision.

3. Period of Agreement and Termination. This Agreement shall become effective upon the signature of the last party to sign this Agreement and shall remain effect until June 30, 2015. Unless either party objects in writing, this Agreement will automatically be renewed each July 1st. This Agreement terminates upon the earliest of (a) thirty (30) days' notice of cancellation by CFH or KHC or (b) a KHC or CFH breach of or default under any provision of this Agreement. Upon termination of this Agreement, all rights granted to CFH under this Agreement shall forthwith terminate and revert immediately to KHC. CFH shall immediately discontinue all use of the KYHMIS, provide KHC a current list of all end users, and transmit to KHC all materials related to the KYHMIS. Termination of this Agreement shall not extinguish any of the parties' obligations hereunder that by their terms continue after the date of termination.

4. Termination of Services. If, at the time of termination of this Agreement, CFH desires to obtain a copy of its image and files stored within the KYHMIS, it may do so. However, CFH may not obtain a

copy of partner agency images and files. All Louisville/Jefferson County Continuum of Care partner agencies must make a written request to KHC. KHC shall transfer the images and files to a portable storage device that will be shipped to CFH via FedEx, UPS, or a similar overnight courier service that will track the package. This service shall be commenced within fourteen (14) days of KHC receiving a written request from CFH and an advance payment for the service, portable storage device, and shipping expense and payment of any outstanding amounts due KHC via check or wire transfer. If within thirty (30) days of termination of this Agreement, CFH requests that Bowman Systems, LLC, assist it with moving or converting any files or images stored in the Software Products to a different system or file format, Bowman Systems, LLC, will do so if it has resources available and technical experience to do so in the time frame requested by the KHC. If Bowman Systems, LLC, does provide any services to move files or images to a portable storage device or assist CFH with converting the files to a different format or moving any files to another location, CFH will pay Bowman Systems, LLC, at the current rate for such service.

5. Amendments. Amendments to this Agreement shall be in writing and signed by both parties.

6. Rights of Parties after Termination. If this Agreement is terminated, KHC and the remaining Partner Agencies shall, consistent with state and federal privacy laws, retain their right to the use of all client data previously entered by the terminating CFH. This use is subject to any restrictions requested by the client.

7. Successors and Assigns. This Agreement will inure to the benefit of and be binding upon the respective parties and their successors and assigns.

8. Expenses. Except as otherwise provided in this Agreement, CFH will be responsible and bear all of the respective fees (including legal and other professional fees) and expenses incurred in connection with the preparation, negotiation, execution and performance of this Agreement by both parties and the contemplated transactions, including all fees and expenses of their representatives.

9. Notices. All notices, consents, waivers and other communications required or permitted by this Agreement shall be in writing and shall be deemed given to a party when (i) delivered to the appropriate last known address by hand or by nationally-recognized overnight courier service (costs prepaid); (ii) sent by facsimile or e-mail with confirmation of transmission by the transmitting equipment; or (iii) received or rejected by the addressee, if sent by certified mail, return receipt requested.

10. Counterparts. This Agreement may be executed in any number of counterparts, each of which will be deemed an original and all of which together will constitute one and the same instrument.

11. Severability; Survivability. If any provision of this Agreement is held invalid or unenforceable by any court of competent jurisdiction, the other provisions of this Agreement will remain in full force and effect. Any provision of this Agreement held invalid or unenforceable only in part or degree will remain in full force and effect to the extent not held invalid or unenforceable.

12. Governing Law. Except to the extent superseded by federal law, this Agreement will be governed by and construed in accordance with the laws of the Commonwealth of Kentucky without regard to conflicts of laws principles that would require the application of any other law.

13. Jurisdiction; Venue; Service of Process; WAIVER OF JURY TRIAL. Any proceeding arising out of or relating to this Agreement or any contemplated transaction shall be brought in the courts of the Commonwealth of Kentucky, County of Franklin, or, at KHC's sole discretion, the county

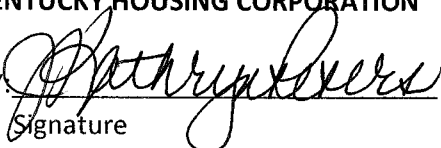
where the Project is located, or if it has or can acquire jurisdiction, in the United States District Court for the Eastern District of Kentucky, and each of the parties irrevocably submits to the exclusive jurisdiction of each such court in any such proceeding, waives any objection it may now or hereafter have to venue or to convenience of forum, agrees that all claims in respect of the proceeding shall be heard and determined only in any such court and agrees not to bring any proceeding arising out of or relating to this Agreement or any transaction contemplated hereby in any other court. The parties agree that either or both of them may file a copy of this paragraph with any court as written evidence of the knowing, voluntary, irrevocable and bargained-for agreement between the parties to waive any objection to venue or to convenience of forum. Process in any proceeding referred to in the first sentence of this Sub-section may be served on any party anywhere in the world. THE PARTIES HEREBY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY PROCEEDING ARISING OUT OF OR RELATING TO THIS AGREEMENT OR ANY OF THE CONTEMPLATED TRANSACTIONS, WHETHER NOW EXISTING OR HEREAFTER ARISING, AND WHETHER SOUNDING IN CONTRACT, TORT OR OTHERWISE. THE PARTIES AGREE THAT ANY OF THEM MAY FILE A COPY OF THIS PARAGRAPH WITH ANY COURT AS WRITTEN EVIDENCE OF THE KNOWING, VOLUNTARY, IRREVOCABLE AND BARGAINED-FOR AGREEMENT AMONG THE PARTIES TO WAIVE TRIAL BY JURY AND THAT ANY PROCEEDING WHATSOEVER BETWEEN THEM RELATING TO THIS AGREEMENT OR ANY OF THE CONTEMPLATED TRANSACTIONS SHALL INSTEAD BE TRIED IN A COURT OF COMPETENT JURISDICTION BY A JUDGE SITTING WITHOUT A JURY.

14. Further Action. Each party agrees to perform any and all further acts and to execute and deliver any and all additional documents that may be reasonably necessary to carry out the terms of this Agreement.

15. Assignment. KHC may freely assign this Agreement, but neither this Agreement, nor any right, benefit or advantage inuring to CFH under this Agreement and no obligation imposed on the CFH hereunder may be assigned without the prior written approval of KHC.

To indicate their acceptance of the terms of this Agreement, the parties have executed this Agreement as of the date written below.

KENTUCKY HOUSING CORPORATION

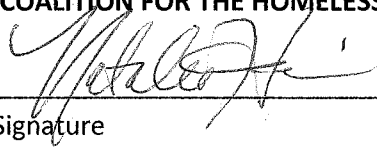
BY: 
Signature

J. Kathryn Peters
Printed Name

Title: Executive Director

Date: 11-6-2014

THE COALITION FOR THE HOMELESS, INC.

BY: 
Signature

Natalie Harris
Printed Name

Title: Executive Director

Date: 10/13/14

Louisville Metro Continuum of Care Policies and Procedures

In 1987, Congress passed the first federal law specifically addressing homelessness. The Stewart B. McKinney Homeless Assistance Act of 1987, later renamed the McKinney-Vento Homeless Assistance Act, provides federal financial support for a variety of programs to meet the many needs of individuals and families who are homeless. The housing programs it authorizes are administered by the Department of Housing and Urban Development's (HUD) Office of Special Needs Assistance Programs (SNAPS). Since 1994, HUD has required each community to come together to submit a single comprehensive Continuum of Care (CoC) application rather than allowing applications from individual providers in the community. HUD's intent in creating this structured application process was to stimulate community-wide planning and coordination of programs for individuals and families who are homeless. (HUD's Homeless Assistance Programs: Continuum of Care 101, June, 2009)

In 2009, the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 was signed into law. The HEARTH Act amends and reauthorizes the McKinney-Vento Homeless Assistance Act with several substantial changes. Traditional beliefs around what is most effective in addressing homelessness have been evaluated and there are aggressive expectations for programs to move people into permanent housing as soon as possible. The task of keeping people in permanent housing is also receiving new attention with goals addressing recidivism and length of stay in permanent housing.

The Louisville Metro CoC is participating in the nationwide effort to evaluate and improve homeless service provision. The Louisville Metro CoC takes seriously the new HUD mandates and seeks to incorporate them in ways that make sense for this community at this time in history. To that end, the Louisville Metro CoC seeks to establish its governance, its policies and its procedures to not only align with HUD's expectations but to create a service provision system that first and foremost provides appropriate services to those who find themselves homeless and assists them in permanently moving out of homelessness. It is the intent of the Louisville Metro CoC to create an understanding of the reality of homeless in Louisville Metro and encourage a community wide response to reducing and eliminating it.

Louisville Metro Continuum of Care (CoC) Geographic Area

- The Louisville Metro CoC geographic area is defined as Louisville Metro with the six digit code of 211374. This area includes all of Jefferson County, KY.

Louisville Metro CoC Values, Priorities and Goals

Louisville Metro CoC Values

- We value programs with outcomes that demonstrate progress toward reducing and ending homelessness as quickly as possible with an ultimate goal of no more than 30 days.
- We value innovative and diverse programming that addresses gaps in community services.
- We value quality programming that is accountable to the community through outcomes measurement.

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- We value the effort to access the maximum amount of funding available to the Louisville Metro area.
- We value the commitment to serve all people who are in need of assistance regardless of race, gender, age, national origin, sexual orientation, gender identity and class and to be in compliance with all applicable laws regarding program accessibility for all people.
- We value and respect the decisions and choices of those who find themselves homeless and seek to optimize self-sufficiency.

Louisville Metro CoC Priorities

- Moving people and families out of homeless is our number one priority.
- Provide safe shelter to those in need who choose to use the shelter system.
- Provide timely assistance to those seeking to move out of homelessness regardless of shelter use or choice.
- Make all available services accessible to those who find themselves homeless.
- There is a comprehensive and holistic approach to identifying and providing services to assist those who find themselves homeless before, during and after moving to permanent housing.
- The goals and objectives of those whose funding is used to provide shelter and services are respected.
- There is a focused effort to refer and connect those who find themselves homeless to mainstream services outside the homeless provider system.
- Providers seek choice, safety, affordability, integration, accessibility and supports when helping clients' access permanent housing.

Louisville Metro CoC Goals

These are only a few of the goals of the Louisville Metro CoC "Blueprint to End Homelessness" that directly tie to the goals of the HEARTH Act.

- To divert people and families from the experience of homelessness.
 - Whenever possible, those who present themselves to the single point of entry will be diverted from the homeless provider system.
- To move people and families out of homelessness.
 - New clients to the homeless service system will exit emergency shelter on average in 6 months and transitional housing on average in 12 months.
 - 85% of those who enter the Rapid Re-housing program will not re-enter the homeless provider system within 6 months of the end of their Rapid Re-housing assistance.
 - 80% of those who enter transitional housing programs will move to permanent housing.
 - 80% of those placed in permanent housing will remain there for 12 months or longer.
- HMIS data will be used to determine the outcomes of individual projects and the CoC as a whole.
 - 90% of shelter beds will be entered into HMIS.

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- 30% of those entered in HMIS will have an exit destination.

Louisville Metro CoC Full Membership

At the center of the Louisville Metro CoC process is the CoC full membership made up of nonprofit agencies, individuals, private businesses and government representatives at all levels. It is the body that ultimately holds the responsibility for making the decisions regarding the process and the final submission of the CoC grant as well as setting benchmarks to monitor both CoC and ESG Programs. The Louisville Metro CoC full membership has found that by working together the final product is one that the whole community can embrace and to which it can be committed.

Full Membership Responsibilities

The Louisville Metro Full Membership is made up of agencies who serve the homeless population, agencies who serve those who are at risk of homelessness, governmental departments charged with addressing homelessness and individuals who are interested in addressing the issue of homelessness in the Louisville Metro community. The full membership body is responsible for:

- Electing four of its members to represent the full membership on the CoC Board and approving the remaining CoC Board membership annually,
- Providing information and advice to the CoC Board regarding best practices in homeless services,
- Establishing and providing oversight of the HMIS system and designating an HMIS administrator,
- Striving to provide the best services to each of the community's specific homeless populations,
- Establishing monitoring standards and outcomes and providing oversight of the implementation of this monitoring through the city and CoC,
- Working within the CoC homeless provider system to provide comprehensive and appropriate services to move homeless persons as quickly and appropriately as possible,
- Participating on CoC Committees and in monthly full membership meetings,
- Reviewing, endorsing and establishing policies and procedures including the process of Board selection,
- Approving and ranking projects to be included in the community CoC application and designating a collaborative applicant and insuring that all discussion on review and ranking procedures are reflected in the minutes and posted for community review ,
- Developing and following a governance charter detailing the responsibilities of all parties,
- Consulting with recipients and subrecipients to establish performance targets appropriate for population and program type, monitoring the performance of recipients and subrecipients, evaluating outcomes, and taking action against poor performers,
- Evaluating and reporting to HUD outcomes of ESG and CoC projects and consulting with ESG and CoC applicants regarding allocations,

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- Establishing and providing oversight of a coordinated assessment system and single point of entry and designating a lead for each,
- Conducting a Point-in-Time count of homeless persons, at least biennially,
- Conducting an annual gaps analysis, and
- Providing information required to complete the Consolidated Plan.

Full Membership and Voting Rights

The CoC community is the ultimate decision making body for the Louisville Metro CoC. The community itself holds the responsibility of deciding the needs of the community, how the process is to be administered, endorsing the projects to be submitted for funding consideration and the community priority rankings.

It is the policy of the Louisville Metro CoC that each CoC member/agency:

- Holds one vote,
- Designates a delegate and an alternate who are authorized to cast the agency vote when such action is needed,
- Is allowed to send more than these designated people to the community meetings but when a vote is taken, only the delegate or alternate is eligible to cast a vote,
- Is required to send a representative to at least 10 out of the last 12 community meetings prior to the vote in order to be eligible to cast a vote,
 - If an agency is unable to send either the delegate or alternate, that agency may send a representative to the meeting and receive credit for attendance. However, only a delegate or alternate has the right to vote on any issue.
 - If an agency has not been a member of the CoC for a full twelve months at the time of a vote, the number of absences allowed that agency will be proportional to the number of months they have been a member of the CoC.
- Is not eligible to vote on any issue regarding a project where that agency/member has a financial interest or serves the project's agency in any capacity, and
- Has the right to submit new and renewal proposals within the guidelines and specifications of the U.S. Dept. of Housing and Urban Development. (The full membership then has the right and responsibility to decide which projects are to be included in the CoC application.)

The CoC community voting procedure for funding decisions and representation on the Advisory Group may be carried out within a CoC meeting of the members or through other means (email, U.S. Postal Service, FAX) as long as each completed ballot is:

- Designated for an eligible voting member (agency), and
- The ballot contains the signature of the CoC delegate or alternate.

According to HUD requirements, the membership of the Louisville Metro CoC must be inclusive of the many facets of the community which it represents. The Louisville Metro CoC membership consists of over 80 entities representing:

- The Public Sector
 - State government agencies

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- Local government agencies
 - Public housing agencies
 - School systems and universities
 - Law enforcement and corrections
 - Local Workforce Investment Act boards
 - Other state and national level groups and persons
- The Private Sector
 - Non-Profit organizations
 - Faith-Based organizations
 - Funders and advocacy groups
 - Businesses including banks, developers and business associations
 - Hospitals and medical representatives
 - Homeless persons

Each member entity of the continuum holds the right to cast one vote per question. This means that entities sending more than one representative to the community meetings are restricted to casting one vote per question. Individuals representing themselves also have the right to cast one vote per question. A delegate and an alternate are designated by the participating entity at the beginning of the continuum year (July).

Other responsibilities of member agencies include:

- Demonstrating the ability and willingness to work with others in the community by collaborating with agencies to provide services,
- Providing documentation of homelessness and other required information to other member agencies in order to facilitate a seamless provision of care, and (This is expected to be done with the understanding that the person seeking assistance has granted a release of the information.)
- Fully participating in the Louisville Metro Homeless Management Information System (HMIS).

Responsibilities of the Delegate and Alternate

Each member entity of the Louisville Metro CoC full membership designates a delegate and alternate at the beginning of the continuum year (July). Their responsibilities include:

- Attendance at CoC community meetings: Each entity must have a representative present at community meetings in order to cast a ballot regarding submission of projects to HUD for funding. (See Attendance Policy) This is to insure that when questions come up for a vote, those voting are fully informed of the circumstances and ramifications of the question. It is hoped that this will lead to more informed decision making by those voting.
- Sharing information with agency directors and staff: it is the responsibility of the delegate and alternate to share all relevant CoC information with agency Director and necessary staff so the best decisions are made in terms of continuum votes and

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applications. Information shared by the CoC Coordinator at the CoC monthly meetings is critical when making important funding decisions.

- Representing the interests of their member agency while considering the needs of the community as a whole: It is important that those representing member entities represent the interests of those entities. It is the responsibility of the delegate and alternate to put aside personal preferences and goals in order to truly represent their entity. It is also important for the delegate and alternate to be able to examine the needs of the community as a whole. When casting a vote on a particular question it is sometimes necessary to cast the vote for the good of the community putting aside the immediate need of the entity the person is representing. This is a delicate balance requiring insight and good judgment.
- Determining the projects that are sent to HUD Washington for funding consideration: Delegates and alternates must consider the best interest of homeless clients and the community as a whole in selecting projects for funding and ensuring those projects are ranked by the CoC community.

Attendance Policy

The Louisville Metro Continuum of Care full membership values the input and participation of a wide range of community volunteers, agencies, civic organizations, business partners and government officials. The Louisville Metro CoC full membership also believes that in order to insure the most informed and objective decisions regarding homeless issues and funding it is necessary that voting members of the CoC make every effort to attend the monthly CoC meetings. Therefore the following policy has been adopted:

- Each voting entity will designate a delegate and alternate for the purpose of voting.
- The delegate or alternate must attend 10 out of the last 12 monthly meetings prior to a vote being taken.
- In case of emergency, a third person representing the agency can be sent as a note taker to a meeting but this person does not have the right to cast a ballot unless this person is approved by the CoC coordinator in advance of the meeting.
- There will be some meetings that require mandatory attendance of the delegate or alternate.
- Delegates and alternates will be notified of mandatory meetings by the Coalition staff.
- Voting entities that fail to have a delegate, alternate or, in case of an emergency, a third person to act as a note taker at 10 of the last 12 monthly meetings prior to a vote and/or fails to have the same representing the entity at the mandatory meetings will not be able to cast a ballot regarding projects to be submitted in the U.S. Dept of Housing and Urban Development CoC application or the election and approval of CoC Board Members.

Louisville Metro CoC Board

To carry out the primary purpose of the CoC Program, HUD requires representatives of relevant organizations (e.g., nonprofit organizations, victim services providers, local governments) to

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form a CoC to serve a specific geographic area. In addition, each CoC must establish a board to act on its behalf, and the CoC may appoint additional committees or workgroups to fulfill its responsibilities. (Introductory Guide to the CoC Program, HUD, July 2012)

Governance Charter

A Governance Charter outlining the roles and responsibilities of the Louisville Metro CoC Board, Full Membership, HMIS Administrator, Collaborative Applicant, and Agency Members must be updated and signed by the CoC board prior to the submission of the Louisville Metro CoC application each year.

Role of the Board

It is the responsibility of the Louisville Metro CoC Board to:

- Designate the entity that is to write the application for funding in response to HUD's annual CoC Program NOFA for homeless assistance resources,
- Design, operate and follow a collaborative process for developing the application and approving its submission,
- Establish priorities for funding projects in the CoC geographic area,
- Review the monitoring of all providers and determine appropriate action when benchmarks are not met,
- Provide a vision, priorities and goals for the CoC community,
- Establish a process for funding recommendations through HUD and other funding streams available in the community and insure that all discussion on review and ranking procedures are reflected in the minutes and posted for community review, and
- Oversee progress of HMIS entry, common assessment and single point of entry and make recommendations for improvement.

Louisville Metro CoC Board Membership

The Louisville Metro CoC Board is elected from the full membership at a CoC full membership meeting or through other means (email, U.S. Postal Service, FAX) and must:

- Include at least one homeless or formerly homeless individual and
- Represent the relevant organizations and projects serving the homeless including:
 - Persons with substance use disorders,
 - Persons with HIV/AIDs,
 - Veterans,
 - The chronically homeless,
 - Families with children,
 - Unaccompanied youth,
 - The seriously mentally ill, and
 - Victims of domestic violence, dating violence, sexual assault and stalking.

The Louisville Metro CoC Board is made up of no less than 15 and no more than 21 members. It should always have an odd number of members including:

- Four representatives of the Membership Body,
 - Elected by the membership body for two year staggered terms, and

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- These representatives can serve two consecutive 2 year terms but must be off the board for one year before being elected by the membership body again.
- A homeless or formerly homeless person,
- A representative of the ESG recipient (Louisville Metro Government), and
- Community representatives and leaders.

In order to do binding business, there must be a quorum of at least 51% present for a Board vote. The Board will elect its own Chairperson, CoC Coordinator and any other roles as seen fit by the Board. Only one person per agency may serve on the Board at any given time and provider agencies represented on the Board can have a proposal on the table although they should not vote on these issues.

Qualities and Skills of the Louisville Metro CoC Board

In order to carry out the role and function of the CoC Board, it is recommended that the following qualities and skills be represented within the Board.

- The ability to remain open and flexible to the needs of the service providers, the regulations presented by HUD, the needs and wishes of the CoC full membership and the needs of the homeless population.
- The ability to consider conflicting needs and come to resolution in the best interest of the CoC full membership.
- The ability to understand and evaluate a budget.
- The ability to understand and evaluate program outcomes in relation to the Louisville Metro community and HUD guidance.
- The ability to see and understand the “big picture”

Code of Conduct

The Louisville Metro CoC submits a Code of Conduct annually through the CoC application which should be voted on and followed by the full membership. It includes:

- **Conflict of Interest**

All members of the CoC Board are required to sign a conflict of interest form stating their association with agencies and projects that can reasonably be expected to apply for and/or receive funding through the CoC process. All associations will be made public to the full membership prior to any process that will determine funding recipients. Members with a conflict of interest are expected to recuse themselves from discussions and decisions where there is a real or perceived conflict of interest.

- **Confidentiality**

Information contained in the ESG and CoC applications and reports is considered proprietary and confidential and may not be released to any person or party without approval of that applicant agency.

Any client information shared within the CoC is also confidential and should not be released to any other entity without a release of information signed by the client.

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Louisville Metro CoC Committees

The Louisville Metro CoC Full Membership may see fit to create new committees to conduct the work of the Louisville Metro CoC at any time. At this time, the following CoC Committees have been established:

HMIS

The HMIS Committee meets quarterly before the full membership meeting to discuss changes and issues with the Louisville Metro CoC HMIS system. The committee is open to all but is made up primarily of those who enter HMIS data at each of the homeless service agencies.

Discharge Planning/Homeless Prevention Pilot

The Discharge Planning Committee meets quarterly to discuss ways to improve the discharge planning from state and local institutions including prisons, jails, mental hospitals and institutions, hospitals and foster care. The committee is open to all and includes representatives of these institutions as well as staff who participate in the homeless prevention program which serves those exiting state institutions.

Housing First

The Housing First Committee meets quarterly to discuss the progress of Housing First programs in Louisville Metro. The committee is made up of persons involved in the SAHMSA Housing First Projects, SHP Housing First Projects and Rx: Housing Project (100K Homes).

Consumer Participation

The Client Engagement Committee meets as needed to seek input from clients of homeless services. The committee is open to anyone but includes four volunteers representing ESG, SHP and two persons with no conflict of interest. Information is gathered from forums held at various shelters in the community over the course of the year and annually at the Project Connect/Stand Down where all people who are experiencing homelessness are invited to receive services at a one stop shop offered over the course of a full day.

Common Assessment/ Mainstream Services

The Common Assessment/Mainstream Services Committee meets as needed to create and oversee the Louisville Metro CoC Common Assessment. They also insure that the common assessment includes a process to assess and refer each CoC client for all appropriate mainstream services. To date, the committee has created the assessment tool and helped to create a funding plan for the assessment and staffing. The next step is to develop the details of how it will be implemented at each of Louisville's emergency shelters and then to monitor implementation and provide comment.

Coalition Supporting Young Adults

The Coalition Supporting Young Adults was created in response to the rising number of young adults staying in Louisville adult shelters in 2012 (555). This committee is made up of agencies that serve 16-24 year olds in crisis without support throughout the city. Their role is to make recommendations to lower the number of young adults in crisis and prevent the cycle of homelessness in the next generation.

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Louisville Metro CoC Collaborative Applicant

Because the Louisville Metro CoC Board is made up of volunteers, they will need to select a Collaborative Applicant to submit the CoC application to HUD each year.

Role of the Collaborative Applicant

It is the responsibility of the Louisville Metro CoC full membership to designate a collaborative applicant best able to insure a successful submission of the CoC proposal. It is the role of the Collaborative Applicant to:

- Complete the electronic application in response to HUD's annual CoC Program NOFA for homeless assistance resources,
- Present a timeline and deadlines to all project applicants for individual project plans,
- Collect all data and submit a renewal chart to HUD of all projects planning to reapply,
- Create the housing inventory chart,
- Create the grant inventory worksheet,
- Establish priorities for funding projects in the CoC geographic area,
- Create process for ranking applications with full participation of CoC full membership,
- Oversee committees and volunteers,
- Create agendas for CoC full membership and Board meetings in collaboration with the Board Chair,
- Notify others that they can join the CoC full membership annually, and
- Monitor who is eligible to vote on the full membership.

The Louisville Blueprint to End Homelessness

History

In 2000, members of the Coalition for the Homeless began work on a plan entitled "Reducing and Ending Homelessness: A Blueprint for the Future." This report was released in 2002 and outlined ten goals with action steps for eliminating homelessness in Jefferson County, Kentucky. In 2007, the Coalition for the Homeless joined forces with Louisville Metro's Office on Homelessness to update the plan. It was updated again in 2012 to include the newly established federal policies in the federal "Opening Doors" Plan.

Louisville Metro CoC Blueprint Priorities

- Increase Leadership, Collaboration and Civic Engagement
- Increase Access to Stable and Affordable Housing
- Increase Economic Security
- Increase Health and Stability
- Retool Crisis Response

The full plan with specific goals is available at The Coalition for the Homeless website – www.louhomeless.org.

Update Process

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Each year, The Coalition for the Homeless documents progress made on each of the “Blueprint” goals and presents to the Louisville Metro CoC full membership as an annual report. These numbers are also included in the CoC application for funding.

Annual Point in Time / Quarterly Shelter Point in Time/Census

The Louisville CoC conducts its annual point in time on the last Wednesday of January. This point in time count includes both a shelter count and a street count. The Louisville CoC also conducts a quarterly point in time on the last Wednesday of the first month of each quarter. (January, April, July and October). The April, July and October quarterly point in time counts are limited to those using the shelter system. During the quarterly point in time counts, shelter bed and unit counts are also conducted. HMIS data is used to determine information needed to account for sub populations. This information is extrapolated to the persons staying on the streets that night.

Street Count

As required by the U.S. Department of Housing and Urban Development, The Coalition for the Homeless conducts a one-day, point-in-time count of homeless persons the last week of January each year. The Coalition solicits local volunteers who go out in groups to count homeless persons at day shelters and on the streets. Meanwhile, night shelters complete the surveys at their facilities. The volunteers are asked to survey a minimum of one-third of those counted using a survey created by Kentucky Housing Corporation. This survey is used statewide on the same day. The Coalition collects personal items to also be distributed to homeless persons during the survey to increase the willingness of people to participate and provide items needed for safety and security when sleeping on the streets in the dead of winter.

Once the one-day survey is completed, The Coalition for the Homeless uses the survey data along with HMIS data to extrapolate the survey answers of persons who were counted but not surveyed to get a better understanding of those who are homeless on a given night in Louisville Metro.

Homeless Census

In addition to the one-day survey, The Coalition for the Homeless collects information on all persons served in the Louisville Metro homeless system in a given year. This information is gathered from the HMIS data provided by agencies and through the new single point of entry.

Each June, the Point-In-Time and Annual Homeless Census information is released to the public and media. The Coalition for the Homeless also studies this information to determine what changes could improve the CoC.

Homeless Management Information System (HMIS) and Single Point of Entry

HMIS Roles and Requirements

Uniform, longitudinal data is necessary to understand the extent and scope of homelessness in individual communities and across the country. It provides the community with a tool to collect and analyze ongoing data on people using homeless service programs. Accurately calculating

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the size and needs of the homeless population as well as the outcomes of specific interventions provides a means for tracking service and demand for homeless programs and understanding where improvements need to be made.

The Louisville Metro CoC full membership chose The Coalition for the Homeless to serve as the administrator of the U.S. Department of Housing and Urban Development (HUD) mandated HMIS for Louisville Metro. The Louisville CoC is part of a state-wide HMIS system, called Kentucky HMIS. KYHMIS is managed by the Kentucky Housing Corporation in Frankfort, KY and uses Servicepoint software.

The Coalition for the Homeless manages the Louisville Metro CoC HMIS through a full-time HMIS Coordinator. This staff salary and the expenses of the HMIS system, including Servicepoint software licenses for Coalition agency members, are paid for through a HUD CoC HMIS grant and match funds raised locally. The HMIS Coordinator reviews the licenses each year to determine which have been unused and recaptures those licenses. Each CoC agency member can purchase one license per program at half price and all others must pay full price. Agencies are charged for these additional licenses annually. Small homeless agencies with no federal funding can receive one free license per year.

The CoC HMIS administrator is responsible for:

1. Maintaining compliance with the latest HMIS Data and Technical standards published by HUD,
2. Accurately calculating the size and needs of the homeless population,
3. Tracking service and demand for homeless programs and understanding where improvements need to be made,
4. Overseeing the reporting process for the CoC,
5. Training agencies on accurate HMIS entry,
6. Reviewing the licenses of member agencies each year to determine which have been unused and recapture a needed, and
7. Coordinating a single point of entry to insure new clients are eligible for services and entered correctly.
8. Reporting as necessary to various entities such as Louisville Metro Government, the Kentucky Housing Corporation, the U.S. Department of Housing and Urban Development, etc.

Kentucky Housing Corporation assigns a security officer to oversee all security issues related to the Kentucky HMIS. Anyone with concerns should immediately contact the security officer. Also, the HMIS Coordinator performs an annual check on the Louisville Metro HMIS to insure that all security standards are being met.

Single Point of Entry

The Louisville Metro CoC requires universal data elements be collected on each new CoC client. This information is collected by The Coalition for the Homeless through the single point of entry. This information can be collected by phone or in person at the single point of entry

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office. The client is asked to sign a release of information and these data elements are made available to all HMIS users. It is also the responsibility of the CoC single point of entry staff to:

- Record numbers of those they serve daily,
- Evaluate eligibility for homeless assistance programs,
- Divert anyone who is appropriate to homeless prevention services versus shelter,
- Reserve a bed in a local shelter for anyone who qualifies,
- Make a referral for shelter overflow if no beds are available, and
- Create a scan card for all newly entered clients that they can use for entry to future homeless services.

Once a client arrives for services at a homeless service agency after the single point of entry assessment, HMIS allows the agency to see if the client was already entered for prior services so they do not duplicate entry. The service provider is responsible for updated HMIS when new services are provided to a client, when their income or housing changes, once a year for an annual update and at program exit. A privacy notice is given to clients and posted at shelters informing them that their data will be entered in HMIS. It also specifies the data protection standards that are to be followed. If a client arrives at a shelter after hours and has not presented at the single point of entry, they should not be denied services if a bed is available. Instead, they can complete a hard copy form for entry, fax it to The Coalition for the Homeless the following day for HMIS entry and refer the client when appropriate to get a scan card.

HMIS Technical Assistance and Training

The Coalition maintains an HMIS help desk through Outlook. When a request for assistance is received, it is automatically logged in the system. When the concern is addressed, this is logged by The Coalition for the Homeless staff for future tracking of technical assistance. Requests can be as little as forgetting a password or as great as hiring a new staff member who needs to be trained on the system.

The Coalition provides individualized, on-site technical support to member agencies as needed.

The HMIS Coordinator discusses HMIS changes with agency members at Louisville Metro CoC full membership meetings.

HMIS Quality Monitoring

During the time of the quarterly point in time counts two HMIS data quality processes are conducted.

- Agencies are expected to submit a manual count of the persons staying in each homeless program along with a manual count of the beds and units available on that particular night.
- A one night point in time report is also run from HMIS by the agency and compared to the manual count. Any discrepancies in the numbers should be resolved before the reports are submitted to The Coalition for the Homeless.

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- The combined information of number of available beds/units and the manual count of persons staying in the shelter is compared to establish a project's capacity rating for that night.

Minimum Data Sets and Data Quality

The Coalition for the Homeless manages the HMIS database in Louisville Metro and works with the CoC Board to establish minimum data sets the data quality (DQ) standards. Data Quality is checked once each quarter to coincide with the Point in Time dates.

Data quality standards

There are two parts to Louisville data quality standards: data quality and data accuracy.

For data quality, the program must have the minimum data sets entered for each client client at exit. For the data accuracy standard, the client and household counts in HMIS must equal the hand counts submitted by the agency. While the data quality is inspected quarterly, it is the expectation of the Louisville Metro CoC that each agency will update all clients including program exits within a week.

The Coalition for the Homeless will publicize Data Quality results during the monthly CoC full membership meetings and share this information with agency funders.

Housing Inventory Chart

It is the policy of the Louisville Metro CoC that the following guidelines and requirements be met in order for agencies and programs serving the homeless in the Louisville Metro community to be included in the U.S. Department of Housing and Urban Development's Housing Inventory Chart. This chart is meant to include all facilities and programs that provide sleeping accommodations to the homeless residing in the Louisville Metro CoC community regardless of whether HUD funding is received or used.

This chart is updated on a yearly basis at the time of the official HUD required Point in Time homeless count. The U.S. Department of Housing and Urban Development requires that local continuums conduct a point in time count bi-annually during the last week of January. The Louisville Metro CoC has elected to conduct the local point in time homeless count on a yearly basis. The annual count takes place on the last Wednesday of January and includes both those staying in shelter and those staying on the street.

Because HUD uses this chart to determine the capacity to serve the homeless, it is extremely important that facilities be identified as:

- serving only persons who meet the HUD definition of homeless or
- if only a portion of the facility's accommodations are provided to persons meeting the HUD homeless definition, only those accommodations actually providing service to persons meeting the HUD homeless definition be included in the Housing Inventory Chart.

The U.S. Department of Housing and Urban Development definition for homeless persons is as follows.

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A person or family is considered to be homeless ONLY when he/she meets one or more of the categories below.

Category 1	Literally Homeless	1. Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: a. Has a primary nighttime residence that is a public or private place not meant for human habitation; b. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs: OR c. Is exiting an institution where (s)he has resided for 90 days or less AND who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
Category 2	Imminent Risk of Homelessness	2. Individual or family who will imminently lose their primary nighttime residence, provided that: a. Residence will be lost within 14 days of the date of application for homeless assistance; b. No subsequent residence has been identified; AND c. The individual or family lacks the resources or support networks needed to obtain other permanent housing.
Category 3	Homeless under other Federal statutes The Louisville Metro CoC has chosen NOT to recognize this category at this time.	3. Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who: a. Are defined as homeless under the other listed federal statutes; b. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; c. Have experienced persistent instability as

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		measured by two moves or more during the preceding 60 days; AND d. Can be expected to continue in such status for an extended period of time due to special needs or barriers.
Category 4	Fleeing/Attempting to Flee Domestic Violence	4. Any individual or family who: a. Is fleeing, or is attempting to flee, domestic violence; b. Has no other residence; AND c. Lacks the resources or support networks to obtain other permanent housing.

Facilities listed on the Housing Inventory Chart are expected to maintain the following:

- A current license for serving homeless persons issued by Louisville Metro Government.
 - In the case where the Director of the Louisville Metro Department of Codes and Regulations deems it more appropriate for the facility to obtain a conditional use permit in place of the license, such a permit will meet the need for a license.
- Only those beds/units designated for persons meeting the HUD definition of homeless can be included in the Housing Inventory Chart.
- Documentation for each person being provided accommodations stating that one or more of the HUD identified conditions is true if that person is being served as someone meeting the HUD definition of homeless.
- All persons identified as a person meeting the HUD definition of homeless must be entered into the Homeless Management Information System (HMIS) through the single point of entry. Domestic violence shelters are exempt from this requirement but are required to enter comparable information into a comparable data base.
- Participation in the annual point in time homeless count administered by The Coalition for the Homeless during the last week of January. Those persons included in the annual count must meet the HUD definition for being homeless.
- Quarterly participation in the Louisville CoC's shelter utilization count on the last Wednesday of the first month of each quarter. Those persons included in the quarterly count must meet the HUD definition for being homeless.

Application Process

The Louisville Metro CoC Process is a year round process that includes quarterly shelter point in time counts, HMIS data quality monitoring and an expectation that CoC members attend 10 of 12 monthly CoC full membership meetings. The full membership body holds the responsibility of making final funding and policy decisions but also has the right to delegate any of its authority and responsibility to the Louisville Metro CoC Board, Collaborative Applicant, HMIS Administrator, Common Assessment Administrator or others when needed.

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Grant Inventory Worksheet

The Grant Inventory Worksheet is a tool used by HUD and the CoC to determine the amount of CoC funding needed to support the projects currently receiving funding through the CoC process. The Coalition for the Homeless, acting as the Collaborative Applicant, works with the applicant agencies to accurately reflect the grant funding provided by HUD during the most recent renewal or as amended. When the CoC, HUD and the agencies/projects agree that the information is correct, the CoC submits the worksheet per HUD's instruction.

Louisville Metro CoC Policy for Funding Consideration

HUD provides funding for homeless assistance programs authorized under the Stewart B. McKinney Act through the CoC competition. Annually, HUD releases a Notice of Funding Availability (NOFA) which details the requirements for the application. One requirement is that there be one Collaborative Applicant for all projects in the CoC. The Collaborative Applicant is responsible for submitting a comprehensive application that includes all projects seeking funding within the CoC geographic area.

To be eligible for funding consideration, applicants must meet the following criteria:

- Applicants must meet all HUD eligibility criteria.
- Applicants must meet the application deadlines set by the Louisville Metro CoC.
- Applicants must be a 501(c) 3, 501 (c) 4, PHA, or local government.
- Applicants must possess legal authority to apply for and receive funds and carry out activities authorized by the CoC Program.
- Applicants must provide the supplementary match funds required by HUD.
- Applicants must comply with HUD's standards for participation in a local Homeless Management Information System (HMIS) and the collection and reporting of client-level information.
- Applicants must participate fully in the CoC process to coordinate and integrate with other mainstream programs for which homeless populations may be eligible.
- Applicants must assume ultimate responsibility for preparing an accurate and complete application for submission to HUD that meets all federal rules and regulations.
- Applicants must be in compliance with all local, state, and federal civil rights laws and Executive Orders as well as all standards outlined by the U.S. Department of Housing and Urban Development.
- Applicants must agree to comply with federal Section 3 and Energy Star Compliance requirements.
- Applicants must insure that all kids under 18 are allowed to stay in shelter with their other family members.
- Applicants must insure that all children are enrolled in school.

In order to meet the local needs in serving the homeless population, the following guidelines have been established. These guidelines in no way prohibit any HUD eligible project from applying for HUD funding but rather state the community's priorities, encourage projects that

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respond to local needs and position the community to bring maximum benefit to serving our homeless population.

New Applicants

- Housing related projects have been identified by the Louisville Metro CoC to be our highest priority and will be considered as such.
- HUD has indicated that the ideal ratio of housing to services dollars is 80/20. Projects with a ratio that is over 20% services dollars must be approved by the CoC full membership.
- New applicants must include homeless persons in the design, the implementation and/or the evaluation of programs and services.
- New nonprofit applicants must submit a copy of their current IRS form 990 and current list of volunteer board of directors.
- New applicants are required to describe how implementing the community's HMIS program will be funded.
- At the time of pre-application, new applicants are required to submit three (3) letters of support indicating the need for this project.

Renewal Applicants

- Renewal applicants must be current with the HMIS system and have accurately entered 75% of their client records as determined by the HMIS Coordinator.
- Renewal applicants must have submitted their most current APR and review letter from HUD to the CoC Board.
- Where applicable, renewal applicants must be in compliance with Louisville Metro Licensing requirements and the community's monitoring standards.

Beginning the process for application

The CoC Collaborative Applicant establishes the timeline for renewal and new project application in collaboration with the CoC Board. This is done in consideration of HUD timelines and the CoC's responsibility to respond to HUD requests.

At a time determined by the CoC Collaborative Applicant, the Pre-Application is made available to renewal and new projects. This Pre-Application determines what projects intend to apply for renewal funding and, if guidance is available for the opportunity for new funding, gives agencies the opportunity to indicate their intention for applying for new projects. Using the latest guidance from HUD, the CoC Collaborative Applicant reviews the pre-applications for application consistency with HUD guidelines. Ultimately, the purpose of the Pre-Application is to give the agency/project a template from which the actual application can be taken. The Pre-Application also provides the CoC Collaborative Applicant with budgetary information to begin to determine the amount of funding needed compared to the amount available.

Working with the agencies that have indicated an intention to apply for funding, the CoC Collaborative Applicant prepares the information to be reviewed by the CoC Board for further

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guidance and critical evaluation. During this process the CoC Collaborative Applicant, along with the CoC Board, work to identify opportunities for the community to:

- Take advantage of specific HUD opportunities for funding,
- Present a clear case for the need for funding in the community, and
- Maximize the community's ability to retain and obtain as much funding as HUD makes available to the community.

While it is the responsibility of the CoC Collaborative Applicant to be educated about HUD rules and procedures, it is also the responsibility of the CoC full membership and applicant agencies to read HUD guidance and apply that guidance to the individual project applications and execution of the grants if received. It is also the responsibility of the agency/project applying and receiving funds to keep the CoC Collaborative Applicant informed of any changes that take place within the project. It is particularly important to inform the CoC Collaborative Applicant of changes in:

- Population served,
- Budget,
- Project funding and spending, and
- Basic design of the project.

In order to facilitate this process throughout the funding cycle, projects are required to submit the following to the Collaborative Applicant:

- The annual performance report (APR) at the same time it is submitted to HUD. HUD requires the APR to be submitted 90 days after the end of the project's operating year.
- The letter received from local HUD that the APR was received and approved.
- The HMIS report that mirrors the project's APR report (ART 625).
- A communication if the project did not spend the amount of funding received from HUD. The amount turned back should be included in a letter from HUD. It is generally accepted practice that projects can turn back approximately 5% of their grant and not be seen lacking the capacity to spend the money allotted to them. If the project is a rental assistance project, turning back the amount or rental assistance equal to or less than the amount of funds needed to house one household unit for 12 months using the smallest bedroom size allowed in the grant is generally accepted.
- All information required to complete the quarterly point in time counts – including the manual counts, HMIS reports and program capacity reports.
- All information required to complete the Housing Inventory Chart.
- All information required to complete the Grant Inventory Worksheet.
- The cost of services for each homeless program.
- All other information required to assemble the CoC application for funding.

It is expected that projects submit information on the required forms in a timely manner or communicate the need for an extension of a deadline – prior to the deadline – to the CoC Collaborative Applicant. The CoC Collaborative Applicant will make every effort to accommodate the need for deadline extensions in the case of emergencies and other

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reasonable requests. It is paramount, however, that extensions do not adversely affect the timely submission of the community application and the timely submissions of other information required by HUD.

Late Submission of Pre-Applications, Applications and Other Required Information

In accordance with the U.S. Department of Housing and Urban Development (HUD) guidelines, the Louisville Metro CoC in no way prohibits any HUD eligible project from applying for HUD funding if done within the guidelines set up by the U.S. Department of Housing and Urban Development. However, in order for the Louisville Metro CoC to submit the best overall application for funding, certain guidelines and deadlines have been established.

It is the policy of the Louisville Metro CoC that when Pre-Applications are submitted after the stated CoC due date, whether for new or renewal projects, the following procedure will be followed:

- The pre-application will be reviewed using the process used for all other pre-application submissions. Since the primary purpose of the community's review process is to assist projects in submitting the best possible grant application, it is in the best interest of the entire community that all grants associated with the Louisville Metro CoC be reviewed for accuracy and completeness and be given the opportunity to improve the grant pre-application.
- The Louisville Metro CoC community holds the responsibility of approving projects to be included in the HUD application. As part of this process, voting members are given information regarding each renewal project's success in meeting both HUD and community goals. Information regarding new projects will include the agency's success in meeting HUD and community expectations in the past. The timeliness of a project's pre-application is included in this information.
- The Louisville Metro CoC full membership has several options open to it regarding the late submission of a pre-application. It can vote to:
 - Allow the project to proceed through the process with a warning but essentially unencumbered.
 - Allow the project to proceed through the process with the understanding that during the next funding application cycle another agency will be given the opportunity, within HUD guidelines, to assume the terms of the grant. This implies that the basic project will remain in the community under the new management of another agency.
 - Allow the project to proceed through the process with the understanding that during the next funding application cycle the CoC will invoke the HUD Reallocation process where another agency will be given the opportunity, within HUD guidelines, to submit a new permanent housing project within the budget constraints of the original project. This implies the current project will be discontinued at the time of HUD approval of the reallocation.
 - The CoC invokes the HUD Reallocation process where another agency is given the opportunity, within HUD guidelines, to submit a new permanent housing

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project within the budget constraints of the original project. This implies the current project will be discontinued at the time of HUD approval of the reallocation.

- The CoC invokes the HUD Reallocation process using the opportunity to fund a new HMIS project.
- Defund the project during the current application process understanding that the funds normally allocated to this project are lost to the community.

It is the policy of the Louisville Metro CoC that when a new or renewal project fails to submit the Application within the CoC's stated deadline the following procedure will be followed:

- The Louisville Metro CoC Collaborative Applicant must first decide if there is time before the official HUD deadline to work with the application without putting all other projects in jeopardy of a late submission to HUD. This decision is made with consultation with the CoC Board.
- If it is decided that the project's application should be included in the submission, it will be the responsibility of the CoC Board to make a recommendation to the Louisville Metro CoC full membership for further action. The Louisville Metro CoC full membership will make the final decision regarding the matter.
- If it is decided that there is not sufficient time before the official HUD deadline, the CoC Collaborative Applicant will attempt to identify a reasonable way for the funds to be preserved within the CoC community. If such a way exists, the CoC Collaborative Applicant will work with the CoC Board to pursue such an option. If such a way does not exist, the funds are not applied for in the overall CoC application and the funds are lost to the community.

Identifying Community Need for New and Expanded Services and Reallocation of Existing Funds for Maximum Use

It is the responsibility of the CoC full membership, the CoC Board and the CoC Collaborative Applicant to constantly be looking for:

- The need for new or expanded services to the community,
- The need to discontinue services when they are no longer needed,
- The need to adjust services when realignment is necessary in order to best serve the homeless population of the Louisville Metro CoC,
- The Opportunity within the community and offered by HUD to improve services and pay for services once unable to be funded, and
- Creative ways to maximize the funding dollars available through HUD and other funding sources.

Meeting this responsibility is done in a variety of formal and informal ways, including:

- Conducting the yearly Homeless Point in Time Count that includes both a street count and a shelter count,
- Conducting the annual Homeless Census Count,

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- Conducting the quarterly Homeless Point in Time Count that consists of only the shelter count,
- Comparing these counts to the Housing Inventory Chart to identify gaps in services,
- Listening to CoC members and their experiences of project capacity or lack thereof,
- Examining individual project outcomes in relation to CoC and overall HUD goals, and
- Examining overall CoC outcomes in relation to CoC and overall HUD goals.
- Using evidenced-based measurement tools created by HUD and HUD TA providers.

Ranking Projects

Each year, the U.S. Department of Housing and Urban Development creates priorities for funding of CoC projects. However, they first fund all eligible projects in tier one (above the renewal amount from last year) before funding those projects in tier two. Therefore, those projects in tier one are more likely to receive funding.

In order to determine the ranking of projects into these two tiers, the Louisville Metro CoC Board establishes priorities for ranking based on the CoC benchmarks already established by the CoC (see above). Presently, the established priorities are:

1. Permanent Supported Housing
2. Meeting the appropriate permanent housing goal (77% of PSH staying in PH 6+mo. - this is now 80% / 65% of TH leaving for PH)
3. Reasonable capacity rates and the lesser of: no more than 5% of funds returned or no more than what it would take to house one household for one year.

Any project that has not met the CoC goals listed above in priority two or the capacity rates listed above in priority three is asked to present their project and address these shortfalls at a CoC meeting. Then each CoC representative is asked to vote on the following to establish the ranking:

- A. First, you are asked to indicate any project you feel should not be included in the application submission.
- B. Second, you are asked to indicate how you would rank any projects that did not meet their HUD housing goal or that would be ranked in tier two.

Common Assessment

In order to help homeless persons move more quickly and consistently through the Louisville Metro CoC, the CoC has created a common assessment to be conducted with each client within 14 days of shelter entry. This assessment is led by staff of a common assessment team.

Common Assessment Team Roles

It is also the responsibility of the CoC common assessment staff to:

- Record numbers of those they assess,
- Seek to assess each shelter client within 14 days of shelter entry,
- Evaluate eligibility for homeless assistance programs,
- Prioritize who receives transitional housing,

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- Prioritize who receives Rapid Re-Housing,
- Make referrals as appropriate to permanent supportive housing,
- Make referrals for mainstream services, and
- Insure that the needs of special needs clients are addressed and referrals are made for special services.
- Provide assessment information to referral agency and post in HMIS.

Order of Priority in CoC Program-funded Permanent Supportive Housing

Order of Priority in CoC Program-funded Permanent Supportive Housing Beds Dedicated to Persons Experiencing Chronic Homelessness and Permanent Supportive Housing Prioritized for Occupancy by Persons Experiencing Chronic Homelessness:

- 1) First Priority—Chronically Homeless Individuals and Families with the Longest History of Homelessness and with the Most Severe Service Needs.
- 2) Second Priority—Chronically Homeless Individuals and Families with the Longest History of Homelessness.
- 3) Third Priority—Chronically Homeless Individuals and Families with the Most Severe Service Needs.
- 4) Fourth Priority—All Other Chronically Homeless Individuals and Families.

Order of Priority in Permanent Supportive Housing Beds Not Dedicated or Prioritized for Persons Experiencing Chronic Homelessness:

- 1) First Priority—Homeless Individuals and Families with a Disability with the Most Severe Service Needs.
- 2) Second Priority—Homeless Individuals and Families with a Disability with a Long Period of Continuous or Episodic Homelessness.
- 3) Third Priority—Homeless Individuals and Families with Disability Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters.
- 4) Fourth Priority—Homeless Individuals and Families with a Disability Coming from Transitional Housing.

These priorities can only be met when the size and design of the facility opening also fits the need of the next person identified using these priorities. If not, the common assessment team will serve the next appropriate individual/family on the list. These priorities will be used in combination with special set asides made available as part of the federal goals outlined in Opening Doors. Therefore, units set aside for veterans will only be used for that population, however, the veterans will still be referred in the order listed above.

Standards for the Administration of CoC Funded Rapid Re-Housing

Standards for Determining the Participant Share of Rent and Utilities

Participant's income shall be verified prior to approval for initial and additional financial assistance. Documentation of the participant's income and expenses, including how the participant is contributing to housing costs, if at all, shall be maintained in participant's file. This file shall also contain a plan to sustain housing following the assistance, including either a plan

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to increase income or decrease expenses or both. Participants are not required to contribute rent. Providers funded under the Continuum of Care Program may pay up to 100 percent of the reasonable rent and utility costs for program participants. Providers may, at their discretion, choose to impose rental charges on participants. Any rental charged must be imposed in accordance with the Rapid Re-Housing regulations in 24 CFR 578. Any additional requirements regarding the percentage or amount of rent and utilities costs each program participant shall pay shall be determined by the individual service provider's policies and clearly communicated to program participants.

Standards for Determining the Length and Level of Assistance

Rapid re-housing rental assistance will be provided to program participants who are prioritized through Louisville's coordinated assessment ("Common Assessment Team").

Minimum standards for determining how long a particular program participant shall be provided with rental assistance and whether and how the amount of that assistance shall be adjusted over time are:

Approval for rental assistance shall be granted in increments of the providers choosing. Providers must re-assess the continuing need for rental assistance no less than annually. In no event will assistance under Rapid Re-Housing exceed 24 months in any 36 month period.

Any additional requirements regarding how long a program participant shall be provided with rental assistance and whether and how the amount of that assistance shall be adjusted over time shall be determined by the individual service provider's policies and clearly communicated to program participants.

Case management services will be provided at least monthly for all CoC Rapid Re-Housing program participants. In addition, housing placement services are provided on the front end of the program to ensure that qualifying program participants secure housing as soon as possible. Supportive Services may be provided to recipients of Rapid Re-Housing Rental Assistance for up to six months after rental assistance ends at the discretion of the provider.

All providers will have a written termination procedure with the following minimum standards: written notice to the program participant containing a clear statement of the reasons for termination; a review of the decision, in which the program participant is given the opportunity to present written or oral objections to a person who is not the person who initiated the termination or a subordinate of that person; and prompt written notice of the final decision to the program participant. The termination of a client will not bar the program participant from receiving further assistance at a later date.

Standards for the Administration of CoC Funded Transitional Housing

The CoC has established that all assistance to clients from Federal sources will adhere to all applicable standards as set forth in governing regulations for such funds. At this time, the CoC

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has not imposed additional restrictions related to client eligibility or levels of assistance. However, all clients must come through the Louisville Continuum of Care Single Point of Entry to ensure appropriate HMIS record creation. It will be at the discretion of the CoC Board to establish any additional standards that may apply based on either funding source or type of program operated within the geographic area covered by the CoC.

Monitoring Standards

The Coalition for the Homeless introduced the concept of setting standards for local shelter providers in 1990. While other communities had established standards in the areas of health and safety, Louisville created an additional set of standards in the area of programming. In 2011, Louisville Metro creating licensing for shelters so The Coalition now monitors a list of standards created by the CoC separate from the licensing standards.

Standard Process

These unmandated standards are coupled with a city zoning and inspection process that focuses on building safety and health standards. These standards can provide the client, the shelter and the larger community with the assurance that the client is being given the best possible opportunity to move back into a stable living environment and achieve self-sufficiency outside the shelter system.

Monitoring outcomes and standards are monitored through HMIS reports, items submitted to the Coalition electronically and on-site visits as needed.

Blueprint University Training

The Coalition staff identifies training needs of member agencies each year and conducts a minimum of six trainings for front-line shelter staff in these areas. These free trainings are provided to member agencies as part of their membership fee. Other community members are welcome to attend as space permits.

Past Blueprint University topics have included: chemical dependency, child sexual abuse, client interaction and confidentiality, crisis intervention, communicable diseases, cultural diversity, domestic violence, food service, mental health issues, and universal precautions. Some topics may differ yearly depending on the needs of the homeless service community. The trainings are conducted by local experts.

Performance Measurement Module (Sys PM)

Summary Report for KY-501 - Louisville/Jefferson County CoC

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.

Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH		5067		41			13	
1.2 Persons in ES, SH, and TH		5631		74			21	

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	-	-	-	-	-	-	-
1.2 Persons in ES, SH, and TH	-	-	-	-	-	-	-	-

Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (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 of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	77	20	26%	4	5%	6	8%	30	39%
Exit was from ES	900	250	28%	42	5%	53	6%	345	38%
Exit was from TH	478	46	10%	26	5%	25	5%	97	20%
Exit was from SH	19	3	16%	3	16%	0	0%	6	32%
Exit was from PH	203	24	12%	4	2%	10	5%	38	19%
TOTAL Returns to Homelessness	1677	343	20%	79	5%	94	6%	516	31%

Performance Measurement Module (Sys PM)

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 HMIS).

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1316	1161	-155
Emergency Shelter Total	723	661	-62
Safe Haven Total	11	0	-11
Transitional Housing Total	512	419	-93
Total Sheltered Count	1246	1080	-166
Unsheltered Count	70	81	11

Metric 3.2 – Change in Annual Counts

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

	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons		6057	
Emergency Shelter Total		5393	
Safe Haven Total		15	
Transitional Housing Total		1110	

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

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		620	
Number of adults with increased earned income		27	
Percentage of adults who increased earned income		4%	

Performance Measurement Module (Sys PM)

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		620	
Number of adults with increased non-employment cash income		150	
Percentage of adults who increased non-employment cash income		24%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		620	
Number of adults with increased total income		170	
Percentage of adults who increased total income		27%	

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		332	
Number of adults who exited with increased earned income		79	
Percentage of adults who increased earned income		24%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		332	
Number of adults who exited with increased non-employment cash income		74	
Percentage of adults who increased non-employment cash income		22%	

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		332	
Number of adults who exited with increased total income		144	
Percentage of adults who increased total income		43%	

Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.		5541	
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.		1850	
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)		3691	

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.		5853	
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.		1999	
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.)		3854	

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.

Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach		361	
Of persons above, those who exited to temporary & some institutional destinations		206	
Of the persons above, those who exited to permanent housing destinations		62	
% Successful exits		74%	

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

	Previous FY	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited		5183	
Of the persons above, those who exited to permanent housing destinations		1082	
% Successful exits		21%	

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

	Previous FY	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH		1672	
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		1580	
% Successful exits/retention		94%	



MINUTES FOR THE LOUISVILLE/JEFFERSON COUNTY CONTINUUM OF CARE – AUGUST 1, 2016

Mary Frances Schafer called the meeting to order at 3:35.

She began by talking about scheduling for September since the regular meeting would be during the holiday. It was agreed to change the date to August 29, 2016 at 3:30 at Metro United Way. Brandi Scott agreed to take minutes that day.

Karen Cassidy of Hildegard House then gave a short presentation on their program including the fact that it serves three people at the end of life with no home or family. She explained the limitations and requirements and shared that they are now taking referrals.

Mary Frances then discussed the timeline for the 2016-17 Continuum of Care application. Esnaps is now open and all project applications need to be submitted by August 15. This will provide time for Mary Frances to review and notify applicants of their funding by August 30. Final applications must then be returned before September 12 when Mary Frances plans to submit.

She also outlined key areas where applicants need to work to insure we get full potential points including housing first, exits to permanent housing and chronic homelessness when completing their project applications. She also suggested that we not dedicate 100% of the non-chronic beds toward chronics so that we can serve some people who are in high need but where chronic homelessness cannot be documented.

Mary Frances then announced two new changes in the NOFA this year that will make things easier for applicants. First, program income can now be used as match and second, the application does not require or score leverage. Match is still required. Letters must be provided by the full application deadline and must be dated between the NOFA announcement and that date. She is also working to get the ConPlan certification for all applicants but will let everyone know if that doesn't work.

The NOFA also provides for up to \$447,058 in bonus funding for either permanent housing or rapid rehousing. Anyone interested should have already contacted Mary Frances to learn about how to apply for this funding. Notices were sent twice soliciting proposals for these funds.

In total, Louisville is eligible to apply for up to \$9,058,029 (not including planning funds). Renewals cover \$8,881,816 with \$8,315,289 in tier one and \$625,882 in tier two.

Mary Frances then discussed the results of the survey to create a scoring mechanism for CoC projects. Seven items received a higher priority for scoring including exits and retention of permanent housing, housing first/low barrier, length of stay, returns to homelessness, priority populations, project type and turn over to chronic. Three items received a lower priority including annual assessment, income earned and recapture of funds. Natalie mentioned that HUD has now provided information on project type and preserving non- PH by placing in tier



one if a priority. Mary Frances explained that she'll expand the information needed to score project type by gathering information from the CoC or board about projects that are a community priority versus HUD project types.

The Point in Time reports were sent to everyone this weekend. They are to be completed for July 27th and should be submitted by August 9th.

Mary Frances gave a report on performance benchmarks. This was a priority discussion at the National Alliance Conference. This year, HUD will prioritize gathering information on youth and setting benchmarks on other populations. Mary Frances provided a reminder about the measurements for each type of project.

Mary Frances then provided the list of new CoC Board members nominated for this year. They include Laura Albovias, Gerry Gordon Brown, Greg Conley, Michael Gardner, Ann Lanham, Jonathan Lowe, and Shameka Parrish Wright.

The meeting ended at 4:35 as there was no further business.



MINUTES FOR THE LOUISVILLE/JEFFERSON COUNTY CONTINUUM OF CARE – AUGUST 29, 2016

Mary Frances Schafer opened the meeting at 3:30.

Item 1: The NOFA. The application is still in progress. Mary Frances has received the first draft of all project applications. There are no major revisions, but she is contacting people regarding any changes.

Item 2: The CoC will receive notification of program acceptance or rejection by August 30. A preliminary list was distributed during the CoC meeting.

Item 3: The project ranking is not complete at this time. Ranking is being completed based on HUD performance measures. Mary Frances is double checking the data since they are relatively new reports.

Item 4: Two projects have been reallocated – New Directions Transitional Housing and Shelter Plus Care V. Shelter Plus Care V had not yet renewed under the CoC program.

Item 5: Bonus project. Family Health Centers Rx: Housing has been approved as the bonus project. To be eligible for a bonus project the CoC had to demonstrate a past commitment to reallocation to projects that improve system performance.

Item 6: Applicant profile. All grantees were reminded that they need to update all of the documents on their applicant profile and obtain match letters prior to the September 15 NOFA deadline.

Item 7: Mary Frances distributed a questionnaire regarding agency participation and contracts with child and family social services agencies in Kentucky. The information will be used to complete a portion of the consolidated CoC Application.

Item 8: Mary Frances discusses project ranking, particularly the HUD Performance Measures and the impact this data will have on ranking. Particularly, income updates and the importance of completing them in a timely and correct manner was discussed. If people have questions they were instructed to contact HMIS lead, Will King. Additionally, the importance of accurate destination data was discussed. Agencies were reminded that program participants were now tracked throughout the entire system and returns to homelessness would impact the project ranking.

The meeting ended at 4:25.

Louisville/Jefferson Co., KY, Continuum of Care (KY 501)

1300 S. 4th Street, Suite 250

Louisville, KY 40208

Thursday, September 08, 2016

4:00 pm

Coalition for the Homeless

1. Welcome
2. Code of Conduct/Conflict of Interest Forms
3. 2016 Application
 - a. Coming to the end – due Sept 15
 - i. Projects lost/not asking to renew
 1. New Directions Transitional Housing – families
 2. Salvation Army Transitional Housing – families
 3. S+C V – Lou Metro – PSH
 - ii. New projects
 1. PSH for Chronics – Coalition / Family Health Center
 2. PSH for Chronics – Lou Metro
 3. RRH – Family and Children’s Place
 - b. Scoring of projects
 - c. Ranking of projects
 - i. Tier 2 ranking

Next Meeting: October 13th, 4:00 at the Coalition for the Homeless

Meetings are the second Thursday of each month at 4:00 in the basement of the Coalition’s building.

Nov 10	Dec 8	Jan 12	Feb 9	Mar 9	Apr 13	May 11	Jun 8	Jul 13	Aug 10	Sep 14	Oct 12
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MINUTES

The Board of Directors of the Louisville Metro Continuum of Care met on September 8, 2016 at the offices of The Coalition of the Homeless.

BOARD MEMBERS PRESENT: Rosemary Luckett, Stewart Pope, Pat McKiernan, Michelle Neuhauser, Joe Hamilton, Jennifer Clark, Donna Trabue, Alice Lanham, Lisa Osanka, Laura Albovias, Jonathan Lowe, Michael Gardner, Kim Frierson

GUESTS PRESENT: Mary Frances Schafer, Coalition of the Homeless

The meeting was called to order at 4:05 p.m.

Mary Frances announced that Joe Hamilton was resigning from the board because he had accepted a job with the state and would now be working in Frankfort. The board recognized Joe's long history of service dedicated to providing housing to the low-income and homeless community.

Mary Frances verified that all board members had signed Code of Conduct and Conflict of Interest forms.

2016 GRANT APPLICATION: The meeting continued with a discussion of the 2016 Grant application. Three projects are not being renewed. These projects are: New Directions Transitional Housing, Salvation Army Transitional Housing and Metro Louisville Shelter plus Care V. The meeting continued with a discussion of new projects and the scoring system for projects. Joe Hamilton and Jennifer Clark recused themselves from the meeting as Metro Louisville and Family and Children's Place had new projects for consideration.

A points system has been established to rate current and proposed projects. Points and project scores are established based on HUD outcomes measurement, the weight the community places on a measurement and what the NOFA says points are awarded for. Mary Frances presented a chart showing the scoring of all existing and proposed CoC projects and an explanation of items scored and the points system. Clarification was provided for the following items.

Return to Homelessness: The number of people who left the shelter and moved to permanent but returned to the system.

Data quality: Project completes annual updates in HMIS.

Data completeness: Enters data into HMIS but the data is incomplete.

The members discussed HUD preferences for housing. Current HUD preferences are Chronic, Youth, Families and Domestic Violence. HUD awards bonus points for projects within HUD focus.

A correction was made to the project scoring sheet. The project listed as LMH&FS should be listed as Wayside/PSH Men.

Members discussed low performing projects that reduce overall scores. These projects are met with to discuss performance and ways to improve performance. HUD encourages that low performance be reallocated or the CoC risks not being eligible for Bonus money.

Projects are ranked and divided into two tiers. Projects in Tier 1 are very likely to be funded by HUD. Projects in Tier 2 may or may not be funded depending on availability of HUD funds and other scoring factors. Transitional housing is not preferred by HUD and must be placed in Tier 1 or the money will be lost. VOA Transitional is family housing and there is already a shortage of family housing so it was placed in Tier 1. The Seven Counties Mental Health Outreach Team would also lose funding if placed in Tier 2. Members discussed approaching Seven Counties to transform this project to outreach for the Common Assessment.

During the discussion the reallocation process was clarified and confirmed by the board.

St Vincent de Paul straddles the line between Tier 1 and Tier 2. HUD may fund the entire project. In the alternative it may fund the portion over the line if it believes the project can function on the funds that remain.

The board then discussed the placement of the three new projects. The three new projects can be placed in Tier 1 to assure funding, however, placing the projects in Tier 1 would result in pushing existing projects in Tier 1 into Tier 2, jeopardizing the funding of existing projects. The board determined to leave the new projects in Tier 2. The board then considered the chart submitted by Mary Frances showing the scores for the projects under two scenarios. Placement on the chart affects the score. LMG rates higher under Scenario 2 because the amount of money required is less. The board considered the placement of LMG and FHC. Both projects would receive new money and both project administrators have a good history of performance. Both projects meet the HUD preference for RRH or PSH for chronic. However, if HUD has a limited amount of money they are likely to fund the lower cost project. If the limited funding is not sufficient to fund the more expensive project if it is placed higher on the chart they will fund neither. The board considered the number of units and beds involved. Following the discussion Pat McKiernan moved that the board adopt Scenario 2 for placing the new projects on the chart. The motion was seconded and a vote was held. The motion was passed by a unanimous vote of board members present.

The meeting was adjourned at 5:10 p.m.