

## Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

1. Reviewing the FY 2017 CoC Program Competition NOFA in its entirety for specific application and program requirements.
  2. Ensuring all questions are answered completely.
  3. Reviewing the FY 2017 CoC Consolidated Application Detailed Instructions, which gives additional information for each question.
  4. Ensuring all imported responses in the application are fully reviewed and updated as needed.
  5. The Collaborative Applicant must review and utilize responses provided by project applicants in their Project Applications.
  6. Some questions require the Collaborative Applicant to attach documentation to receive credit for the question. This will be identified in the question.
- Note: For some questions, HUD has provided documents to assist Collaborative Applicants in filling out responses. These are noted in the application.
  - All questions marked with an asterisk (\*) are mandatory and must be completed in order to submit the CoC Application.

For CoC Application Detailed Instructions [click here](#).

## **1A. Continuum of Care (CoC) Identification**

### **Instructions:**

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

**1A-1. CoC Name and Number:** 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 application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

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

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


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

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

The Coll. App. solicits potential members who represent key sub-populations through the year to ask them to join and share their voice. CoC reps. also create committees and attend meetings to target sub-pops. including vets, the chronically homeless, youth and families. These sub-groups create needs assessments and plans to address housing. CoC reps. attend mtgs. of other key sub-groups to solicit their needs including families at risk of homelessness, persons exiting prisons, LGBTQ advocates and youth employment and education groups. CoC reps. participate in Louisville's 2040 planning and use the data and interest from community members homelessness and at risk citizens. Finally, the Coll. App. hosts quarterly Saturday meetings for community volunteers that work with the homeless but cannot attend during work days. Input from all these groups is used to inform our CoC planning process, understanding of priority needs and best use of limited resources.

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

New CoC partners are solicited quarterly through e-news, social media and the Coll. App. website. The dates of all CoC mtgs. are shared in weekly e-news to over 1000. Coll. App. staff meet with potential members all year and reach out to those who represent key sub-pops. to invite them. The CoC solicits participation from neighborhood groups and community leaders in the 12 lowest income zip code areas of opportunity. The CoC board is solicited from special sub-pops. per the Charter and homeless persons are included in the CoC membership, board, youth advisory board, veteran advisory board and outreach groups and are encouraged to represent the CoC through their voice whenever the CoC speaks publicly. Annually, notices are sent through e-news, the website and social media about the opportunity for any agency (including new participants) to submit for CoC funding. Any applicants, new or existing can get assistance in completing the proposal through the Coll. App.

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

**proposals.  
(limit 1000 characters)**

On July 25, 2017, The Louisville CoC solicited renewal and new proposals through a pre-application emailed to all parties who had expressed a past interest. On August 1, 2017, this same request was posted on Facebook and in an e-news notice to over 500 service providers and developers added through the year. The notice stated that the CoC was soliciting new projects as well as renewal requests from eligible entities regardless of past participation in the CoC and asked that the pre-application be completed and returned to the Collaborative Applicant by August 4, 2017 (later extended to August 15, 2017). Both new and renewal proposals were submitted and ranked. The requests for funding did not exceed the amount of available funding and all projects addressed needs the CoC has discussed and met necessary threshold requirements. Therefore all requests were included in the final ranking.

## 1C. Continuum of Care (CoC) Coordination

### Instructions:

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

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

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

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

The Collaborative Applicant meets quarterly with the sole ESG recipient and Consolidate Plan jurisdiction Louisville/Jefferson County Metro Government. A CoC board member sits on the ESG funding team and an ESG recipient rep.

sits on the CoC board and membership. Presently both entities are hosting bi-weekly meetings to review the family homeless system to create a list of efforts to improve the transition from homelessness to housing for families. In addition to HIC and PIT data the CoC lead provides information on unmet need and best practices. The CoC Lead reviews and comment on the Consolidated Plan draft when it is posted for comment and meets to discuss if there are any unaddressed concerns. Finally, the CoC Lead and ESG recipient work together to train and monitor those funded through the CoC and ESG as well as create outcome measures to determine the best use of funding.

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

Lou. police use the best practice of fatality reviews on DV calls. Those at risk of death are taken to shelter lowering the # dying from violence but increasing victims of violence living in general shelters. All persons seeking shelter are asked about violence vulnerabilities when requesting a bed to target the best option for their needs. All in immediate danger are referred to the DV shelter. DV families receive prioritization points for shelter. CoC & CE providers receive DV training 2X a year (incl. new VAWA policies). Louisville has 2 emergency DV/sex trafficking homes. The city provides \$1.5 million in CDBG, \$50,000 in ESG & 5 units of RRH with ESG for DV victims. Funding is matched with a state marriage license tax & federal DV funding. 24 units of perm. housing have been created for victims exiting shelter with LIHTC funding. DV victims & service staff attend & vote at CoC mtgs & on the CoC & Coll. App. board. All DV data is confidential & on a separate database.

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

Training is provided by our DV program to all shelter and homeless service staff (including permanent housing) on best practices in addressing domestic violence and sex trafficking (twice during the year). This training is also provided to staff who manage the coordinated entry processes. The domestic violence shelter staff also work with these agencies to create appropriate questions and protocols to identify, protect the confidentiality of and secure safety for any homeless persons. All of these policies have recently been updated to comply with federal VAWA laws. The HMIS administrator works with the local domestic violence agency to coordinate data through their databases and determine the true scope of need and availability of services for domestic violence victims. This is used to prioritize funding and insure safety designs in programming.

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

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

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry	PHA has General or Limited Homeless Preference
Louisville Metro Housing Authority	21.00%	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-4a. For each PHA where there is not a homeless admission preference in their written policies, identify the steps the CoC has taken to encourage the PHA to adopt such a policy.  
(limit 1000 characters)**

N/A

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

In October of 2016, the Louisville CoC and Metro Louisville issued a CoC-wide anti-discrimination policy mirroring the federal rule and hired our local Fairness agency to conduct five mandatory half-day trainings for all ESG and CoC recipient staff. Equal access training is now offered annually and all programs are monitored for compliance. Additionally, the Client Engagement Committee of the Louisville CoC conducted surveys with LGBTQ clients who were presently using or had used services in local homeless agencies to learn of any non-compliance and provide advice in improving the services of the agencies. The new Homeless Youth Committee and Youth Advisory Board both have strong participation from homeless youth and LGBTQ groups in order to create



appropriate services to address their needs.

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

Engaged/educated local policymakers:	<input checked="checked" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="checked" type="checkbox"/>
Engaged/educated local business leaders	<input checked="checked" type="checkbox"/>
Implemented communitywide plans:	<input type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 50 characters)	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

## 1D. Continuum of Care (CoC) Discharge Planning

### Instructions:

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

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

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

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

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

Foster Care:	<input checked="checked" type="checkbox"/>
Health Care:	<input checked="checked" type="checkbox"/>

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

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

### Instructions

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

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

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

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

### 1E-2. Severity of Needs and Vulnerabilities

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

The CoC ranking and selection process for the FY17 funding competition included the following factors: % of program participants with zero income at entry, % of program participants with more than one disability type, % of program participants entering from a place not meant for human habitation, % of program participants reporting a current or past substance abuse issue at entry, % of participants reporting abuse/victimization or a history of victimization/abuse, Domestic Violence, or Sexual Assault. All factors were scored using data from HMIS or a comparable database. In addition to the following factors, the CoC Board of Directors took into account if a project had a particular vulnerability or population focus (such as youth, HIV/AIDS, or severe mental illness) and was uniquely situated to provide services to that population when considering the final project ranking.

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

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

Public Posting	
CoC or other Website	<input checked="" type="checkbox"/>
Email	<input checked="" type="checkbox"/>
Mail	<input type="checkbox"/>
Advertising in Local Newspaper(s)	<input type="checkbox"/>
Advertising on Radio or Television	<input type="checkbox"/>
Social Media (Twitter, Facebook, etc.)	<input checked="" type="checkbox"/>

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

Option 1: The CoC actively encourages new and existing providers to apply for new projects through reallocation.

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

Option 2: The CoC has cumulatively reallocated at least 20 percent of the CoC's ARD between FY 2013 and FY 2017 CoC Program Competitions.

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

**Reallocation: Option 1**

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

**1E-5. If the CoC rejected or reduced project application(s), enter the date the CoC and Collaborative Applicant notified project applicants their project application(s) were being rejected or reduced in writing outside of e-snaps.** 09/13/2017

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

**1E-5a. Provide the date the CoC notified applicant(s) their application(s) were accepted and ranked on the Priority Listing, in writing, outside of e-snaps.** 09/13/2017

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

## Reallocation Supporting Documentation

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

Document Type	Required?	Document Description	Date Attached
Reallocation Supporting Documentation	No	KY-501 Reallocati...	09/25/2017

## Attachment Details

**Document Description:** KY-501 Reallocation Documentation



## 2A. Homeless Management Information System (HMIS) Implementation

### Intructions:

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

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

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

**2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA.** Pgs. 10 and 11, Charter

**2A-2. Does the CoC have a HMIS Policies and Procedures Manual? Attachment Required: If the response was "Yes", attach a copy of the HMIS Policies and Procedures Manual.** Yes

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

**2A-4. Using the drop-down boxes, select the HMIS implementation Coverage area.** Statewide HMIS (multiple CoC)

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

**in that project type.**

Project Type	Total Beds in 2017 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	511	104	407	100.00%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	406	0	402	99.01%
Rapid Re-Housing (RRH) beds	123	4	119	100.00%
Permanent Supportive Housing (PSH) beds	1,689	0	1,204	71.28%
Other Permanent Housing (OPH) beds	263	0	263	100.00%

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

**(limit 1000 characters)**

The Louisville CoC has consistently had almost 100% HMIS coverage for all beds in our CoC. We do this by helping to cover the cost of HMIS access and requiring HMIS entry in ESG, HOPWA, CDBG and CoC contracts. However, it has been a challenge to get the VA to enter information into HMIS and their funding is not allocated through the city or the CoC. They have the majority of PSH beds through VASH. We have been meeting with them about this issue for years and they are now entering VASH beds in HMIS but had not started as of the January 2017 PIT.

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

12

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

04/24/2017

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

### Instructions:

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

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

**2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy)** 04/24/2017

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

### Instructions:

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

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

The Louisville CoC has established a consistent method for the sheltered PIT count that is implemented quarterly. All shelters submit bed stays for quarterly PIT nights to the Collaborative Applicant by the deadline established in the quarterly notice. The numbers submitted are verified through HMIS and any discrepancies are addressed through a call and correction the following week. This process is extremely accurate and has been working for several years. Any changes in the sheltered PIT counts have much more to do with changes in our overall homeless population and losses in the numbers of emergency and transitional housing beds.

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

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

Beds Added:	93
Beds Removed:	99
Total:	-6

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

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

Beds Added:	0
Beds Removed:	0
Total:	0

**2C-4. Did the CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017?** Yes

CoCs that did not conduct an unsheltered count in 2016 or did not report unsheltered PIT count data to HUD in 2016 should compare their efforts in 2017 to their efforts in 2015.

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

The CoC worked hard to improve the unsheltered PIT over the past 2 yrs. The CoC conducted a campaign with volunteer outreach groups to increase coverage and knowledge of homeless camps. We improved our partnership with police, outreach agencies and young adults which improved our knowledge of sites and allowed us to have team leads on the street count night with relationships with the homeless. Many outreach partners have social media that helps locate the homeless and social media has tripled the number of volunteers and therefore sites we search throughout the county during the PIT (from 100-300). We moved our PIT from the evening to 4-6:00 a.m. to more easily identify the homeless, have had mild weather, and added breakfast for volunteers. While these efforts led to an increase in those counted, we feel our efforts have improved our understanding of who is in need. This should not be construed as an increase in homeless persons as the overall number continues to decrease.

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

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

The Louisville CoC began a community-wide effort to address youth and young adult homelessness in 2016. As part of this effort, we met with the YMCA Safe Place homeless youth outreach team and a group of homeless and formerly

homeless youth twice prior to the 2016 PIT. This team helped to identify key sites for homeless youth and recruited four youth teams to go to those sites for the PIT count. The Louisville CoC also created a Youth Advisory Committee in 2016 which created a list of additional recommendations that will be implemented in the 2018 PIT including the use of social media to tell homeless youth where to go to be counted, potential incentives for participation, and added areas frequented by youth including fast food restaurants.

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

The Louisville CoC held six meetings of the Rx: Housing Committee during 2016-2017. This committee addresses the needs of special populations targeted for housing and was focusing on homeless veterans and the chronically homeless during 2016-17. The team conducted an outreach campaign to partner with local volunteer homeless outreach groups increasing our coverage and knowledge of street outreach locations. We also improved our partnership with local police, outreach agencies and veterans which has improved our knowledge of sites and created team leads during PIT who have relationships with the homeless. Many outreach partners have social media that allows the homeless to connect directly and tell them where they are so we can find them and they hosted a give away night with food, clothing and other items so that homeless persons would come for services and be counted that evening.

## **3A. Continuum of Care (CoC) System Performance**

### **Instructions**

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

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

Metro Louisville experienced a 512 person decrease in the number of persons who became homeless this year compared to last. This is part of a five-year decrease in homelessness for Louisville. In order to decrease first time homelessness, the CoC has increased partnerships with providers of homeless prevention to divert individuals and families from homelessness. This effort is coordinated through the Single Point of Entry and Common Assessment who work to divert those who are at risk of losing housing to the city's Neighborhood Place one-stop shop. These agencies located throughout the county conduct an assessment to insure families and individuals are accessing all eligible benefits and bring together the partners who can assist with rent and other household debt. The entity responsible for overseeing the CoC's strategy to reduce first time homelessness is Metro Louisville's Neighborhood Place.

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

Metro Louisville experienced an increase in the days homeless by 5 days. This is in spite of the fact that the CoC has been working to prioritize housing for those in greatest need through the common assessment to insure long-term homeless are housed more quickly. The CoC worked to create an HMIS report which identifies long term stayers in HMIS and worked with shelters to house these individuals or exit them in HMIS if that is the issue. The collaborative

applicant hired an AmeriCorps member to help individuals in shelter with a voucher complete a housing search and move from shelter as quickly as possible. These efforts have removed many long-term stayers from the homeless shelter data and decreased the chronically homeless street count (and the overall length of stay for these long term homeless) by 60%. The entity responsible for overseeing the CoC's strategy to reduce first time homelessness is the CoC Board.

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

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

Metro Louisville's CoC has had and continues to maintain a very high success rate of permanent housing placement and retention. Additionally, this rate did increase this year by .6% from 91.8% to 92.4%. To maintain this level of permanent housing placement and retention, all programs are required to complete a quarterly report which allows each program to see how they compare to other programs and correct any errors in HMIS data as necessary. When housing placement and retention scores dip below average CoC rates the project is provided technical assistance in program procedures to help improve program placement and retention. The collaborative applicant is responsible for overseeing the CoC's strategy for permanent housing placement and retention.

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

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

Metro Louisville had a very slight increase of 1% in returns to homelessness. To date, the Louisville CoC has worked to measure these returns system wide and create a list of those who are identified in HMIS as returning to homelessness. The Louisville CoC also worked with the housing authority to access 100 "move up" vouchers which provide a safety net for those individuals and families who do not appear to be able to maintain their rental payments after RRH assistance in order to avoid a return to homelessness. In the coming 12 months, we plan to share data on which clients are most likely to return in order to assist the Common Assessment Team in making the most appropriate placements and work to identify successful aftercare models that could be implemented. The entity responsible for overseeing the CoC's strategy to reduce returns to homelessness is the CoC Board.



**3A-5. Performance Measures: Job and Income Growth**

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

Metro Louisville saw an increase of 61 people (2%) in total income for stayers and a decrease of 7 people (6%) in total income for leavers. The increase for stayers is due to the CoC's effort to increase our partnerships and referrals with Kentuckiana Works. Especially in regard to youth homelessness – 150 referred this Summer – and supported employment. Program-funded projects have been key to making these employment referrals and housing employment programs on site. The entities responsible for increasing job and income growth are the Mainstream Services committee (benefits) and the Employment/Education Committee (employment). The decrease of 7 people for leavers reflects the fact that sometimes people leave the system without our knowing why or where. This means that they leave the services of case management and therefore the support needed to maintain benefits. We believe this is the main reason for 7 less people increasing their non-employment benefits for last year.

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

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

N/A

**3A-7. Enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2016.** 06/05/2017  
(mm/dd/yyyy)

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

### Instructions

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

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	597	664	67

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

Total number of beds dedicated as Dedicated Plus	201
Total number of beds dedicated to individuals and families experiencing chronic homelessness	70
Total	271

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

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

History of or Vulnerability to Victimization	<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 with Mental/Physical Disability	<input checked="" type="checkbox"/>

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

The CoC has increased the number of RRH units available to families through ESG (40) and CoC (20) funding for the last 3 years. Units are filled by a common assessment team that assesses all homeless persons in Louisville upon entry into the homeless services system to insure families are housed quickly. The CoC works with landlords to increase available units and cross trains staff so that an HQS inspection can be conducted the same day a unit is vacated. With these steps in place a family can be identified and access housing within 30 days of homelessness. But there are not adequate RRH and PSH resources so Louisville Metro and the CoC have created a city-wide process improvement project for 2017 that includes assessing the number of units available versus need for family homelessness, interviewing homeless families about the process and creating suggestions for improvement and redesign. This process is led by the Community Services Department at Metro Louisville.

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.	31	32	1

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

The Louisville CoC Policies and Procedures include the requirement that emergency shelters, transitional housing facilities and permanent housing projects within the CoC cannot deny admission to, or separate family members

when they enter shelter or housing, including serving family members together and in accordance with each family member's self-reported gender regardless of age, sex, gender, LGBT status, marital status or disability. This policy is covered at least twice each year during CoC meetings, is included in ESG and CoC contracts and is covered in ESG implementation training.

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

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

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

History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)	<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	<input type="checkbox"/>

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

In 2016, the CoC created a plan to address youth homelessness with 40 partners. The plan assesses existing resources and lists gaps to house all youth. Presently, Louisville has over 800 homeless youth (24 and under) per year and has a by name list of just over 200. Louisville is one of five cities in the 100-day challenge funded by HUD and plans to house 100 homeless youth in 100 days. Louisville has added 32 new transitional, 50 new permanent and 20 new RRH units for youth and accessed 150 slots in employment programs. We raised over \$60,000 to test additional model programs including fictive care, Family Scholar House, and Host Homes. We are measuring number of youth

safely and stability housed, number with vulnerabilities, the number connected to education and/or employment and the number who return to homelessness. We believe these are the best measures to insure effective housing and community involvement for future success per national best practices and research.

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

Giselle Danger-Mecaderes is the Homeless Education Coordinator for Louisville. She is also a member of the Louisville CoC, the Louisville Homeless Youth Committee, and the 100 Day Homeless Youth team. She hosts annual training for all teachers and school educators with the Coll. App. Including the rights of homeless children. She provides transportation within 24 hours, uniforms, school supplies and advocacy for homeless youth and creates priorities for them to access Out of School Time and Summer assistance. She provides training to parents in shelter about access to school and conducts an assessment of all youth in shelters to address needs. The CoC policies require each shelter to name a homeless education coordinator. This name is posted at the shelter and this person works with the school system to insure access to education for all students.

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

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

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

**(GPD).  
(limit 1000 characters)**

The CoC has an array of services and housing for homeless veterans. In 2015, Louisville prioritized homeless veterans and housed 1100 in a two year period. Louisville now houses about 25 veterans per month, the rate they become homeless. The VA coordinates outreach to identify newly homeless veterans and refers to Volunteers of America, the SSVF provider and front door for homeless veterans. VOA provides an assessment and makes referrals to shelter, housing, services and employment. Louisville has no waiting list for emergency per diem beds and immediately begins working with these veterans to access permanent housing through VASH and/or set asides in Section 8. This makes it possible to quickly house veterans with any vulnerabilities including disabilities, low/no income, substance abuse, criminal history and/or chronic homelessness. The homeless veteran committee continues to meet quarterly to insure they are meeting their goals and housing veterans at the rate they become homeless.

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

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

**3B-3.4. Does the CoC have sufficient resources to ensure each Veteran is assisted to quickly move into permanent housing using a Housing First approach?** Yes

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

### Instructions:

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

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

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

### 4A-1a. Mainstream Benefits

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

The Mainstream Services Committee of the CoC is the group primarily responsible for insuring that all homeless can access mainstream services and benefits. The committee meets monthly and brings in different mainstream providers to address questions about such benefits as Medicaid, food stamps, TANF, VA benefits, and substance abuse programs. All front line homeless case managers are invited to these and monthly lunch and learn meetings for service providers. Additionally, the CoC worked with the Kentucky Interagency Council on Homelessness to have state agencies responsible for benefit programs agree to improve access and availability through a new on-line system to increase housing and services for the CoC including funding through SAMHSA, the federal and local VA, Louisville Metro, the Louisville Metro Housing Authority, CDBG, The Louisville Housing Trust Fund, the LIHTC

program, private foundations and individuals.

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

Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO project applications in the FY 2017 competition (new and renewal)	31.00
Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2017 competition.	31.00
Percentage of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications in the FY 2017 competition that will be designated as "low barrier"	100.00%

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

Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH project applications in the FY 2017 competition (new and renewal).	31.00
Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications that selected Housing First in the FY 2017 competition.	29.00
Percentage of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications in the FY 2017 competition that will be designated as Housing First.	93.55%

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

The CoC has a community-wide (100% of county) outreach program. Street Outreach is conducted on a daily basis. The team includes staff from the mental health and substance abuse recovery provider, youth shelter and youth outreach program, VA hospital and health care for the homeless program. During cold weather, a van travels through the county to bring the homeless to overflow shelter. The outreach team serves as part of the single point of entry collecting HMIS data on the street homeless. The outreach teams work with the homeless youth advisory board, homeless veteran groups, police officers, local churches, hospitals and community ministries in every zip code to identify new homeless camps including those occupied by youth and veterans. The team has access to a translation service for those who are not English speaking and provides information materials about homeless services in English and Spanish.

**4A-5. Affirmative Outreach**  
**Specific strategies the CoC has implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status, or**



**disability; who are least likely to apply in the absence of special outreach.**

**Describe: (1) the specific strategies that have been implemented that affirmatively further fair housing as detailed in 24 CFR 578.93(c); and (2) what measures have been taken to provide effective communication to persons with disabilities and those with limited English proficiency. (limit 1000 characters)**

The Louisville CoC provides outreach materials in both English and Spanish, called Street Tips, to community organizations that provide services to the homeless, including non-traditional and volunteer based organizations. Marketing materials are distributed to churches, hospitals, public libraries, etc. All organizations within the CoC are required to post non-discrimination statements that include information on how to file complaints regarding Fair Housing violations. The Louisville Metro Human Relations Commission, part of the Consolidated Plan jurisdiction, trains CoC providers and provides information on how to contact them if a recipient encounters a condition or action that impedes fair housing choice. CoC providers are encouraged to have staff who speak Spanish, the second most commonly spoken language in the Louisville CoC according to the US Census Bureau. Access to a language line is used if staff are not able to provide translation services.

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

	2016	2017	Difference
RRH beds available to serve all populations in the HIC	114	123	9

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

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

## 4B. Attachments

### Instructions:

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

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	1 KY-501 Evidence...	09/25/2017
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	3 KY-501 Rating a...	09/25/2017
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes		
05. CoCs Process for Reallocating	Yes	5 KY-501 CoC Proc...	09/25/2017
06. CoC's Governance Charter	Yes	6 KY-501 CoC Gove...	09/25/2017
07. HMIS Policy and Procedures Manual	Yes	7 KY-501 HMIS Pol...	09/25/2017
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	9 KY-501 PHA Admi...	09/25/2017
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	10 KY-501 CoC-HMI...	09/25/2017
11. CoC Written Standards for Order of Priority	No	11 KY-501 CoC Wri...	09/25/2017
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	13 KY-501 System ...	09/25/2017
14. Other	No		
15. Other	No		

## **Attachment Details**

**Document Description:** 1 KY-501 Evidence of Communication to Rejected Participants

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** 3 KY-501 Rating and Review Procedure

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** 5 KY-501 CoC Process for Reallocation

## **Attachment Details**

**Document Description:** 6 KY-501 CoC Governance Charter and P&Ps

## **Attachment Details**

**Document Description:** 7 KY-501 HMIS Policies and Procedures

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** 9 KY-501 PHA Administration Plan

## **Attachment Details**

**Document Description:** 10 KY-501 CoC-HMIS MOU

## **Attachment Details**

**Document Description:** 11 KY-501 CoC Written Standards for Order of  
Priority

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** 13 KY-501 System Performance Measures

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:**

## Submission Summary

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

Page	Last Updated
1A. Identification	08/24/2017
1B. Engagement	09/25/2017
1C. Coordination	09/25/2017
1D. Discharge Planning	08/24/2017
1E. Project Review	09/25/2017
1F. Reallocation Supporting Documentation	09/25/2017
2A. HMIS Implementation	09/25/2017
2B. PIT Count	09/25/2017
2C. Sheltered Data - Methods	09/21/2017
3A. System Performance	09/25/2017
3B. Performance and Strategic Planning	09/22/2017

**4A. Mainstream Benefits and Additional Policies**

09/22/2017

**4B. Attachments**

Please Complete

**Submission Summary**

No Input Required

#### 1E-4. Reallocation Attachment:

Following are minutes from CoC meetings from the last three years where The Coalition for the Homeless, Louisville Collaborative Applicant, has actively encouraged new and existing providers to apply for new projects through allocation (especially if transitional or services only).

The Louisville CoC was unable to cumulatively reallocate at least 20 percent of the CoC ARD for two reasons. First, the majority of our grants are already focused on permanent housing through Permanent Supportive Housing and Shelter Plus Care. These permanent projects have been our CoC priority and we, therefore did not wish to reallocate although we did have a smaller group of projects that we have worked to reallocate since 2013. Also, in the FY2015 competition, we had several projects that we were working to reallocate to other types of funding that were not renewed and while that funding has been replaced through new SHP projects, it was not done through reallocation.





## Continuum of Care 2015-2016

July 6, 2015

1. Mary Frances welcomed everyone to the Louisville CoC meeting and announced that the NOFA is out.
2. Rich Knight of the HUD field office shared:
  - i. We are moving along with grant renewals. We think we have initiated the renewal process for the grants that have already expired. But if anyone has an expired grant but has NOT received either the new Exhibit 2 OR the Issues and Conditions, please contact your CPD Rep ASAP so we can get the renewal going.
  - ii. We are planning an All Grantee Meeting just for competitive grantees and sub recipients for March 2016. Location and date has not been set. We are soliciting specific ideas for topics and presentations. This is an opportunity to help set the agenda. Please send your suggestions to [Roger.A.Leonard@hud.gov](mailto:Roger.A.Leonard@hud.gov) and [Richard.L.Knight@hud.gov](mailto:Richard.L.Knight@hud.gov)
3. Mary Frances shared that HUD goals and outcomes are:
  - I. Length of Stay
    - i. ART 216 to determine who is exceeding the following guidelines
      1. Transitional Housing: Over 365 days (1 year). If you are not meeting this you are encouraged to consider moving to RRH or PSH.
      2. Emergency Shelter: Over 180 days (6 months)
    - ii. Identify by name who has exceeded the above and determine why.
      1. There may be very reasonable reasons why someone has exceeded the above but please identify who and why and determine if there is anything that could be done to expedite their exiting the homeless provider system.
  - II. Reoccurrences (Recidivism)
    - i. We are beginning to get clues as to what a "Reoccurrence" is. Bowman has received the specs on how to create reports to tell us this information so we will be using HMIS to learn how each project is doing and more importantly how the CoC is doing with folks leaving shelters/programs and returning either to the same or a different project within the CoC system. Will and I are studying the specs and already know that EVERYONE needs to be diligent in completing their HMIS records as cleanly and completely as possible. (You do not want to get into a situation where you need to do a lot of clean up!!) Do it right the first time!
  - III. New Report for measuring HUD Outcomes
    - i. There is a helpful report (ART 252) that has been updated to give you a better idea of how you are doing with HMIS data quality. This report uses a different but more accurate way of indicating whether you are putting in all the information that will be needed for the HUD reports.
      1. This report was run for all agencies and programs that receive CoC money for Jan 2015 – June 2015.
      2. This report will be used to monitor HMIS participation in the future – NOT NOW
      3. We are giving you your report so you can see what it measures and how to get up to speed in your data entry.
      4. FYI, HUD is indicating that the data used to produce the report using this information will pull from a year prior. This is to determine "Reoccurrence".
      5. So the sooner you begin to enter the information in the new required categories the better it will be.
  - IV. Mary Frances reminded CoC participants once again that SSO's and transitional housing score more poorly, therefore transitional housing remaining in the community will be highly encouraged to move toward RRH or PSH for chronics OR risk losing funding in the 2015 application.
4. Natalie Harris gave the Zero 2016 (Since Jan 2015) report
  - I. Total Housed: 260
  - II. Veterans Housed: 183
  - III. Chronics Housed: 156
  - IV. Total Veterans coming into the system: 124
  - V. Functional Zero for Veterans: 513 (by end of 2015)
    - i. Remaining: 330
  - VI. Functional Zero for Chronics: 387 (by end of 2016)

i. Remaining: 231

5. HUD issued a guidance on Verifying Homelessness

I. HUD FAQ answer to when a person must be proved homeless/chronic for PSH projects.

i. At time of application and at time of enrollment into the PSH project.

- ii. "HUD has determined that during this interim period after enrollment but before an appropriate unit has been identified and approved the household will generally continue to reside in an emergency shelter or on the streets, prolonging their period of homelessness. If, during this time, the household is able to spend a few nights with a friend or family or in a hotel or motel, their homeless status (or chronically homeless status, if applicable) and eligibility for the permanent housing program in which they have already been enrolled would not change. If the program participant is not able to wait for the permanent housing placement with a family or friend, and a transitional housing bed (from any funding source) is available, then HUD would allow the program participant to be housed temporarily in that bed while a permanent housing unit is identified. Further, persons that were documented as chronically homeless at the time of intake and enrollment into the permanent housing project, can continue to be considered to be chronically homeless status while they wait for their permanent housing unit."

6. The CoC Board approved the following priorities for PSH openings.

- i. The extremely vulnerable
- ii. Veterans
- iii. The vulnerable
- iv. Chronics

7. Mary Frances gave the following Single Point of Entry Reminders:

- I. **DO NOT TURN PEOPLE AWAY who do not have an ID card!**
- II. No project – emergency, transitional or permanent should be taking people into their project that has not come through the single point of entry to access the system.
- III. If you take someone directly off the street to fill a vacancy for the night you MUST have the person/family complete the HMIS paperwork and send it to SPE the next day.
- IV. Weekends are the best time to get someone in an SPE bed!!
- V. NO ONE should be doing the initial entry of the Universal Data Elements at your program. SPE does that!!!
- VI. When all the beds are full, SPE is telling singles to go to the shelters at check in time so that if someone does not show up or is not allowed in the shelter due to intoxication, they could claim an empty bed. This is not done for families.
- VII. **Please, when telling people to go to the Coalition for an ID card, tell them that we take walk ins from 10 – 1:30 Monday through Friday. Many folks have come to the office after hours and said they were not told the hours.**

8. Announcements were given around the room.

Next Meeting Dates

Monday		All Meetings are at				3:30	at Metro United Way				
Aug 3	Sep 14	Oct 5 ##	Nov 2	Dec 7	Jan 4 ##	Feb 1	Mar 1	Apr 5 ##	May 3	Jun 7	Jul 5 ##

## Indicates the additional HMIS User Group meeting beginning at 2:30.



## Continuum of Care 2015-2016 May 2, 2016

1. Mary Frances welcomed everyone to the Louisville CoC meeting.
2. Mary Frances explained that electronic submissions (PIT) are due May 5<sup>th</sup>, 2016.
3. Ajeenah Sharif gave a report from the Consumer Participation Task Force who interviewed transgender clients from the Louisville CoC system to understand their satisfaction and suggestions for change to improve the system.
4. Cory Bledsoe gave an update on changes in leadership, hours and programming at Louisville Rescue Mission. They will no longer continue to administer their CoC grant at the end of the program year.
5. Mary Frances explained that HUD has issued a clarification that program income can be used as match. She also shared information about the HUD Tier 2 funding announcement:
  - I. Total funding received: \$9,060,310
  - II. Total renewals not funded: \$1,185,867
  - III. Total new projects not funded: \$677,611
6. Mary Frances reminded CoC participants once again what can be learned from the funding announcement:
  - I. SSO's and transitional housing score more poorly, therefore:
    - i. All transitional housing remaining in the community will be highly encouraged to move toward RRH or PSH for chronics OR risk losing funding in the 2016 application.
  - II. We also lost points and need to change:
    - i. 53% of our projects met Housing First requirements. The HUD goal is 75%.
    - ii. 56.48% of our PH turnover beds are prioritized for the chronically homeless. The HUD goal is 85%.
    - iii. 53.39% of those exiting SSO's, TH and RRH exited to permanent housing destinations. The HUD goal is 80%.
7. Mary Frances reminded the CoC of the HUD Performance Benchmarks:
  - I. Information will be gathered from HMIS and PIT data
    - i. Data that do not meet coverage and data quality thresholds (2012 and forward) may affect competitiveness.
  - II. Rapid Rehousing
    - i. Reduce the length of time program participants spend homeless
    - ii. Exit households to permanent housing
    - iii. Limit returns to homelessness within a year of program exit.
  - III. Emergency Shelter, Transitional, RRH, PSH, SSO not street outreach
    - i. Reduce the length of time persons remain homeless
    - ii. Reduce the number of persons who return to homelessness with a year of exit from the system
    - iii. Increase the number of adults who gain or increase income. (ES not included)
    - iv. Reduce the number of persons who become homeless for the first time.
    - v. Increase the number of people who exit street outreach to PSH, temporary destinations not including the street and some institutional destinations
    - vi. Increase the number of people who exit to or retain permanent housing.
8. Will King shared that the Coalition ran a new HMIS report intended to give us PIT information from the shelters. While there are some discrepancies, most of the information was correct.
9. Mary Frances reminded everyone of the Chronic Homelessness requirements:

The grant holder has the responsibility to prove and document chronic homelessness

  - i. Common Assessment helps with this to insure an appropriate referral
  - ii. This is only a help – the program needs to make sure the documents are in order and that the person is eligible at the time of enrollment into the program.
10. Announcements were given around the room.

### Next Meeting Dates

Monday		All Meetings are at				3:30	at Metro United Way					
Jun 6	Jul ? ##	Aug 1	Sept 12	Oct 3 ##	Nov 7	Dec 5	Jan 2 ##	Feb 6	Mar 6	Apr 3	May 7	

## Indicates the additional HMIS User Group meeting beginning at 2:30.





## Continuum of Care 2015-2016

June 6, 2016

1. Mary Frances welcomed everyone to the CoC Meeting. The July Meeting will be changed to Monday, July 11 due to the holiday.
2. Mary Frances shared the CoC's new focus on HUD Performance Benchmarks. Please review your data and look at:
  - i. HMIS quality
    1. ART 701 Data Completeness (4 grades)
    2. Art 260 Annual Assessments
  - ii. Priority populations
    1. DV
    2. Youth
    3. Families
  - iii. Return of funds – last 3 completed operating years
  - iv. Housing First
  - v. Commitment of turnover slots to be prioritized toward chronics
3. What Mary Frances reminded CoC participants once again what can learned from the funding announcement:
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    - i. All transitional housing remaining in the community will be highly encouraged to move toward RRH or PSH for chronics OR risk losing funding in the 2016 application.
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4. \_\_\_\_\_
5. HUD Performance Benchmarks
  - I. Information will be gathered from HMIS and PIT data
    - i. Data that do not meet coverage and data quality thresholds (2012 and forward) may affect competitiveness.
  - II. Rapid Rehousing
    - i. Reduce the length of time program participants spend homeless
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    - iv. Reduce the number of persons who become homeless for the first time.
    - v. Increase the number of people who exit street outreach to PSH, temporary destinations not including the street and some institutional destinations
    - vi. Increase the number of people who exit to or retain permanent housing.
6. Announcements were shared around the room.

### Next Meeting Dates

Monday		All Meetings are at					3:30	at Metro United Way				
Jul ? ##	Aug 1	Sept 12	Oct 3 ##	Nov 7	Dec 5	Jan 2 ##	Feb 6	Mar 6	Apr 3	May 1	Jun 5	

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## Continuum of Care 2016-2017 July 11, 2016

1. Mary Frances welcomed everyone to the Louisville CoC
2. Giselle Danger-Mercaderes, the JCPS Homeless Youth Coordinator shared resources available to youth returning to school.
3. Mary Frances shared that the CoC NOFA is out! Important dates:
  - i. Application due September 14<sup>th</sup>
  - ii. CoC target date: Sept 12
  - iii. Notification of projects included or not: August 30
  - iv. Project Applications deadline: August 15

She also gave suggestions to improve the CoC scores:

- II. Non-housing first projects are hurting themselves twice as the CoC loses points and the project itself loses points.
  - III. 85% must be housing first or low barrier – 12 points
  - IV. 80% of those exiting services and transitional housing need to be going to permanent housing – 7 points. If you have a transitional program and are not meeting these goals, you are encouraged to move toward RRH or PSH.
  - V. 85% of PSH units funded by CoC must be dedicated to the chronic homeless – 10 points AND we are already doing this through Common Assessment. We need to be sure we are reflecting this in the CoC application AND the project applications.
4. Mary Frances reminded CoC participants once again what can learned from the funding announcement:
- I. SSO's and transitional housing score more poorly, therefore:
    - i. All transitional housing remaining in the community will be highly encouraged to move toward RRH or PSH for chronics OR risk losing funding in the 2016 application.
  - II. We also lost points and need to change:
    - i. 53% of our projects met Housing First requirements. The HUD goal is 75%.
    - ii. 56.48% of our PH turnover beds are prioritized for the chronically homeless. The HUD goal is 85%.
    - iii. 53.39% of those exiting SSO's, TH and RRH exited to permanent housing destinations. The HUD goal is 80%.
5. Mary Frances reminded CoC recipients to read the Integrity Bulletin – HUD & OIG
- I. Procurement and Contracting
  - II. Please read and be alert for additional Bulletins
- 

6. HUD Performance Benchmarks
- I. Information will be gathered from HMIS and PIT data
    - i. Data that do not meet coverage and data quality thresholds (2012 and forward) may affect competitiveness.
  - II. Rapid Rehousing
    - i. Reduce the length of time program participants spend homeless
    - ii. Exit households to permanent housing
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    - v. Increase the number of people who exit street outreach to PSH, temporary destinations not including the street and some institutional destinations
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7. Announcements were shared around the room.

### Next Meeting Dates

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## Continuum of Care 2017-2018 Monthly CoC Meeting August 14, 2017

Mary Frances Schafer called the meeting to order at 3:32.

Mary Frances then discussed key financials of the 2017-18 CoC application which is due on September 28. The Annual Renewal Demand is \$9,180,192 with a tier 2 of \$1,377,029 and bonus of \$550,812. All renewals have requested renewal funding with two exceptions. First, the Louisville CoC has worked with VOA to reallocate their funding from TH to TH/RRH. Second, Centerstone was encouraged and agreed to reallocate their funding from a services only grant to a new Common Assessment with a stronger and larger outreach population. There were also two new project proposals which are Centerstone for TH/RRH at \$172,975 and Home of the Innocents for TH/RRH at \$238,928. There were no new applications from previously unfounded agencies. ESNAPs is now open and all project applications need to be submitted by August 28. This will provide time for Mary Frances to review and notify applicants of their inclusion by September 15. Final applications must then be returned before September 25 when Mary Frances plans to submit.

Brandi Scott notified those present that a supportive housing case management partner has pulled out of two existing collaborative grants and that the Coalition for the Homeless is looking for a new partner(s) to provide this service for existing and future singles and families in permanent supportive housing.

Mary Frances also outlined key outcomes where the CoC will be evaluated. They include length of homelessness (goal of no more than 30 days), returns to homelessness and rate of permanent housing placement. Mary Frances shared that last year's information can be downloaded in this year's application, but she stressed checking to make sure no changes are needed this year. Budgets cannot be changed at this point because they must match the chart sent to HUD. But, you can request an amendment after a project is funded.

Mary Frances explained that HUD published a suggested score chart that staff are using to adapt ours as needed. This will be sent to the CoC board and members to determine what changes are needed.

Mary Frances shared about the 100-day challenge to house 100 youth that started August 1, 2017. The project sponsors are Shannon Derrick, Mary Frances Schafer and Jennifer Clark and the team leads are MK Eagle and Amanda Elswick. The team is meeting every Thursday to create ways to house youth faster and meet this goal. Notify a sponsor if you have not been involved but wish to participate. Shannon suggested each agency think of a spot they can make available for a homeless youth and notify Carey Addison of the availability. Also notify Carol Curtis [ccurtis@louhomeless.org](mailto:ccurtis@louhomeless.org) if you know of a youth (under 24 that has been housed or reunified with family).

Additionally, she talked about the city's effort to examine family homelessness. This group will be interviewing staff and clients at shelters to determine ways to improve the system from homelessness to permanent housing for families.

Mary Frances announced that the CoC list has gotten so large that people are being dropped off, so a list serve is being created. An invite will be sent asking you to sign up if you have been receiving the emails.

The meeting ended at 4:24 as there was no further business. The September CoC meeting has been moved to September 11 at 3:30.



Louisville/Jefferson County Continuum of Care

KY-501

September 25, 2017

This is to confirm that all projects submitted for consideration during the FY17 CoC funding competition by the established deadline of August 29, 2017 were accepted for submission. There were no rejected projects.

Mary Frances Schafer

Continuum of Care Lead

Director of Community Coordination

The Coalition for the Homeless

# **LOUISVILLE CONTINUUM OF CARE RATING AND REVIEW PROCEDURE FY2017**

On April 6, 2017 all CoC Members were notified of preliminary rating and review criteria. This notification gave all programs the opportunity to self-evaluate their performance and correct any data errors as needed.

Upon release of the Optional Rating and Ranking Tool by HUD the Louisville CoC opted to use this tool as it incorporated most of preliminary measures given to the CoC as well as some additional criteria important to performance. The Louisville CoC also added some additional criteria to the HUD tool based on local need. The original Rating and Ranking tool is available here:

<https://www.hudexchange.info/news/hud-releases-optional-rating-and-ranking-tool-for-continuum-of-care-coc-program-competition/>

In order to be considered for funding consideration all projects were required to submit the first draft of their application in eSnaps no later than August 28, 2017.

The review and ranking criteria assigned points based on positive housing outcomes by measuring exits to permanent housing. Five criteria were used to assess the severity of program participant needs. Points were awarded based on the percent of participants with zero income at entry, percent of participants with more than one disability type, percent of participants entering the project from a place not meant for human habitation, percent of participants reporting a substance abuse disorder at entry, and percent of participants reporting being a victim or domestic violence at entry.

The Louisville CoC did not receive any applications for projects from victim's service providers during the FY17 funding competition. If there had been any received, the CoC would have used data from a comparable database when available. If data was not available from a comparable database the victim service provider would have automatically received full points for that metric.

All CoC programs were notified of their project score on September 13, 2017 and given the opportunity to appeal any individual metrics or scores they felt were inaccurate.

The final project ranking was determined by the Continuum of Care Board of Directors. For more information on this see the 2017 Project Ranking Electronic Voting Procedure.

## **RATING AND REVIEW CRITERIA**

The following are the criteria used to rank programs, their source and calculation, and their possible scoring range. Unless otherwise noted, they were all taken from CoC APR reports run for the programs with a date range of March 1, 2016 – April 31, 2017.

Questions about rating and review criteria should be directed to Nick Kilby at [nkilby@louhomeless.org](mailto:nkilby@louhomeless.org).



## Performance Measures

**Length of Stay** (used for TH and RRH programs only). The data comes from question 22b and is the average length of stay for all program participants. The high score was 20 points. A TH program scored 20 points if their LOS was 30 days or less. They scored 0 points if their length of stay was 60 days or more. Those with LOS between 30 and 60 days had their scores prorated to correspond to that range so that a LOS of 40 days would receive 10 out of 20 points.

A RRH project scored 20 points if their LOS was 180 days or less. They scored 0 points if their length of stay was 366 days or more. Those with LOS between 180 and 366 days had their scores prorated to correspond to that range so that a LOS of 300 days would receive 7.02 out of 20 points.

**Exit to Permanent Housing.** The data came from question 23a. It is the total of participants who stayed in the program and those who left to a permanent destination divided by total participants and taken as a percentage. The total points were 25. Projects scored 25 if they had 95% and 0 points if they had 75%. Those between 95% and 75% were prorated so that a program with 80% received 6.25 out of 25 points.

**New or Increased Income and Earned Income.** This data came from question 19a1. It is the total number of participants with a change in income divided by the total number of stayers or leavers in the program, respectively, and taken as a percentage. The CoC measured changes in earned income and non-employee income for program stayers and program leavers for a total of 4 measures. Each was worth 2.5 points. Projects received full points in earned income change for stayers and leavers at 10% and in non-employee income at 15%. They received 0 points if 0% of stayers or leavers, respectively, had any change. Those in between were prorated so that a program that had 5% of stayers increase their earned income received 1.25 of 2.5 points and a program that had 10% of leavers increase their non-employee income received 1.66 of 2.5 points.

## Serve High Need Populations

**Participants with Zero Income at Entry.** This data came from question 16. It is the number of participants who had zero income and entry divided by the total number of participants and taken as a percentage. There were 10 possible points awarded. Projects received 10 points if there were 50% or more with zero income at entry and received 0 points if there were less than 25% at entry. Projects that fell between 50% and 25% were prorated so that a project with 40% at entry received 6 of 10.

**Participants with more than one disability type.** This data came from question 13a2. It is the number of participants with 2 or more disability types at entry divided by the total number of adults and taken as a percentage. There were 10 possible points awarded. Projects received 10 points if there were 50% or more with more than one disability type and received 0 points if there were less than 25% at entry. Projects that fell between 50% and 25% were prorated so that a project with 40% at entry received 6 of 10.

**Participants entering project from a place not meant for human habitation.** This data came from question 15. It is the total number of people who came from a place not meant for human habitation at entry divided by the total number of participants and taken as a percentage. There were 10 possible points awarded. Projects received 10 points if there were 50% or more entering project from a place not meant for human habitation and received 0 points if there were less than 25% entering project from a

place not meant for human habitation. Projects that fell between 50% and 25% were prorated so that a project with 40% at entry received 6 of 10.

### **Project Effectiveness**

**Coordinated Entry Participation.** Projects were ranked on their participation in the coordinated entry system. Projects who participated were awarded 10 points. Those who do not were awarded 0 points. This data came from the project applications.

**Project commits to applying the housing first model.** Projects received 10 points for applying the housing first model, 5 of 10 points for being low barrier, and 0 points if they were neither. This data came from the project applications.

### **Other and Local Criteria**

**CoC Participation.** The CoC Monitoring Score was re-assigned so that projects were scored on their participation in the Continuum of Care. Points were awarded based on an internal assessment by CoC leadership and the CoC Board of Directors. There were 10 possible points.

**Returns to Homelessness.** The CoC elected to score projects on returns to homelessness for all three time frames rather than the one score in the original HUD Optional Rating and Ranking Tool. Each score was worth 5 points and data came from the ART 703 report. Projects were scored on returns in 0-180 days, 181-365 days, and 366-730 days looking back from March 1, 2017. A project scored 5 points if 15% or less of leavers returned to a CoC program. A project received zero points if 40% or more of leavers returned to a CoC program. Projects with between 15% and 40% returned were prorated so that a project with 25% returns received 3 of 5 points.

**Substance Abuse at Entry.** The CoC elected to add substance abuse as a “Serve High Need Populations” criteria. This data came from question 13a1. It is the total number of participants who had a history of alcohol, drug abuse, or both, at entry divided by the total number of adults and taken as a percentage. There were 5 possible points awarded. Projects received 5 points if there were 50% or more entering project with a history of substance abuse and received 0 points if there were less than 25%. Projects that fell between 50% and 25% were prorated so that a project with 40% at entry received 3 of 5.

**Domestic Violence.** The CoC elected to add history of domestic violence as a “Serve High Need Populations” criteria. This data came from question 14a. It is the total number of participants who had a history of domestic violence at entry divided by the total number of adults and taken as a percentage. There were 5 possible points awarded. Projects received 5 points if there were 50% or more entering project with a history of domestic violence and received 0 points if there were less than 25%. Projects that fell between 50% and 25% were prorated so that a project with 40% at entry received 3 of 10.

**Funding Returned.** Projects were graded on the amount of their funding request they returned. This data came from their ELOCCS reports. Projects received 5 points if 0% of funding was returned and 0 points if 25% or more was returned. Projects with between 0% and 25% returned were prorated so that a project with 10% of funding returned earned 3 points out of 5.

Bonus Funding	\$550,812	Tier I Funding	\$8,629,380	Tier 2 (Rest of ARD + Bonus)	\$1,101,624	Projects Exceeding ARD + Bonus	
Allocated	\$550,812	Allocated	\$9,352,314	Allocated	\$1,101,623	Amount	\$0
% of Ceiling	100%	% of Ceiling	108%	% of Ceiling	100%		
Remaining	\$0	Remaining	-\$722,934	Remaining	\$1		

	PSH		RRH		TH		TH/RRH	
	Allocated	% of Ceiling	Allocated	% of Ceiling	Allocated	% of Ceiling	Allocated	% of Ceiling
All Families	563 Beds \$5,257,822	- -	99 Beds \$618,499	- -	37 Beds \$230,605	- -	85 Beds \$550,812	- -
DV Families	0 Beds \$0	- -	0 Beds \$0	- -	0 Beds \$0	- -	0 Beds \$0	- -
Chronically Homeless Families	20 Beds \$1,264,953	- -	0 Beds \$0	- -	0 Beds \$0	- -	0 Beds \$0	- -
Veteran Families	0 Beds \$0	- -	0 Beds \$0	- -	0 Beds \$0	- -	0 Beds \$0	- -
Parenting Youth	0 Beds \$0	- -	13 Beds \$446,066	- -	37 Beds \$230,605	- -	0 Beds \$0	- -
All Individuals	672 Beds \$7,216,554	- -	20 Beds \$501,537	- -	9 Beds \$230,605	- -	6 Beds \$203,689	- -
DV Individuals	0 Beds \$0	- -	0 Beds \$0	- -	0 Beds \$0	- -	0 Beds \$0	- -
Chronically Homeless Individuals	190 Beds \$2,195,260	- -	0 Beds \$0	- -	0 Beds \$0	- -	0 Beds \$0	- -
Veteran Individuals	0 Beds \$0	- -	0 Beds \$0	- -	0 Beds \$0	- -	0 Beds \$0	- -
Single Youth	0 Beds \$0	- -	5 Beds \$446,066	- -	9 Beds \$230,605	- -	6 Beds \$203,689	- -

13

										MANUALLY EDIT!															
Ranking	Priority Level	Weighted Rating Score	Renewal, New, Expansion, Reallocate	Grant Number	Project Type	Organization Name	Project Name	CoC Funding Requested	CoC Amount Expended Last Operating Year	CoC Funding Recommendation (manual entry)	All Fam Beds	DV Fam Beds	CH Fam Beds	Vet Fam Beds	Par Youth Beds	All Ind Beds	DV Ind Beds	Total CH Ind Beds	Vet Ind Beds	Single Youth Beds	Is 100% CH Fam (Yes/No)	Is 100% CH Ind (Yes/No)	Met All HUD Threshold Requirements	Met All CoC Threshold Requirements	Project ID
1		NOT RATED	New		SSO - coordinated entry	Centerstone	Centerstone Outreach	\$ 94,824	\$ -	\$ 94,824	0	0	0	0	0	0	0	0	0	0	No	No			89
2		NOT RATED	Renewal	KY0129L4I011602	SSO - coordinated entry	Family Health Center	Common Assessment I	\$ 188,168	\$ 188,168	\$ 188,168	0	0	0	0	0	0	0	0	0	0	No	No			81
3		NOT RATED	Renewal	KY0160L4I011601	SSO - coordinated entry	Family Health Center	Common Assessment II	\$ 111,488	\$ -	\$ 111,488	0	0	0	0	0	0	0	0	0	0	No	No			82
4	High	100	Renewal	KY0173L4I011600	PSH	Coalition for the Homeless	RX Housing	\$ 447,059	\$ -	\$ 447,059	4	0	4	0	0	32	0	32	0	0			Yes	Yes	8
5	High	96	Renewal	KY0174L4I011600	PSH	Louisville Metro Dept. of Community Services &	PSH III CH	\$ 122,285	\$ -	\$ 122,285	2	0	2	0	0	10	0	10	0	0			Yes	Yes	26
6	High	96	Renewal	KY0158L4I011601	RRH	Home of the Innocents	Rapid Rehousing HOI	\$ 446,066	\$ -	\$ 446,066	13	0	0	0	13	5	0	0	0	5			Yes	Yes	12
7	High	96	Renewal	KY0147L4I011400	RRH	Louisville Metro Dept. of Community Services &	Rapid Rehousing LMG	\$ 55,471	\$ -	\$ 55,471	57	0	0	0	0	15	0	0	0	0			Yes	Yes	29
8	High	86	Renewal	KY0050L4I011407	PSH	Coalition for the Homeless	CH2 (Collaborative Housing for Lou Alliance for Supp Housing (LASH)	\$ 695,609	\$ 602,641	\$ 695,609	14	0	14	0	0	56	0	56	0	0			Yes	Yes	4
9	High	83	Renewal	KY0124L4I011403	PSH	Coalition for the Homeless	PSH Chronically Homeless (SJ/PHC)	\$ 633,487	\$ 591,163	\$ 633,487	0	0	0	0	0	49	0	0	0	0			Yes	Yes	5
10	High	83	Renewal	KY0097L4I011406	PSH	Coalition for the Homeless	PSH Chronically Homeless (SJ/PHC)	\$ 507,229	\$ 466,600	\$ 507,229	0	0	0	0	0	48	0	48	0	0			Yes	Yes	6
11	High	82	Renewal	KY0095L4I011406	PSH	Society of St. Vincent de Paul	Collaborative Housing Initiative (CHI)	\$ 505,258	\$ 445,633	\$ 505,258	45	0	0	0	0	32	0	0	0	0			Yes	Yes	46
12	High	82	Renewal	KY0048L4I011405	PSH	Coalition for the Homeless	Supp Housing Chronically Homeless (Samaritan, SJ)	\$ 329,464	\$ 302,521	\$ 329,464	0	0	0	0	0	29	0	29	0	0			Yes	Yes	9
13	High	80	Renewal	KY0061L4I011407	PSH	Coalition for the Homeless	PSHYA	\$ 200,036	\$ 175,339	\$ 200,036	8	0	0	0	0	14	0	0	0	0			Yes	Yes	7
14	High	80	Renewal	KY0142L4I011401	PSH	Wayside Christian Mission	PSH for Women 2	\$ 93,614	\$ 86,536	\$ 93,614	0	0	0	0	0	15	0	15	0	0			Yes	Yes	74
15	High	76	Renewal	KY0111L4I011405	PSH	Louisville Metro Dept. of Community Services &	Simon Hall S+C (SSVdP)	\$ 42,382	\$ 37,453	\$ 42,382	0	0	0	0	0	10	0	0	0	0			Yes	Yes	31
16	High	76	Renewal	KY0130L4I011401	PSH	Louisville Metro Dept. of Community Services &	PSH Non CH #1	\$ 164,022	\$ 133,263	\$ 164,022	25	0	0	0	0	8	0	0	0	0			Yes	Yes	27
17	High	71	Renewal	KY0102L4I011406	PSH	Wayside Christian Missio	PSH for Women with Disabling	\$ 31,496	\$ 28,560	\$ 31,496	0	0	0	0	0	6	0	0	0	0			Yes	Yes	75
18	High	71	Renewal	KY0133L4I011402	PSH	Schizophrenia Foundation KY inc. dba	Journey House	\$ 240,718	\$ 223,244	\$ 240,718	0	0	0	0	0	18	0	0	0	0			Yes	Yes	43
19	High	70	Renewal	KY0053L4I011407	PSH	House of Ruth	Homes with Heart	\$ 156,178	\$ 147,606	\$ 156,178	15	0	0	0	0	8	0	0	0	0			Yes	Yes	16

TIER I

TIER II

FUNDING ANALYSIS + RANKING

20	High	69	Renewal	KY0107L4I011403	PSH	Society of St. Vincent de Paul	SVDP On Campus	\$	362,221	\$	331,517	\$	362,221	66	0	0	0	0	0	34	0	0	0	0		Yes	Yes	49	
21	High	69	Renewal	KY0131L4I011401	PSH	Society of St. Vincent de Paul	Homes with Hope PSH	\$	131,787	\$	119,428	\$	131,787	34	0	0	0	0	0	0	0	0	0	0		Yes	Yes	50	
22	High	67	Renewal	KY0059L4I011407	PSH	Schizophrenia Foundation KY inc. dba	Murray-McKinney Housing	\$	33,032	\$	30,624	\$	33,032	0	0	0	0	0	0	8	0	0	0	0		Yes	Yes	44	
23	High	67	Renewal	KY0071L4I011407	PSH	Louisville Metro Dept. of Community Services &	St. Vincent de Paul S+C	\$	103,396	\$	57,634	\$	103,396	17	0	0	0	0	0	5	0	0	0	0		Yes	Yes	32	
24	High	67	Renewal	KY0135L4I011401	PSH	Louisville Metro Dept. of Community Services &	PSH Non CH #2	\$	204,502	\$	154,327	\$	204,502	35	0	0	0	0	0	9	0	0	0	0		Yes	Yes	28	
25	High	64	Renewal	KY0057L4I011407	PSH	Wayside Christian Mission	Permanent Supported Housing Program - Men	\$	122,498	\$	113,224	\$	122,498	0	0	0	0	0	0	30	0	0	0	0		Yes	Yes	73	
26	High	64	Renewal	KY0132L4I011402	PSH	Choices	PSH	\$	78,300	\$	73,798	\$	78,300	23	0	0	0	0	0	3	0	0	0	0		Yes	Yes	3	
27	High	64	Renewal	KY0140L4I011401	RRH	Family and Children's Place	Rapid Rehousing FCP	\$	116,962	\$	-	\$	116,962	29	0	0	0	0	0	0	0	0	0	0		Yes	Yes	11	
28	High	100	New		TH/RRH	Volunteers of America	VOA Joint Comp	\$	550,812	\$	-	\$	550,812	85	0	0	0	0	0	0	0	0	0	0	No	No	Yes	Yes	88
29	High	61	Renewal	KY0069L4I011407	PSH	Louisville Metro Dept. of Community Services &	Kersey Condo S+C (HoR)	\$	32,961	\$	20,032	\$	32,961	0	0	0	0	0	0	4	0	0	0	0		Yes	Yes	24	
30	High	57	Renewal	KY0099L4I011406	TH	Coalition for the Homeless	Transitional Housing for Young Adults	\$	230,605	\$	218,855	\$	230,605	37	0	0	0	0	37	9	0	0	0	9		Yes	Yes	10	
31	High	55	Renewal	KY0077L4I011407	PSH	Schizophrenia Foundation KY inc. dba	Sober Living II/Baxter Ave.	\$	23,638	\$	22,425	\$	23,638	0	0	0	0	0	0	7	0	0	0	0		Yes	Yes	45	
32		NOT RATED	Renewal	KY0056L4I011609	HMIS	Coalition for the Homeless	HMIS I	\$	124,641	\$	124,641	\$	124,641	0	0	0	0	0	0	0	0	0	0	0	No	No		83	
33		NOT RATED	Renewal	KY0125L4I011605	HMIS	Coalition for the Homeless	HMIS II	\$	5,434	\$	5,434	\$	5,434	0	0	0	0	0	0	0	0	0	0	0	No	No		84	
34		NOT RATED	Renewal	KY0128L4I011604	HMIS	Coalition for the Homeless	HMIS III	\$	79,502	\$	79,502	\$	79,502	0	0	0	0	0	0	0	0	0	0	0	No	No		85	
35	High	72	Renewal	KY0068L4I011407	PSH	Louisville Metro Dept. of Community Services & Revitalization	Louisville Tenant Based Rental Assistance (S+C)	\$	2,087,169	\$	1,777,310	\$	2,087,169	275	0	0	0	0	0	237	0	0	0	0		Yes	Yes	25	
1	High	100	New		TH/RRH	Centerstone	Centerstone Joint Comp	\$	203,689	\$	-	\$	203,689	0	0	0	0	0	0	6	0	0	0	6	No	No	Yes	Yes	87
2		NOT RATED	New		SSO - coordinated entry	Coalition for the Homeless	Placeholder CE	\$	175,000	\$	-	\$	175,000	0	0	0	0	0	0	0	0	0	0	0	No	No		90	
Projects Not Selected For Funding														MANUALLY EDIT!															
Ranking	Priority Level	Weighted Rating Score	Renewal, New, Expansion, Reallocate	Grant Number	Project Type	Organization Name	Project Name	CoC Funding Requested	CoC Amount Expended Last Operating Year	CoC Funding Recommendation (manual entry)	All Fam Beds	DV Fam Beds	CH Fam Beds	Vet Fam Beds	Par Youth Beds	All Ind Beds	DV Ind Beds	Total CH Ind Beds	Vet Ind Beds	Single Youth Beds	Is 100% CH Fam (Yes/No)	Is 100% CH Ind (Yes/No)	Met All HUD Threshold Requirements	Met All CoC Threshold Requirements	Project ID				
1		NOT RATED	Reallocate	KY0058L4I011609	SSO	Centerstone	MHOT	\$	94,824	\$	94,833	\$	94,824	0	0	0	0	0	0	0	No	No				86			
2		NOT RATED	Reallocate	KY0080L4I011407	TH	Volunteers of America	Transitional Housing	\$	378,690	\$	356,631	\$	378,690	40	0	0	0	0	0	0						66			

**Louisville/Jefferson Co. KY Continuum of Care (KY-501)**  
**2017 Project Ranking Electronic Vote Procedure**

The CoC Board met on Tuesday September 14, 2017 at the Coalition for the Homeless. The agenda included discussion of four possible project ranking scenarios with the intention that the Board would choose one scenario as the ranking that would be used for the 2017 Application.

There were nine out of 17 members present although 3 of the members recused themselves due to the conflict of interest of their agency having a project in the mix of Tier 2 projects. With these three recusing, the board did not feel there was a quorum present. Therefore, it was decided that the members present would narrow the choices down to 2 scenarios and hold an electronic vote.

Mary Frances sent out the attached information along with a ballot to all board members. Three members of the board had projects in the mix of the 2 scenarios and therefore could not participate.

Voting took place from Sunday September 17, 2017 to midnight Wednesday September 20, 2017, with the following result: 6 members voted for Scenario 3 and 5 members voted for Scenario 6.

The final ranking of the 2017 Project Applications is:

**Louisville/Jefferson Co. Continuum of Care (KY-501)**  
**2017 Final Ranking**

Ranking	Agency	Project	Proj Type	Funding Request
1	Centerstone	Outreach	C/E SSO	\$94,825
2	Family Health Center	Common Assessment I	C/E SSO	\$188,168
3	Family Health Center	Common Assessment II	C/E SSO	\$111,488
4	Coalition for the Homeless	RX Housing	PSH	\$447,059
5	Louisville Metro Government	PSH III	PSH	\$122,285
6	Home of the Innocents	Rapid Rehousing	RRH	\$446,066
7	Louisville Metro Government	Rapid Rehousing	RRH	\$55,471
8	Coalition for the Homeless	CH2	PSH	\$695,609
9	Coalition for the Homeless	LASH	PSH	\$633,487
10	Coalition for the Homeless	PSHCH	PSH	\$507,229
11	St. Vincent de Paul	CHI	PSH	\$505,258
12	Coalition for the Homeless	SHCH	PSH	\$329,464
13	Coalition for the Homeless	PSHYA	PSH	\$200,036
14	Wayside	PSH Women II	PSH	\$93,614
15	Louisville Metro Government	Simon Hall	PSH	\$42,382
16	Louisville Metro Government	PSH Non CH I	PSH	\$164,022
17	Wayside	PSH Women I	PSH	\$31,496
18	Wellspring	Journey House	PSH	\$240,718
19	House of Ruth	Homes with Heart	PSH	\$156,178
20	St. Vincent de Paul	Homes on Campus	PSH	\$362,221
21	St. Vincent de Paul	Homes with Hope	PSH	\$131,787
22	Wellspring	Murray-McKinney	PSH	\$33,032

23	Louisville Metro Government	St. Vincent de Paul	PSH	\$103,396
24	Louisville Metro Government	PSH Non CH II	PSH	\$204,502
25	Wayside	PSH Men	PSH	\$122,498
26	Choices	PSH	PSH	\$78,300
27	Volunteers of America	Rapid Rehousing	RRH	\$116,962
28	Volunteers of America	Transitional Housing/Rapid Rehousing	TH/RRH	\$550,812
29	Louisville Metro Government	Kersey Condo	PSH	\$32,961
30	Coalition for the Homeless	THYA	TH	\$230,605
31	Wellspring	Baxter	PSH	\$23,638
32	Coalition for the Homeless	HMIS I	HMIS	\$124,641
33	Coalition for the Homeless	HMIS II	HMIS	\$5,434
34	Coalition for the Homeless	HMIS III	HMIS	\$79,502
35	Louisville Metro Government	TBRA	PSH	\$1,364,235
<b>Tier 2 Funding Line</b>				<b>\$8,629,381</b>
	Louisville Metro Government	TBRA	PSH	\$722,934
36	Centerstone	Transitional Housing/Rapid Rehousing	TH/RRH	\$203,689
37	Coalition for the Homeless	Coordinated Entry Prevention/Diversion	C/E SSO	\$175,000

**\$9,731,004**

Planning Grant:

**\$275,406**

**\$10,006,410**

As President of the CoC Board I verify that this is the process used to determine the final ranking and that this is the final result.

Rosemary Lockett

Date

# MEMO

To: CoC Board Members  
From: Mary Frances Schafer  
Date: September 17, 2017  
Re: 2017 CoC Ranking Vote

At the September Board meeting on September 14, 2017 we talked about four different scenarios for ranking the 2017 projects for funding through the Dept. of Housing and Urban Development's 2017 CoC Application. As you know it is the board's responsibility to make the final decision as to how the CoC will rank the projects being submitted. While we did have enough board members present to have a quorum, three of the members were required to recuse themselves from the vote because they were part of agencies that had a project that would be directly affected by the vote. Therefore, we did not have the needed number of members to actually make a final decision. We decided to narrow the options down to two scenarios and ask the whole board to vote to accept one.

I am attaching the two scenarios for your review. The ballot is attached to this memo. I do need your signature on your ballot so I can make sure all the votes are eligible to be counted. Laura Albovias, Eric Friedlander and Michelle Newhauser have been identified as needing to recuse themselves do to the appearance of conflict of interest. If you feel you should not be voting, please go ahead and submit your vote, tell me why you should be excluded and I will discard your vote if your concerns are indeed considered a conflict of interest. I will let you know the results, including the names of those who meet the conflict of interest concerns as soon as possible. Individual votes will NOT be revealed. Please do not share these scenarios with ANYONE outside the Board. The ranking you choose will be given to the CoC community as soon as possible. Please return your ballot electronically if possible by **Wednesday, September 20<sup>th</sup> at noon.**

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2017 CoC Application  
CoC Board Final Ranking Vote

## Choose ONE Scenario

### Scenario 3

### Scenario 6

Please indicate in box before your choice.

	<ul style="list-style-type: none"><li>• Lou Metro Government: Tenant Based Rental Assistance</li><li>• Centerstone Transitional Housing/Rapid Rehousing</li><li>• Coalition for the Homeless Prevention/Diversion</li></ul>	<div>X</div> <div>X</div> <div>X</div> <div>X</div> <div>X</div> <div>X</div> <div>X</div> <div>X</div>		<ul style="list-style-type: none"><li>• Lou Metro Government: Tenant Based Rental Assistance</li><li>• Lou Metro Government/House of Ruth Kersey Condo</li><li>• Coalition for the Homeless/Home of the Innocents Transitional Housing for Young Adults</li><li>• Wellspring Sober Living II/Baxter</li><li>• Centerstone Transitional Housing/Rapid Rehousing</li><li>• Coalition for the Homeless Prevention/Diversion</li></ul>
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Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Board ranking vote

## Ranking Information

HUD requires that after the preliminary pro-rata need amount is determined, (for Louisville: \$9,180,192) CoCs must identify the dollar amount that represents 94% of that total. This amount of funding is considered in Tier 1. Projects in this tier are generally considered safe to be funded. Projects that fall in Tier 2 are considered to be at risk of NOT being funded. Projects that have some funding in Tier 1 and some in Tier 2 risk the amount of funding that falls in Tier 2.

It was decided that all completely new projects would be ranked below the Tier 2 funding line. The Coalition for the Homeless Prevention/Diversion voluntarily chose to be placed at the very bottom of the ranking.

### Scenario 3

This scenario ranks the Louisville Metro Government Tenant Based Rental Assistance grant directly on the funding line between Tier 1 and Tier 2. The total amount of the grant is \$2,087,169. \$722,934 or 35% of the grant falls into Tier 2. This puts at risk approximately 81 units of permanent supported housing that is able to serve all population types. (Singles, Families, Male, Female, Young Adults, Chronic and Non-chronic homeless)

The next project to fall below the funding line is Centerstone's new project that will provide young adults access to rapid rehousing (9 slots at any one time with temporary subsidy) with temporary shelter in the form of transitional housing (3 slots at any one time) during the housing search and the process necessary to actually obtain the keys to a permanent unit. This project seeks to serve approximately 12 households, singles and families, at any one time during the year. The transitional housing is anticipated to last no more than 90 days and the temporary subsidy to rapidly rehouse would be targeted to 6 months. This is a brand-new project so no housing units would be lost. Rather we would not be able to increase our housing opportunities for young adults.

The last project is the Coalition for the Homeless' Prevention/Diversion project that is to complete the third phase of the community's coordinated entry process. Those who seek assistance through the Single Point of Entry and either cannot be served because there is no appropriate emergency shelter available or the household is not quite HUD homeless would be referred to the Prevention/Diversion team to receive support in accessing services that could help them prevent homelessness or prevent them from ever having to enter the shelter system. This project does not include any shelter or permanent housing units but does provide the prevention/diversion services that make a coordinated entry process work optimally and effectively.

This scenario puts at risk 3 transitional housing units not currently available, 81 permanent supported housing units currently available and 9 rapid rehousing units not currently available.

### Scenario 6

This scenario also ranks the Louisville Metro Government Tenant Based Rental Assistance grant directly on the funding line between Tier 1 and Tier 2. The total amount of the grant is \$2,087,169. \$435,730 or 21% of the grant falls into Tier 2. This puts at risk approximately 49 units of permanent supported housing that is able to serve all population types. (Singles, Families, Male, Female, Young Adults, Chronic and Non-chronic homeless)

The next project to fall below the funding line is Louisville Metro Government/House of Ruth Kersey Condo project (\$32,961). This is a permanent supported housing project for those with HIV/AIDs. It is a project with 4 units. The community risks losing all 4 units.

The Coalition for the Homeless/Home of the Innocents Transitional Housing for Young Adults (\$230,605) is ranked third below the line. This project provides 21 units of scattered site transitional housing for young adults age 18 – 24. The community risks losing all 21 units.



The fourth project below the line is Wellspring's Sober Living II/Baxter (\$23,638). This is permanent supported housing for those with severe mental illness. It provides 5 units for singles. The community risks losing all 5 units.

The fifth project to fall below the funding line is Centerstone's new project that will provide young adults access to rapid rehousing (9 slots at any one time with temporary subsidy) with temporary shelter in the form of transitional housing (3 slots at any one time) during the housing search and the process necessary to actually obtain the keys to a permanent unit. This project seeks to serve approximately 12 households, singles and families, at any one time during the year. The transitional housing is anticipated to last no more than 90 days and the temporary subsidy to rapidly rehouse would be targeted to 6 months. This is a brand-new project so no housing units would be lost. Rather we would not be able to increase our housing opportunities for young adults.

The last project is the Coalition for the Homeless' Prevention/Diversion project that is to complete the third phase of the community's coordinated entry process. Those who seek assistance through the Single Point of Entry and either cannot be served because there is no appropriate emergency shelter available or the household is not quite HUD homeless would be referred to the Prevention/Diversion team to receive support in accessing services that could help them prevent homelessness or prevent them from ever having to enter the shelter system. This project does not include any shelter or permanent housing units but does provide the prevention/diversion services that make a coordinated entry process work optimally and effectively.

This scenario puts at risk 21 transitional housing units currently available and 3 transitional housing units not currently available (total: 24), 58 permanent supported housing units currently available and 9 rapid rehousing units not currently available.

**Louisville Metro Continuum of Care  
2017 Tier 2 Scenarios**

				% of 40	b1-a2	Average	House	Total	TH	PH	RRH	Mix	Sing	Fam	Youth	Fam	Youth
					40.000000		1st	Score				PH	PH	PH	PH	TH	TH
<b>Scenario 3</b>																	
LMG TBRA. 35% of grant	\$ 722,934	66%	\$1,101,624	26.2497549	13.75024509	26.88	10	36.88		81		81					
Centerstone TH/RRH	\$ 203,689	18%	\$1,101,624	7.39595361	6.35429148	10.05	10	20.05	3		3				3		3
CFH Prevention/Diversion	\$ 175,000	16%	\$1,101,624	6.35425517	0.00003631	3.18	10	13.18									
		0%	\$1,101,624	0	0.00003631	0.00											
		0%	\$1,101,624	0	0.00003631	0.00											
				39.9999637		<b>Lose</b>	<b>87</b>		3	81	3	81	0	0	3	0	3
\$ 1,101,623 100%								<b>23.37</b>									
<b>Scenario 4</b>																	
				% of 40	b1-a2	Average	House	Total	TH	PH	RRH	Mix	Sing	Fam	Youth	Fam	Youth
					40.000000		1st	Score				PH	PH	PH	PH	TH	TH
VOA TH/RRH. 79% of grant	\$ 435,730	40%	\$1,101,624	15.8213692	24.17863082	32.09	10	42.09	15		9			9		15	
HoR Kersey	\$ 32,961	3%	\$1,101,624	1.19681488	22.98181594	23.58	10	33.58		4			4				
CFH/HOTI THYA	\$ 230,605	21%	\$1,101,624	8.37327437	14.60854157	18.80	5	23.80	21								21
Wellspring Baxter	\$ 23,638	2%	\$1,101,624	0.85829648	13.75024509	14.18	10	24.18		5			5				
Centerstone TH/RRH	\$ 203,689	18%	\$1,101,624	7.39595361	6.35429148	10.05	10	20.05	3		3				3		3
CFH Prevention/Diversion	\$ 175,000	16%	\$1,101,624	6.35425517	0.00003631	3.18	10	13.18									
		0%	\$1,101,624	0	0.00003631	0.00											
		0%	\$1,101,624	0	0.00003631	0.00											
				39.9999637		<b>Lose</b>	<b>60</b>		39	9	12	0	9	9	3	15	24
\$ 1,101,623 100%								<b>26.15</b>									

										TH	PH	RRH	Mix	Sing	Fam	Youth	Fam	Youth
Scenario 5													PH	PH	PH	PH	TH	TH
			% of 40	b1-a2	Average	House	Total											
			40.000000			1st	Score											
LMG PSH NC2 58% of grant	\$ 117,970	11%	\$1,101,624	4.28349419	35.71650581	10	47.86			12			12					
Wayside Mens PSH	\$ 122,498	11%	\$1,101,624	4.447906	31.26859981	10	43.49			30				30				
Choices PSH	\$ 78,300	7%	\$1,101,624	2.84307531	28.42552450	10	39.85			9				3	6			
VOA RRH	\$ 116,962	11%	\$1,101,624	4.24689368	24.17863082	10	36.30				7				7			
HoR Kersey	\$ 32,961	3%	\$1,101,624	1.19681488	22.98181594	10	33.58			4				4				
CFH/HOTI THYA	\$ 230,605	21%	\$1,101,624	8.37327437	14.60854157	5	23.80			21								21
Wellspring Baxter	\$ 23,638	2%	\$1,101,624	0.85829648	13.75024509	10	24.18			5				5				
Centerstone TH/RRH	\$ 203,689	18%	\$1,101,624	7.39595361	6.35429148	10	20.05			3		3				3		3
CFH Prevention/Diversion	\$ 175,000	16%	\$1,101,624	6.35425517	0.00003631	10	13.18											
		0%	\$1,101,624	0	0.00003631		0.00											
		0%	\$1,101,624	0	0.00003631		0.00											
39.9999637										Lose		94						
\$1,101,623 100%														31.36				
										24	60	10	12	42	13	3	0	24
Scenario 6										TH	PH	RRH	Mix	Sing	Fam	Youth	Fam	Youth
			% of 40	b1-a2	Average	House	Total						PH	PH	PH	PH	TH	TH
			40.000000			1st	Score											
LMG TBRA 21% of grant	\$ 435,730	40%	\$1,101,624	15.8213692	24.17863082	10	42.09			49			49					
HoR Kersey	\$ 32,961	3%	\$1,101,624	1.19681488	22.98181594	10	33.58			4				4				
CFH/HOTI THYA	\$ 230,605	21%	\$1,101,624	8.37327437	14.60854157	5	23.80			21								21
Wellspring Baxter	\$ 23,638	2%	\$1,101,624	0.85829648	13.75024509	10	24.18			5				5				
Centerstone TH/RRH	\$ 203,689	18%	\$1,101,624	7.39595361	6.35429148	10	20.05			3		3				3		3
CFH Prevention/Diversion	\$ 175,000	16%	\$1,101,624	6.35425517	0.00003631	10	13.18											
		0%	\$1,101,624	0	0.00003631		0.00											
		0%	\$1,101,624	0	0.00003631		0.00											
39.9999637										Lose		85						
\$1,101,623 100%														26.15				
										24	58	3	49	9	0	3	0	24

## **LOUISVILLE/JEFFERSON COUNTY CONTINUUM OF CARE FY17 REALLOCATION PLAN**

In the FY17 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 FY17, any remaining transitional housing projects not focused on homeless youth or victims of domestic violence and any remain SSO grants not used for Coordinated Entry were identified as potential projects for reallocation.

- The remaining transitional housing projects opted to reallocate and the entity holding that grant submitted a new bonus project for a combined TH/RRH program as they have an ideal location for short term transitional housing prior to moving to RRH.
- The remaining SSO project was reallocated into a Coordinated Entry project that will focus particularly on assessment and outreach to individuals living on the street.

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.

The amount of reallocated funds available for new projects totaled \$473,514. After examining the NOFA and the available reallocation 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 two new coordinated entry projects, one focused particularly on assessment and outreach to individuals living on the street and one focused on diversion. The remaining reallocated funding was used to develop a joint TH/RRH project focused on youth. Bonus funding was used for a new TH/RRH project focused specifically on homeless families.

In the FY17 funding completion the Louisville Continuum of Care did not receive proposals for more projects than funding available. As such, all proposed reallocations and new projects were approved.

**GOVERNANCE CHARTER  
FOR THE LOUISVILLE METRO CONTINUUM OF CARE  
(INCLUDING CoC-HMIS GOVERNANCE AGREEMENT)  
November 13, 2013 (Updated October 8, 2015 and August 28, 2017)**

**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.

#### 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.

#### B. 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).

#### C. Invitation for New Members

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

#### D. Responsibilities of Members

1. The full membership body is responsible for:
  - Electing new 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 re-housing 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).

E. 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.

F. 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.

G. 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.

H. Notice of Meetings

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

I. Quorum

A majority of voting members constitutes a quorum.

J. 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.

K. 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 an unlimited amount of terms. After each two year term the member and the CoC community have the opportunity to discontinue the member's service.

#### 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-third 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 two-year term of office and may 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 written 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.

*Rosemary Luckett*  
CoC Board Chair



# **Louisville Metro Continuum of Care Policies and Procedures**

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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.

# **Louisville Metro Continuum of Care Policies and Procedures**

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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.

# **Louisville Metro Continuum of Care Policies and Procedures**

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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,

# **Louisville Metro Continuum of Care Policies and Procedures**

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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.

### Rx: Housing

The Rx: Housing Committee meets monthly to coordinate services and housing toward our community goals of ending homelessness among specific populations. This group has worked to end veteran, chronic and youth homelessness and continues to track progress on each of these quarterly.

### 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. The committee selected the assessment tool and helped to create a funding plan for the assessment and staffing. They also meet monthly to educate front line staff about changes in mainstream services.

### 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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There are also several ad hoc committees of the Continuum of Care called as needed.

## **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 written 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](http://www.louhomeless.org).

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## **Update Process**

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. 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.

## **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 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.

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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 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.

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 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,

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- 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.
- 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.
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## **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 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.

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

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Category 1	Literally Homeless	<p>1. Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> <li>a. Has a primary nighttime residence that is a public or private place not meant for human habitation;</li> <li>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</li> <li>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.</li> </ul>
Category 2	Imminent Risk of Homelessness	<p>2. Individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> <li>a. Residence will be lost within 14 days of the date of application for homeless assistance;</li> <li>b. No subsequent residence has been identified; AND</li> <li>c. The individual or family lacks the resources or support networks needed to obtain other permanent housing.</li> </ul>
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>	<p>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:</p> <ul style="list-style-type: none"> <li>a. Are defined as homeless under the other listed federal statutes;</li> <li>b. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;</li> <li>c. Have experienced persistent instability as measured by two moves or more during the preceding 60 days; AND</li> <li>d. Can be expected to continue in such status</li> </ul>



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		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.

## 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



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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) or comparable database 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 insure that all children 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 respond to local needs and position the community to bring maximum benefit to serving our homeless population.

## **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.

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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 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.

## 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

# Louisville Metro Continuum of Care Policies and Procedures

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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 reallocation 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.
  - 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

# **Louisville Metro Continuum of Care Policies and Procedures**

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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,
- 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**

All new and renewal projects are ranked according to the CoC ranking process created annually in response to the Notice of Funding Availability issued by the U.S. Department of Housing and Urban Development and approved by the Louisville CoC board.

## **Common Assessment (Coordinated Entry)**

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 after 14 days of shelter stay or immediately if living on the streets. This assessment is led by staff of a common assessment team. The Louisville Common Assessment Team presently assesses and ranks homeless persons for priority in housing options and other referrals using the evidenced-based VI-SPDAT. However, there are some cases of vulnerability that are not identified through this instrument. Therefore, the Common Assessment Team can use knowledge of extreme

# **Louisville Metro Continuum of Care Policies and Procedures**

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vulnerabilities to increase a person's ranking for housing. Situations where an individual or household are suffering from a dire or life threatening health condition or are likely to suffer extreme physical or mental harm are instances where an individuals or households ranking could be increased. The Common Assessment Steering Committee is responsible for setting criteria regarding these vulnerabilities and their documentation as well as guiding decisions regarding exceptional cases. The Common Assessment Team will make all referrals to most appropriate source whether within the CoC or not. This could include referrals to emergency, transitional, rapid or permanent housing as well as referrals to senior housing, hospice or other options in the community.

## **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 after 14 days of shelter entry and those on the streets immediately,
- Evaluate eligibility for homeless assistance programs,
- Prioritize who receives transitional housing,
- 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**

In order to qualify for Permanent Supportive Housing, a client must have a serious and persistent disability that is manifested by their long-term inability to obtain and maintain housing and adequate income. This is determined through a VI-SPDAT assessment conducted by the Common Assessment team. 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:

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- 1) First Priority—Homeless Individuals and Families with a Disability with the Most Severe Service Needs (this includes those persons most at risk on the streets).
- 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 priority populations will only be used for that population, however, those priority populations will still be referred in the order listed above.

## **Standards for the Administration of CoC Funded Rapid Re-Housing**

The U.S. Department of Housing and Urban Development has determined through research that Rapid Re-Housing is an appropriate housing option for all homeless populations with the following exceptions:

- 1) homeless persons who have a severe and persistent disability and a history of long-term chronic homelessness (usually verified through the VI-SPDAT) and who should therefore be referred directly to permanent supportive housing, and
- 2) homeless persons with incomes above 30% of area median income and/or ability to exit quickly on their own from homelessness with or without one time assistance.

Therefore, the Common Assessment team will target referrals for rapid re-housing from those who have been assessed through the VI-SPDAT and score a 5-11 on vulnerability. These referrals should include persons with disabilities, no income, and bad leasing histories as well as youth in that range.

All rapid re-housing clients (including youth) will receive (at a minimum) individualized case management and assistance to obtain and keep housing. If, even with this assistance, it is determined that a rapid re-housing client is at risk of returning to homelessness at the end of the rapid-re-housing term, they should be referred to the move-up voucher committee for a permanent housing voucher or to the Common Assessment Team for permanent supportive housing no later than six months before the end of the rapid re-housing program term. In order to make this transition possible, it is important that the housing unit originally identified for assistance through rapid re-housing meet the HQS standards as implemented by Louisville Metro Housing Authority. The referral should include documentation of eligibility for the new form of housing and reason for inability to maintain housing assistance.

## **Standards for Determining the Participant Share of Rent and Utilities**

# **Louisville Metro Continuum of Care Policies and Procedures**

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



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## **Standards for the Administration of CoC Funded Transitional Housing**

The U.S. Department of Housing and Urban Development has determined through research that Transitional Housing is an appropriate housing option for all homeless populations with the following exceptions:

- 1) homeless persons who have a severe and persistent disability and a history of long-term chronic homelessness (usually verified through the VI-SPDAT) and who should therefore be referred directly to permanent supportive housing, and
- 2) homeless persons with incomes above 30% of area median income and/or ability to exit quickly on their own from homelessness with or without one time assistance.

However, transitional housing is costly and limited and should, therefore, be prioritized for populations that can use the transition to exit permanently to un-subsidized housing options including victims of domestic violence, persons and families in recovery, and young adults.

All transitional housing clients should receive intensive individualized case management and assistance to obtain and keep housing as well as an intensive and personally targeted set of services designed to help the client obtain and maintain housing. If, even with this assistance, it is determined that a transitional housing client is at risk of returning to homelessness at the end of the transitional housing term, they should be referred to the Common Assessment Team for appropriate housing. The referral should include documentation of eligibility for the new form of housing and reason for inability to maintain housing assistance.

All transitional housing clients must come through the Louisville Continuum of Care Single Point of Entry to ensure appropriate HMIS record creation and be referred to the Common Assessment Team for assessment to insure that vulnerable clients are being served. 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.

## **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 to increase income or decrease expenses or both. Participants are not required to contribute rent except when the program is funded with rental assistance which requires that the client pay 30% of their adjusted income toward rent. Providers funded under the Continuum of Care leasing category 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 Transitional Housing regulations in 24 CFR 578. Any additional requirements regarding the percentage or amount of



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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**

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. Assistance under Transitional Housing program should not exceed 24 months unless an exception for housing transition is documented on a limited basis.

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 weekly for all CoC Transitional 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 Transitional Housing 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 Permanent Supportive Housing**

The U.S. Department of Housing and Urban Development has determined through research that Permanent Supportive Housing is an appropriate housing option for homeless persons with disabilities that prevent them from participation in daily living activities including housing and employment. Limited supportive housing is prioritized for the chronically homeless and those with greater numbers and degrees of barriers to housing.

All permanent housing programs should provide intensive and individualized case management appropriate to the desires and needs of the client and designed to help maintain housing regardless of participation in mental health or chemical dependency treatment. Prioritization for permanent supportive housing is determined through a VI-SPDAT assessment conducted by the Common Assessment team and those assessed are ranked as described above.

# **Louisville Metro Continuum of Care Policies and Procedures**

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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.

## **Emergency Transfer Plan**

Any CoC-funded tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L is eligible for an emergency transfer, if: the tenant reasonably believes that there is a threat of imminent harm from further violence. For program participants who qualify for an emergency transfer but a safe unit is not immediately available for an internal emergency transfer, the individual or family shall have priority over all other applicants for rental assistance, transitional housing, and permanent supportive housing projects funded under this part, provided that: The individual or family meets all eligibility criteria required by Federal law or regulation or HUD NOFA; and the individual or family meets any additional criteria or preferences established in accordance with § 578.93(b)(1), (4), (6), or (7). The individual or family shall not be required to meet any other eligibility criteria or preferences for the project. The individual or family shall retain their original homeless or chronically homeless status for the purposes of the transfer.

If a family receiving CoC-funded rental assistance separates in order to affect an emergency transfer, the provider must provide 30-day notice to any family members who no longer qualify for housing along with referrals for housing assistance. If the remaining family members do still qualify for assistance, they should sign a new lease or housing contract and be informed of their housing rights and program requirements.

## **Victims of Domestic Violence, Dating Violence, Sexual Assault or Stalking**

### **Acceptance into the Homeless Services Provider System**

Individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking are accepted into the homeless services provider system through a no wrong door policy. Individuals and families are encouraged to seek specialized shelter services from the local DV provider, the Center for Woman and Families; however, in situations where they choose not to do so or The Center for Women and Families are unable to accommodate them, they are assigned a bed in the general shelter system. If not beds are available they are referred to overflow accommodations.

All shelter providers within the CoC are trained on appropriate policies for providing trauma informed services and protecting the identity and location of DV victims at least once a year.

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For individuals and families who are fleeing or attempting to flee domestic violence, et al, but have not entered the shelter system they are eligible to be assessed and referred to housing through the common assessment process based on their status as category 4 homeless.

Based on 24 CFR 583.301(b)(5) if the individual or family qualifies under paragraph (4) of the homeless definition in §583.5, because the individual or family is fleeing domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions related to violence, then acceptable evidence includes an oral statement by the individual or head of household seeking assistance that they are fleeing that situation, that no subsequent residence has been identified, and that they lack the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other housing. Otherwise, the oral statement that the individual or head of household seeking assistance has not identified a subsequent residence and lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain housing, must be documented by a certification by the individual or head of household that the oral statement is true and complete, and, where the safety of the individual or family would not be jeopardized, the domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening condition must be verified by a written observation by the intake worker; or a written referral by a housing or service provider, social worker, health-care provider, law enforcement agency, legal assistance provider, pastoral counselor, or any another organization from whom the individual or head of household has sought assistance for domestic violence, dating violence, sexual assault, or stalking. The written referral or observation need only include the minimum amount of information necessary to document that the individual or family is fleeing, or attempting to flee domestic violence, dating violence, sexual assault, and stalking.

## **Transfer Plan**

### **Emergency Transfers**

The Louisville/Jefferson County Continuum of Care (KY-501) is concerned about the safety of its tenants being served in projects funded in whole or in part by the U.S. Department of Housing and Urban Development (HUD) and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, or stalking. In accordance with the Violence Against Women Act (VAWA). KY-501 allows tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit or geographic area. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation. The ability of KY-501 to honor such request for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking and on whether KY-501 has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

# **Louisville Metro Continuum of Care Policies and Procedures**

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This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to tenants on safety and security. This plan is based on a model emergency transfer plan published by HUD, the Federal agency that oversees that KY-501 and its HUD funded projects is in compliance with VAWA.

## **Eligibility for Emergency Transfers**

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking as provided in HUD's regulations at 24 CFR part 5, subpart L is eligible for an emergency transfer, if:

- The tenant reasonable believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90 calendar day period preceding a request for an emergency transfer.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this policy.

Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

The KY-501 will provide reasonable accommodations to this policy for individuals with disabilities.

A tenant's request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under a KY-501 project. **OR**
2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90 calendar day period preceding the tenant's request for an emergency transfer.

## **Confidentiality**

KY-501 will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives KY-501 written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from a covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the

# **Louisville Metro Continuum of Care Policies and Procedures**

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tenant. See the Notice of Occupancy Rights under the Violence Against Women Act for all tenants for more information about KY-501's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

## **Emergency Transfer Timing, Expectations and Availability**

It is expected that the tenant work within the agency/program providing housing services at the time of the request before requesting a transfer to another KY-501 funded project. In addition, it is expected that the tenant work with KY-501 funded projects before requesting a transfer outside the KY-501 available projects unless remaining within the CoC is a threat to the safety of the tenant. Safety is always the primary concern when determining the options available to the client. However, it is also necessary to consider the availability of resources when determining the options possible for the client.

KY-501 cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. KY-501 will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. When a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. KY-501 may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If KY-501 has no safe and available units for which a tenant who needs an emergency is eligible, KY-501 will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, KY-501 will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

## **Safety and Security of Tenants**

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic violence Hotline at 1-800-787-3224 (TTY).

Tenants who have been victims of sexual assault may call the Rape, Abuse and Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.

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Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking.

- Center for Women and Families  
927 S. 2<sup>nd</sup> St.  
Louisville, KY 40203  
581-7222

## **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 these licensing standards.

### Standards Process

The Coalition monitors all CoC funding recipients against the requirements of the federal CoC regulations as outlined in the HUD guidance. Agencies are also measured against community-wide outcome measures. This is in addition to 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**

Kentucky Housing Corporation/Louisville Continuum of Care  
June 2017

**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 product 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 assistance 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 product 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 a 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 2018.

**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 sharing 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 Acknowledgement of Receipt of the KYHMIS Policies and Procedures Manual and Security Monitoring 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.

In the event a funder issues changes to the requirements, all 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 participate in and satisfactorily complete "KYHMIS New User Training" prior to approval for access to KYHMIS. Users must participate in 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 participating in the 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 minimum 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
- E-mail 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 resulting from monitoring in the given time period 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.

CoC KYHMIS Lead Agencies will ensure the participating agency meets the minimum 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 for use with Service Point.
  - Internet Explorer is recommended for using the ART reporting tool.
  - Google Chrome will not function with the ART 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 may 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 and posted on ServicePoint News.

Compliance monitoring is completed by CoC HMIS Lead 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 Acknowledgement of Receipt of the KYHMIS Statewide Policy Manual 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 Acknowledgement of the KYHMIS External Policies and Procedures Manual for each user, KYHMIS Annual Agency Privacy and Security Monitoring Form, and Data Sharing Exit Agreement (if applicable). 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 may 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 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 and the participating agency may 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 reports, the Agency Administrator will be required to submit a ticket to the KYHMIS Help Desk at <https://kyhmis.zendesk.com> 7 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 adequate time to render assistance. CoC HMIS Lead Agencies will not be held liable for failure to render timely solutions when there is less than 7 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 proof of a 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 by signing this document.

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 (not for BOS agencies) 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 or, 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 (not for BOS agencies) 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. CoC HMIS Lead Agencies are 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 3 business days.
- 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 CoC Lead staff will oversee all reporting to HUD and the public. All special research requests will be handled directly by the CoC Lead 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:**

CoC Lead Agencies, 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 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 and/or Mediware***

#### ***System Security***

### **Policy:**

KHC shall ensure that Bowman Systems and/or Mediware maintain the highest level of system security for the ServicePoint software and hardware.

Bowman Systems and/or Mediware 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 and/or Mediware maintain 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' and/or Mediware emergency line to provide assistance related to outages or downtime.

## ***Unauthorized Access***

### **Policy:**

KHC shall ensure Bowman Systems and/or Mediware 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 and/or Mediware 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 access 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 has completed the minimum 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 policies and procedures. 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 and/or Mediware, 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 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 ensure 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:**

KYHMIS-participating agencies are subject to random or scheduled compliance monitoring checks completed by KYHMIS CoC.

## ***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.

## ***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.
- Users 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 reflect “nulls,” “missing,” or “non-HUD acceptable” errors.
- All projects are aware they have the option to complete more data assessment fields. CoC KYHMIS Lead Agency 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 CoC KYHMIS Leads should share information regarding new implementations, major updates, etc. added to the system prior to adding them to the live site. This information must meet system requirements and be approved via discussion in 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., Data Quality Framework, APR) that show appropriate accuracy. The policy shall also include consequences for failure to submit accurate reports and a timeline for the agencies to correct the reports.

## ***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, the CoC Lead Agency 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 CoC Lead Agency staff will notify the funder and all agency user licenses will be suspended.
- Failure to comply with these standards will result in suspension of all licensed agency users, as well as the possible 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 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 exempt 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.

*PLEASE NOTE: Prior to KHC issuing HMIS invoices to agencies, there will be notifications and reminders listed in KHC e-grams several times. Agencies are encouraged to read each e-gram and look for articles announcing upcoming HMIS invoicing.*



## ***Annual Invoice***

### **Policy:**

In late June of each year, KHC staff will process an Annual Invoice to each agency in the Balance of State and the Lexington CoC. (The Louisville CoC will invoice their member agencies separately.) In early June, KHC will encourage all agencies to confirm the number of annual user licenses they will need for the upcoming fiscal year. It is the responsibility of the agency to notify KHC KYHMIS staff of any change in the number of licenses that will be invoiced.

The Annual invoice will be emailed to agencies using the on-line PNC Payment System (<https://www.payerexpress.com/ebp/KHC/>). The email will be sent to the identified contact person in the payment system. It is the responsibility of each agency to enroll in the payment system, to enter the required banking information, and to ensure that the contact person is correct or to make any necessary changes in the system.

When the agency receives the invoice, they will need to log on to the payment system and initiate payment by electronic payment. No paper checks will be accepted by KHC. If any paper checks are received, they will be returned to the agency not processed.

Any invoice unpaid by the due date will be assessed a 10% late fee. Any invoice still unpaid after 30 days will be assessed an additional 10% late fee. Any invoice remaining unpaid after 60 days will require the KHC KYHMIS staff to suspend the agency's usage of the KYHMIS system. If an agency's usage has been suspended, KHC will not process any draws for payment of any grant or program administered by the agency until the invoice is paid in full and the user licenses are activated.

All Victim Service Providers (VSP) agencies will receive an annual data maintenance invoice due on the same schedule listed above.

## ***Quarterly New User Fee Invoices***

Quarterly, KHC still will issue a New User Fee Invoice for each agency that added a new user during the previous quarter. A new user is defined as an additional license not billed during the annual invoice process. If a new staff member of the agency replaces a previous staff person and assumes their user license, they are not a new user. An additional license is necessary to add a new user.

New user invoices will be calculated on a pro-rated basis calculated beginning on the first day of the full month after their license was activated. Late fees will be assessed if any New User Fee Invoice remains unpaid 30 days after the invoice was issued. Additional late fees will be assessed after 60 days and all agency user licenses will be suspended after 90 days and will remain suspended until the invoice is paid in full.

All processes for issuing the New User Fee Invoice and the process for agency's paying the invoice will be the same as listed above for the Annual Invoice.

## ***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 KYHMIS termination of a participating agency may affect their relationship with their funder. However, in the event of termination, 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.

Prior to be granted termination from KYHMIS the participating agency must ensure all clients are properly exited from the terminating agency's program.

### *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, CoC HMIS Lead Agency staff will make inactive all users from the participating 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 the CoC Lead Agency 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
- CoC Lead Agency 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
- CoC Lead Agency 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.
- CoC Lead Agency staff will complete set-up at least seven business days prior to the implementation date for final approval from the agency.

## ***Making Changes to Existing Projects in KYHMIS***

**Policy:**

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

**Procedure:**

- The Agency Admin or Executive Director will notify CoC Lead Agency 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.
- Recommendations and timelines for the changes will be returned to the agency no more than ten business days from receipt date of request.
- CoC Lead Agency 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 built reports beyond that of KYHMIS staff's scope of work.

**Procedure:**

- The Agency Admin or Executive Director will notify CoC Lead Agency 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.
- If support from Bowman Systems and/or Mediware is necessary to make the changes, CoC Lead Agency 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.
- CoC Lead Agency 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 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 Count (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 Program

*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 Veteran 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

*I certify that I have read and will comply with all requirements placed upon Users as stated in the KYHMIS Policies and Procedures.*

## **User Initials:**

\_\_\_\_ My User ID and password are for my use only and must not be shared with anyone.

\_\_\_\_ I must take all responsible means to keep my password physically secure.

\_\_\_\_ I understand that the only individuals who can view information in the KYHMIS are authorized Users and the Clients to whom the information pertains.

\_\_\_\_ I may only view, obtain, disclose, or use the KYHMIS information that is necessary to perform my job and none other.

\_\_\_\_ If I am logged into the KYHMIS and must leave the work area where the computer is located, I must log off of the KYHMIS before leaving the work area.

\_\_\_\_ A computer that has the KYHMIS open and running shall never be left unattended.

\_\_\_\_ Failure to log off the KYHMIS appropriately may result in a breach in Client confidentiality and system security.

\_\_\_\_ Hard copies of the Client's KYHMIS information must be kept in a locked, secure file.

\_\_\_\_ Client release forms must be retained in a locked, secure location for five years from date of last service to Client and then destroyed by shredding or burning. When other KYHMIS Client information hard copies are no longer needed, they must be destroyed by shredding or burning to maintain confidentiality.

\_\_\_\_ If I notice or suspect a security breach, I must immediately notify the Agency and the System Administrator (KHC/KYHMIS Help Desk).

I have watched the User Security Video located on the KHC/KYHMIS Help Desk in the last 30 days.

\_\_\_\_ I must send in requested reports by the designated dates and participate in the Data Quality process.

I acknowledge receipt of the KYHMIS Statewide Policy Manual from KHC. I certify that I 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.

**User Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print or Type User Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Agency Executive Director Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print or Type Executive Director Name:** \_\_\_\_\_

**Agency/Organization Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_

## 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:

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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



August 7, 2017

Ms. Natalie Harris  
The Coalition for the Homeless  
1300 S. 4<sup>th</sup> 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 Housing Choice Voucher (Section 8) Administrative Plan as well as our Public Housing Admissions and Continuing Occupancy Policy. Louisville Metro Housing Authority (the only housing authority in the Louisville Continuum of Care) has created preferences for homeless households referred by the Continuum of Care Common Assessment Team per their stated housing priorities of veterans and the chronically homeless.

In addition, using regulatory flexibilities provided through HUD MTW program, LMHA has also created Housing Choice Voucher (Section 8) 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.

A LMHA representative also 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 dark ink, appearing to read "Tim Barry".

Tim Barry  
Executive Director





b. *Preferences*<sup>2</sup>

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.<sup>3</sup> 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>

- iv. Applicant Families referred by the Family Health Centers Common Assessment Team that are currently assisted through a homeless services voucher. LMHA will not serve more than 200 Families admitted through this preference at any given time.<sup>4</sup> 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

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

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

<sup>4</sup> Notice PIH 2013-15, *Guidance on Housing Individuals and Families Experiencing Homelessness through the Public Housing and Housing Choice Voucher Program*

## ***A. VETERANS AFFAIRS SUPPORTIVE HOUSING (VASH) PROGRAM BACKGROUND<sup>1</sup>***

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 PROGRAM<sup>2</sup>***

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.

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<sup>1</sup> 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](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/vash)

<sup>2</sup> 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:<sup>3</sup>

"(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,

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<sup>3</sup> 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.

(2) Exception

Notwithstanding paragraph (1), a homeless individual shall be eligible for assistance under title I of the Workforce Investment Act of 1998 [29 U.S.C. 2801 et seq.].

(d) Exclusion

For purposes of this chapter, the term “homeless” or “homeless individual” does not include any individual imprisoned or otherwise detained pursuant to an Act of the Congress or a State law.

(e) Persons experiencing homelessness

Any references in this chapter to homeless individuals (including homeless persons) or homeless groups (including homeless persons) shall be considered to include, and to refer to, individuals experiencing homelessness or groups experiencing homelessness, respectively.”

***D. CONTINUED ASSISTANCE FOR VASH FAMILIES THAT NO LONGER REQUIRE CASE MANAGEMENT OR THE VETERAN DIES***

For Families participating in the VASH Program, a Department of Veterans Affairs Medical Center determination that the Family no longer requires case management is not grounds for termination of assistance. In such cases, the LMHA will offer the Family continued assistance through one of its tenant-based HCV vouchers, in order to free up a VASH voucher for another eligible Family referred by the Department of Veterans Affairs Medical Center. If the Housing Authority has no tenant-based HCV voucher to offer the Family, the Family will retain their VASH voucher until such time as the LMHA has an available tenant-based HCV voucher to offer the Family.<sup>4</sup>

The death of the VASH veteran is not grounds for termination of assistance. In such cases, the LMHA will offer the Remaining Members of a Tenant Family continued assistance through one of its tenant-based HCV vouchers in order to free up a VASH voucher for another eligible Family referred by the Department of Veterans Affairs Medical Center. If the Housing Authority has no tenant-based HCV voucher to offer the Family, the Family will retain their VASH voucher until such time as the LMHA has an available tenant-based HCV voucher to offer the Family.

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<sup>4</sup> 77 FR 17086, *Section 8 Housing Choice Vouchers: Revised Implementation of the HUD-VA Supportive Housing 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 <sup>1</sup>	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	<a href="http://www.calky.org/services/housing">www.calky.org/services/housing</a>	300
Center for Women & Families	Victims of domestic or sexual violence	927 S. 2 <sup>nd</sup> St., 40206	581-7200	<a href="http://www.thecenteronline.org">www.thecenteronline.org</a>	22
Centerstone	People with Severe Mental Illness	101 W. Muhammad Ali Blvd, 40202	589-1100	<a href="http://www.sevencounties.org">www.sevencounties.org</a>	50
Choices	Homeless Families	419 S. Shelby St, 40202	585-3780	<a href="http://www.choiceshome.org">www.choiceshome.org</a>	5
ChooseWell Communities	Pregnant or post-partum mothers who have completed addiction treatment	323 W. Broadway, #504, 40202	800-520-4914	<a href="http://www.choosewell.org/what-we-do/project-thrive/">www.choosewell.org/what-we-do/project-thrive/</a>	70
Coalition for the Homeless	Homeless Families with school-age child(ren)	1300 S. 4th St., #250, 40208	636-9550	<a href="http://louisvillehomeless.org">http://louisvillehomeless.org</a>	20
Coalition for the Homeless	Chronically homeless Families transitioning from temporary homeless services vouchers	1300 S. 4th St., #250, 40208	636-9550	<a href="http://louisvillehomeless.org">http://louisvillehomeless.org</a>	100
Day Spring	Adults with developmental disabilities	3430 Day Spring Court, 40213	636-5990	<a href="http://dayspringky.org">http://dayspringky.org</a>	4
Family & Children's Place	Those leaving an institution who are also at risk of homelessness	525 Zane St., 40203	893-3900	<a href="http://www.familyandchildrensplace.org/our-services/homeless-prevention-services/">www.familyandchildrensplace.org/our-services/homeless-prevention-services/</a>	10
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	<a href="http://www.familyscholarhouse.org">www.familyscholarhouse.org</a>	284
House of Ruth	Individuals who are homeless & HIV-positive	607 E. St. Catherine St., 40203	587-5080	<a href="http://www.houseofruth.net/our-programs/glade-house/">www.houseofruth.net/our-programs/glade-house/</a>	10
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 &	Families where at least one Family Member has a severe	CHFS DCBS Jefferson	595-4732		10

<sup>1</sup> Area code is 502 unless otherwise noted.

Social Service Partner	Population Served	Contact Information			Vouchers Available
		Address	Phone	Web	
Family Services / Kentucky Housing Corporation	psychiatric illness	Regional Office 908 W. Broadway, 4 East, 40203			
Kentucky Department for Behavioral Health	Individuals with severe & persistent psychiatric illness	100 Fair Oaks Ln., 4E-B, Frankfort, KY, 40621	564-4527	<a href="http://dbhdid.ky.gov">http://dbhdid.ky.gov</a>	60
Louisville Substance Abuse & Mental Health Administration Community Consortium (100,000 Homes Initiative)	Chronically Homeless Families	712 E. Muhammad Ali Blvd, 40202	568-6972	<a href="http://www.fhclouisville.org/health-services/healthcare-for-the-homeless">www.fhclouisville.org/health-services/healthcare-for-the-homeless</a>	130
Phoenix Health Center	Families leaving HUD's Shelter + Care Program	712 E. Muhammad Ali Blvd, 40202	568-6972	<a href="http://www.fhclouisville.org/health-services/healthcare-for-the-homeless">www.fhclouisville.org/health-services/healthcare-for-the-homeless</a>	10
St. Vincent DePaul	Families with children where the family is homeless or at risk of homelessness	1015-C S. Preston St., 40203	584-2480	<a href="http://www.svdplou.org/housing-programs/">www.svdplou.org/housing-programs/</a>	10
Wellspring	Individuals with severe & persistent psychiatric illness or intellectual disabilities	PO Box 1927, 40201	753-1456	<a href="http://www.wellspring-house.org">www.wellspring-house.org</a>	23



## **10.0 TENANT SELECTION AND ASSIGNMENT PLAN**

### **10.1 PREFERENCES**

The LMHA will select families based on the following preferences within each bedroom size (0-bedroom, 1-bedroom, 2-bedroom, etc.). These preferences are based on local housing needs and priorities:

- A. *Former Clarksdale residents who were relocated by the LMHA as a result of the Housing Authority's HOPE VI Revitalization of the site receive a one-time preference for all rental units built through the Liberty Green Revitalization effort. (Category 1 preference)*

These families should apply through the Liberty Green site-based waiting list for units at Liberty Green, and through the agency's central waiting list for all other units built through the Revitalization effort;

- B. *Former Sheppard Square residents who were relocated by the LMHA as a result of the Housing Authority's HOPE VI Revitalization of the site receive a one-time preference for all rental units built through the Sheppard Square Revitalization effort. (Category 1 preference)*

These families should apply through the Sheppard Square site-based waiting list for units at Sheppard Square, and through the agency's central waiting list for all other units built through the Revitalization effort;

- C. *An involuntarily displaced individual or family. (Category 1 preference)*

To qualify for this preference, an individual or family must meet at least one of the following criteria:

1. An individual or family displaced by government action;
2. An individual or family that includes a member who is unable to use critical elements of their current rental unit due to a mobility impairment and where the owner is neither legally obligated nor willing to make adaptive modifications;
3. An individual or family that is facing an eviction action due to reasons beyond their control or cause;
4. An individual or family that has been forced to vacate their home due to a fire that was beyond their control or cause; or
5. An individual or family whose dwelling has been extensively damaged or

destroyed as a result of a disaster declared or otherwise formally recognized by a unit of local, state, or federal government;

**D. *Individuals and families referred by the Family Health Centers Common Assessment Team that include an adult household member who is a homeless veteran. (Category 2 preference)***

For the purpose of determining eligibility for this preference, at least one adult household member must both:

1. Meet the criteria for “homeless” as the term is defined in this Plan’s Glossary; and
2. Be a veteran, where “veteran” means a person who wore the uniform of any of the military forces. The term “veteran” does not include National Guard members who were never called up for service.<sup>1</sup>

In addition, the individual or family must be referred to the LMHA by the Family Health Centers Common Assessment Team.

Families or individuals 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>

**E. *Participants successfully graduating from the YouthBuild Louisville program. (Category 3 preference)***

This preference only applies to participants living in subleased LMHA public housing at the time of program completion. Such individuals receive a preference for either the Housing Choice Voucher or Public Housing Program, but not both;

**F. *Working families receive a preference for 3-bedroom, scattered-site, single-family detached houses only. (Category 3 preference)***

All adult family members must be full-time students or employed (working at least 20 hours per week) or elderly (62+) or disabled. See Glossary for definition of Work / Working.

Working families will only be selected from the central waiting list when there are no

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<sup>1</sup> RX: *Housing Veterans. Report to Mayor Fischer on Ending Veteran Homelessness in Louisville, Kentucky.* 5 December 2014.

eligible families on the LMHA's internal Scattered Site Unit Referral List.

G. *An individual or family displaced as a result of physical violence. (Category 3 preference)*

To qualify for this preference, an individual or family must meet at least one of the following criteria:

1. Victims of domestic violence where the most recent incident of abuse occurred no more than thirty calendar days before the date the applicant begins the full application process;
2. Victims of hate crime(s), where a hate crime is defined as actual or threatened physical violence or intimidation that is directed against a person or their property and is based on the person's race, color, religion, sex, perceived or actual sexual orientation or gender identity, national origin, handicap, or familial status. The most recent incident must have occurred no more than thirty calendar days before the date the applicant begins the full application process; or
3. Police informants for whom the law enforcement agency has recommended re-housing in order to avoid or minimize the risk of violence against family members.

H. *A homeless applicant*, as verified through the Kentucky Homeless Management Information System (HMIS). The applicant must be identified within Kentucky HMIS as having been homeless within the thirty calendar days immediately prior to the date they begin the full application process. *(Category 3 preference)*

Applicants that qualify for a Category 1 preference will be housed first.

Applicants that qualify for a Category 2 preference (but not a Category 1 preference) will be housed before applicants that qualify for a Category 3 preference.

Applicants that qualify for a Category 3 preference (but not a Category 1 or 2 preference) will be housed before applicants that do not qualify for a preference.

Within the same preference category, applicants that qualify for multiple preferences will not be housed before applicants that qualify for fewer preferences.

Within the same preference category, the date and time of pre-application will be used to determine the sequence in which applicants are housed.

**Buildings Designed for the Elderly (55+) and Disabled (Mixed Population Developments):** Avenue Plaza, William E. Seay Plaza, Dosker Manor, and Lourdes Hall have been designed to meet the needs of the elderly (55+) and disabled. Preference will be

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## MEMORANDUM OF UNDERSTANDING

between

The Coalition for the Homeless, Inc.  
1300 South 4<sup>th</sup> 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

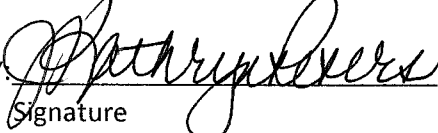
where the Project is located, or if it has or can acquire jurisdiction, in the United States District Court for the Eastern District of Kentucky, and each of the parties irrevocably submits to the exclusive jurisdiction of each such court in any such proceeding, waives any objection it may now or hereafter 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**

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vulnerabilities to increase a person's ranking for housing. Situations where an individual or household are suffering from a dire or life threatening health condition or are likely to suffer extreme physical or mental harm are instances where an individuals or households ranking could be increased. The Common Assessment Steering Committee is responsible for setting criteria regarding these vulnerabilities and their documentation as well as guiding decisions regarding exceptional cases. The Common Assessment Team will make all referrals to most appropriate source whether within the CoC or not. This could include referrals to emergency, transitional, rapid or permanent housing as well as referrals to senior housing, hospice or other options in the community.

## **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 after 14 days of shelter entry and those on the streets immediately,
- Evaluate eligibility for homeless assistance programs,
- Prioritize who receives transitional housing,
- 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**

In order to qualify for Permanent Supportive Housing, a client must have a serious and persistent disability that is manifested by their long-term inability to obtain and maintain housing and adequate income. This is determined through a VI-SPDAT assessment conducted by the Common Assessment team. 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:

# **Louisville Metro Continuum of Care Policies and Procedures**

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- 1) First Priority—Homeless Individuals and Families with a Disability with the Most Severe Service Needs (this includes those persons most at risk on the streets).
- 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 priority populations will only be used for that population, however, those priority populations will still be referred in the order listed above.

## **Standards for the Administration of CoC Funded Rapid Re-Housing**

The U.S. Department of Housing and Urban Development has determined through research that Rapid Re-Housing is an appropriate housing option for all homeless populations with the following exceptions:

- 1) homeless persons who have a severe and persistent disability and a history of long-term chronic homelessness (usually verified through the VI-SPDAT) and who should therefore be referred directly to permanent supportive housing, and
- 2) homeless persons with incomes above 30% of area median income and/or ability to exit quickly on their own from homelessness with or without one time assistance.

Therefore, the Common Assessment team will target referrals for rapid re-housing from those who have been assessed through the VI-SPDAT and score a 5-11 on vulnerability. These referrals should include persons with disabilities, no income, and bad leasing histories as well as youth in that range.

All rapid re-housing clients (including youth) will receive (at a minimum) individualized case management and assistance to obtain and keep housing. If, even with this assistance, it is determined that a rapid re-housing client is at risk of returning to homelessness at the end of the rapid-re-housing term, they should be referred to the move-up voucher committee for a permanent housing voucher or to the Common Assessment Team for permanent supportive housing no later than six months before the end of the rapid re-housing program term. In order to make this transition possible, it is important that the housing unit originally identified for assistance through rapid re-housing meet the HQS standards as implemented by Louisville Metro Housing Authority. The referral should include documentation of eligibility for the new form of housing and reason for inability to maintain housing assistance.

## **Standards for Determining the Participant Share of Rent and Utilities**

# **FY2016 - Performance Measurement Module (Sys PM)**

## **Summary Report for KY-501 - Louisville/Jefferson County CoC**

For each measure enter results in each table from the System Performance Measures report generated out of your CoCs HMIS System. There are seven performance measures. Each measure may have one or more “metrics” used to measure the system performance. Click through each tab above to enter FY2016 data for each measure and associated metrics.

RESUBMITTING FY2015 DATA: If you provided revised FY 2015 data, the original FY2015 submissions will be displayed for reference on each of the following screens, but will not be retained for analysis or review by HUD.

ERRORS AND WARNINGS: If data are uploaded that creates selected fatal errors, the HDX will prevent the CoC from submitting the System Performance Measures report. The CoC will need to review and correct the original HMIS data and generate a new HMIS report for submission.

Some validation checks will result in warnings that require explanation, but will not prevent submission. Users should enter a note of explanation for each validation warning received. To enter a note of explanation, move the cursor over the data entry field and click on the note box. Enter a note of explanation and “save” before closing.

## **Measure 1: Length of Time Persons Remain Homeless**

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

***Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.***

***Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.***

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.



## FY2016 - Performance Measurement Module (Sys PM)

	Universe (Persons)			Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Submitted FY2015	Revised FY2015	Current FY	Submitted FY2015	Revised FY2015	Current FY	Difference	Submitted FY2015	Revised FY2015	Current FY	Difference
1.1 Persons in ES and SH	5067	4994	4046	41	41	46	5	13	13	13	0
1.2 Persons in ES, SH, and TH	5631	5485	4677	74	72	77	5	21	19	22	3

b.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

NOTE: Due to the data collection period for this year's submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.917 in time for next year's submission.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	3800	-	182		-	27	
1.2 Persons in ES, SH, and TH	-	4556	-	221		-	50	

## FY2016 - Performance Measurement Module (Sys PM)

### Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	Revised FY2015	# of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	77	43	20	13	30%	4	5	12%	6	3	7%	21	49%
Exit was from ES	875	767	238	199	26%	42	49	6%	53	46	6%	294	38%
Exit was from TH	478	535	44	47	9%	26	33	6%	25	42	8%	122	23%
Exit was from SH	19	18	3	3	17%	3	0	0%	0	2	11%	5	28%
Exit was from PH	202	234	24	25	11%	4	14	6%	10	19	8%	58	25%
TOTAL Returns to Homelessness	1651	1597	329	287	18%	79	101	6%	94	112	7%	500	31%

### Measure 3: Number of Homeless Persons

#### Metric 3.1 – Change in PIT Counts

## FY2016 - Performance Measurement Module (Sys PM)

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

	2015 PIT Count	Most Recent PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1161	1116	-45
Emergency Shelter Total	661	573	-88
Safe Haven Total	0	0	0
Transitional Housing Total	419	431	12
Total Sheltered Count	1080	1004	-76
Unsheltered Count	81	112	31

### Metric 3.2 – Change in Annual Counts

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	6057	6015	5169	-846
Emergency Shelter Total	5393	5366	4369	-997
Safe Haven Total	15	15	0	-15
Transitional Housing Total	1110	1091	1225	134

## FY2016 - Performance Measurement Module (Sys PM)

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

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	620	442	664	222
Number of adults with increased earned income	27	29	39	10
Percentage of adults who increased earned income	4%	7%	6%	-1%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	620	442	664	222
Number of adults with increased non-employment cash income	150	81	139	58
Percentage of adults who increased non-employment cash income	24%	18%	21%	3%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	620	442	664	222
Number of adults with increased total income	170	103	164	61
Percentage of adults who increased total income	27%	23%	25%	2%

## FY2016 - Performance Measurement Module (Sys PM)

### Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	332	393	455	62
Number of adults who exited with increased earned income	79	76	62	-14
Percentage of adults who increased earned income	24%	19%	14%	-5%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	332	393	455	62
Number of adults who exited with increased non-employment cash income	74	59	60	1
Percentage of adults who increased non-employment cash income	22%	15%	13%	-2%

### Metric 4.6 – Change in total income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	332	393	455	62
Number of adults who exited with increased total income	144	125	118	-7
Percentage of adults who increased total income	43%	32%	26%	-6%

## FY2016 - Performance Measurement Module (Sys PM)

### Measure 5: Number of persons who become homeless for the 1st time

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	5541	5514	4706	-808
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	1844	1537	-307
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	3670	3169	-501

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	5853	5829	4989	-840
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	1993	1665	-328
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	3836	3324	-512

## FY2016 - Performance Measurement Module (Sys PM)

### Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in the FY2016 Resubmission reporting period.

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

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons who exit Street Outreach	361	384	341	-43
Of persons above, those who exited to temporary & some institutional destinations	206	212	192	-20
Of the persons above, those who exited to permanent housing destinations	62	67	47	-20
% Successful exits	74%	73%	70%	-3%

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

## FY2016 - Performance Measurement Module (Sys PM)

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	5183	6074	4203	-1871
Of the persons above, those who exited to permanent housing destinations	1082	1553	1063	-490
% Successful exits	21%	26%	25%	-1%

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	1672	2452	2082	-370
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	1580	2252	1923	-329
% Successful exits/retention	94%	92%	92%	0%



## **FY2016 - SysPM Data Quality**

### **KY-501 - Louisville/Jefferson County CoC**

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

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

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

## FY2016 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016
1. Number of non-DV Beds on HIC	613	520	521	453	604	552	497	425	1606	1577	1785	1832	69	55	62	82				
2. Number of HMIS Beds	613	520	521	453	600	552	497	420	1327	1235	1399	1401	69	55	62	82				
3. HMIS Participation Rate from HIC ( % )	100.00	100.00	100.00	100.00	99.34	100.00	100.00	98.82	82.63	78.31	78.38	76.47	100.00	100.00	100.00	100.00				
4. Unduplicated Persons Served (HMIS)	4212	5838	5222	4362	1148	1300	1120	1225	1548	1614	1753	1777	106	141	347	397	346	370	428	439
5. Total Leavers (HMIS)	3815	5423	4837	3970	727	860	753	752	331	249	341	360	20	90	170	286	271	327	368	347
6. Destination of Don't Know, Refused, or Missing (HMIS)	2149	3741	2628	2154	46	47	61	41	43	6	6	21	12	1	30	2	23	4	0	0
7. Destination Error Rate (%)	56.33	68.98	54.33	54.26	6.33	5.47	8.10	5.45	12.99	2.41	1.76	5.83	60.00	1.11	17.65	0.70	8.49	1.22	0.00	0.00