

NE Oklahoma Continuum of Care Full Membership Meeting
January 9, 2014
Meeting Minutes

The NE Oklahoma Continuum of Care full membership met at 12:00 noon, Thursday, January 9, 2014 at NEOCAA Offices, 256 E. Melton Drive, Jay, Oklahoma.

1. **Attendance:** List of attendees is attached.
2. **Introduction of Guests:** Guests in attendance were Bryan Rigsby and Tammy Randazzo from KiBois CAF, representing the SSVF project.
3. **Updates and Events:**
 - a. Announced that federal funds have been awarded to establish a Federally Qualified Health Clinic in Afton. This is the culmination of several years of work and that it will enable many of our clients to access affordable health care.
 - b. **Veteran's Homeless Programs:** Tammy Randazzo gave a brief presentation of the Kibois SSVF services available through that agency's new project, which provides services in 3 of the counties covered by NE OK COC (Adair, Cherokee and Sequoyah).
4. **Consideration and action on Monitoring and Evaluation Committee Prioritization and Ranking of FY 2013 HUD COC funding applications:** Sarada McGaha reported in the absence of Committee Chair that the committee had met and had reviewed the applications submitted for funding under the FY 2013 HUD Supportive Housing Program funding competition. It was noted that the COC is required to rank and prioritize all projects under 2 tiers again this year, with tier 1 being the COC's annual renewal demand less 5%, which means that there is not enough federal funding to fund all renewals nationally and that indications from HUD at this point in time are that any projects not falling into tier 1 will in all likelihood not be funded. It was also noted that the only new projects that will be funded this year will be projects funded through reallocation and must be for chronically homeless individuals or homeless families with children. With these comments in mind, Sarada noted that the total amount available to NE OK COC under the annual renewal demand was \$312,238 and that the tier 1 cutoff was at \$298,481. It was then reported that the committee reviewed the project applications utilizing a rating sheet that scored the applications based on criteria contained in the application and in the applicant's most recent annual performance report. The rating criteria correlate with HUD's priorities and performance standards. Seven (7) funding applications were received, as follows:
 - a. Ark Renewal Project 2013 2014, Freedom From Addiction Through Christ: Permanent Supportive Housing (SHP) renewal application for supportive services and operations. \$45,769 for 1 year.
 - b. NEOCAA PSH renewal of project OK0048L6I051204, NEOCAA: PSH renewal application for operation of 6 units. \$34,059 for 1 year.
 - c. The Landing SHP renewal, The Landing, Inc.: PSH renewal application for operation of 13 units. \$129,417 for 1 year.
 - d. Partnership for Peace, Community Crisis Center, Inc. PSH renewal application for supportive services and operations. \$52,834 for 1 year.
 - e. Safe Life Start Permanent Supportive Housing FY2013, CARD: PSH renewal application for operations of 2 units. \$14,894 for 1 year.
 - f. NEOCAA Dedicated HMIS Renewal of project OK0047L6I051204, NEOCAA: COC HMIS system funding for 15 users. \$27,217 for 1 year.
 - g. NEOCAA NEOK COC 505 Planning funds, NEOCAA: Continuum of Care planning funds for development of policies and procedures, conduct of PIT and HIC counts, development of Collaborative application, etc. \$8,047 for 1 year.

Following a thorough review and scoring of each application, the applications were then ranked by score and priority and the total amount of funding requested was \$312,238, which is \$13,757 more than would be allowed under tier 1. During a process of negotiation between NEOCAA as the lead agency for the COC and the Community Crisis Center, the Center agreed to reduce its funding request from \$52,835 to \$39,078 in order to allow all COC funding applications to fit under tier 1, eliminating the potential for elimination of any critical COC projects and maintaining the provision of services to a spectrum of homeless individuals and families across the COC. Since the COC was in jeopardy of losing funding for some critical project, this course of action appeared to be the best to allow all projects to continue, as all are priorities for the COC. After review of this information, the Monitoring and Evaluation Committee prepared the attached ranking and prioritization list and recommends to the full COC partnership that the list be approved with the projects ranked in the order presented and with the Partnership for Peace project reduced from \$52,835 to \$39,078 in accordance with the agreement reached between the lead agency and the Community Crisis Center and that the Collaborative Applicant proceed to prepare and submit the Collaborative Application based on this recommendation. **Motion by Sarada McGaha to accept the Monitoring and Evaluation Committee's recommendation, seconded by Robin McSpadden. Motion carried 10-0, with 4 abstentions by Veteran's Administration programs staff (Michelle Bachelor, Ashley Cunningham, Bryan Rigsby and Tammy Randazzo).**

5. **Discussion of 2014 Point in Time and Housing Inventory Counts:** Terry Schroeder announced that the date for the point in time count has been changed from January 23, 2014 to January 30, 2014 due to a change in the date for the State Point in Time count. He noted that all the forms have been corrected. Terry walked the group through the Point in Time and Housing Inventory count forms to highlight the important areas and the changes to the forms.
6. **Discussion and Possible Action Regarding ESG Written Standards:** Copies of the draft ESG written standard were distributed prior to and at the last COC board meeting and copies were provided to those in attendance at this meeting. It had been requested that those with a stake in ESG review the draft standards and provide feedback on any changes needed, with no comments received to date. Discussion ensued as to whether we need to adopt the standards at this point in time, or if adoption could be delayed. Terry noted that adoption of the standards would give the COC points in the Collaborative Application, but didn't know if not adopting them would really have any impact, as it appears there is no minimum threshold score. Following further discussion, it was asked if the standards could be modified once adopted and Terry replied that the standards are intended to be a living document and it is anticipated that they would be modified as needed over time. **Motion by Sarada McGaha to adopt the ESG Written Standards as presented, seconded by Aletha Redden. Motion carried unanimously.**
7. **HMIS:** Terry presented the HMIS report (attached) in the absence of the HMIS Committee Chair.
8. **Next Meeting Date:** The next regularly scheduled COC Board meeting will be held at 12:00 noon on Thursday, February 13, 2014 in at the ARK Shelter in Quapaw, OK and that the March COC Board meeting will be held at 12:00 noon on Thursday, March 13 at Washington County DHS offices in Bartlesville, OK.

Meeting adjourned at 2:00 p.m.

NORTHEAST OKLAHOMA CONTINUUM OF CARE

SIGN-IN SHEET

DATE: January 9, 2014

NAME	AGENCY	PHONE	EMAIL	MAILING ADDRESS
Terry Schroeder	NEOCA			
Robin McSPADEN	ROCMND			
Sarada McGaha	YFSWC			
Amanda Hendrix	Billie Public Schools			
Malinda Brown	CARD-Claremore	918-341-5000	mbrown@cardcaa.org	Po Box 947 Claremore, OK
Cindy Beegod	The Landings, Inc			
William Padden	FFATC			
Bryan Rigby	Kiboi's	918-681-7501	bryan.rigby@kibois.org	
Tammy Luzzo	KI BGS-SSVF	918-424-1708	tammy.luzzo@kibois.org	
Ashley Cunningham	BIOLX-VETS	918-588-8410	ashleycunningham@biolxvets.com	
Michelle Bachelor	Dept. of Vet. Affairs	918-610-0060	michelle_bachelor@va.gov	
Lynn O'Connell	Volunteer - Safenet	918-341-1424	lynn716@cox.net	P.O. Box 446 Claremore, OK 740
Phil Shyers	The Harbor	918-538-7872	psyers@stcglson.net	PO Box 1456 Miami, OK 74355
Keila Denny	Community Crisis Center	918-540-3375	keila@getmeout.org	18 A St SE, Miami
Maureen Dorell	NEOCA	918-540-2225	mdorell@neocaa.org	P.O. Box 603 Joplin, OK 74346

NE OK COC
2013 HUD COC Funding Ranking

Rank	Applicant Name	Project Name	Project Type	Component Type	Amount Approved	Running Total
1	ARK	ARK Renewal Project 2013	Renewal	PH	\$45,769	\$45,769
2	NEOCOA	NEOCOA PSH Renewal	Renewal	PH	\$34,059	\$79,828
3	The Landing	The Landing SHP Renewal	Renewal	PH	\$129,417	\$209,245
4	CCCI	Partnership for Peace	Renewal	PH	\$39,078	\$248,323
5	CARD	Safe Life Start PSH Renewal	Renewal	PH	\$14,894	\$263,217
6	NEOCOA	NEOCOA NEOK COC 505 Planning funds	Planning	COC Planning	\$8,047	\$271,264
7	NEOCOA	NEOCOA Dedicated HMIS Renewal	Renewal	HMIS	\$27,217	\$298,481
Tier 1 Cutoff \$298,481						

**Northeast Oklahoma Continuum of Care
Emergency Solutions Grants Program
Written Standards**

I. Introduction

The Northeast Oklahoma Continuum of Care (NEOKCOC) has developed the following standards for providing assistance with Emergency Solutions Grants (ESG) funds as required by 24 CFR 576.400(e). These are initial standards that have been created in coordination between the NE OK COC Board of Directors, COC stakeholders and service providers, including the Emergency Solutions Grant Program service providers operating in the Continuum's geographic region. These standards are in accordance with the interim rule for the Emergency Solutions Grants Program released by the U.S. Department of Housing and Urban Development on December 4, 2011 and the final rule for the definition of homelessness also released by the U.S. Department of Housing and Urban Development on December 4, 2011.

II. Evaluating eligibility for families and individuals

Intake and Assessment

After a continuum-wide Coordinated Assessment process is developed, ESG program recipient intake staff will use the continuum-wide Coordinated Assessment tool to review client situation, understand eligibility, make appropriate referrals and begin the process of determining amount and length of assistance. Following the initial assessment made by the Coordinated Assessment tool, ESG recipients will conduct a more thorough assessment and intake to document eligibility and determine the kind and amount of assistance to be provided. These evaluations will be conducted in accordance with the requirements set forth under CFR 576.400(d). In order to establish the annual income of individuals/families agencies/service providers must make use of the standard method prescribed under 24 CFR 5.609.

Any client assessed for potential assistance with ESG funds must meet the criteria to become eligible for homelessness prevention or rapid re-housing assistance. Any new client entering into shelter must also undergo a complete assessment to understand client needs and barriers and match the client to the most appropriate services provider. The following outlines the individual characteristics of clients qualifying for homelessness prevention, rapid re-housing and/or shelter services.

Homelessness Prevention

Any client receiving assistance must have proof of residence within the NEOKCOC service area.

Total household income must be at or below 30 percent of Area Median Income (AMI) for the area at initial assessment. Clients must provide documentation of household income, including documentation of unemployment and a zero income affidavit for clients without income.

All clients must meet the following HUD criteria for defining at risk of homelessness for individuals or families, unaccompanied children and youth or families with children and youth where youth are defined as up to age 25:

- Has moved because of economic reasons 2 or more times during the 60 days immediately preceding application for assistance (Individuals and Families).
- Is living in the home of another because of economic hardship (Individuals and Families).
- Has been notified that their right to occupy their current housing or living situations will be terminated within 21 days after the date of application for assistance (Individuals and Families).

- Lives in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State, or local government programs for low-income individuals (Individuals and Families).
- Lives in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room (Individuals and Families).
- Is exiting a publicly funded institution or system of care (Individuals and Families).
- Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in Harris County's approved Con Plan (Individuals and Families).
- A child or youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under another Federal statute (Unaccompanied children and youth)
- An unaccompanied youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) or that child or youth if living with him or her. (Families with children and youth)

Individuals who fall under the HUD Category 2 or 3 for Homelessness also qualify for homelessness prevention assistance. Like those that fall under the At-Risk of Homelessness definition, clients must also live in the service area and qualify by income. The categories are listed below:

Category 2 – Imminent risk of homelessness is an individual or family who will imminently lose their primary nighttime residence, provided that:

- Residence will be lost within 14 days of the date of application for homeless assistance;
- No subsequent residence has been identified; and
- The individual or family lacks the resources or support networks needed to obtain other permanent housing

Category 3 – Homeless under another federal statute includes unaccompanied youth under the age of 25 or families with children and youth, who do not otherwise qualify as under this definition but who:

- Are defined as homeless under another federal statute child or youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under another Federal statute
- Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;
- Have experienced persistent instability as measured by two moves or more during the preceding 60 days; and
- Can be expected to continue in such status for an extended period of time due to special needs or barriers.

Rapid Re-housing

Any client receiving rapid re-housing assistance must meet the HUD criteria for determining homelessness as either literally homeless, or fleeing/attempting to flee domestic violence. The four categories are listed below:

Category 1 – Literally homeless is an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

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

- Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

Category 4 – Fleeing domestic violence includes any individual or family who:

- Is fleeing, or is attempting to flee, domestic violence
- Has no other residence; and
- Lacks the resources or support networks to obtain other permanent housing

Re-evaluation and Case Management

Agencies/service providers will reassess the eligibility of individuals/families receiving homeless prevention and/or rapid rehousing assistance and the kind and amount of assistance needed. Participants receiving homeless prevention services will be reassessed every three months and program participants receiving rapid rehousing assistance will be reassessed annually. Each reassessment of eligibility will ascertain that: A) The program participant does not have an annual income that exceeds 30% of the AMI for that area, as determined by HUD; B) The program participant lacks sufficient resources and support network necessary to retain housing without ESG assistance.

Shelter Clients

Homeless clients entering into the shelter system must meet the HUD criteria for homelessness as either literally homeless, at imminent risk of homelessness, homeless under another federal statute, or fleeing/attempting to flee domestic violence. Clients will be prioritized within the emergency shelter system based on need, available resources and geographic area.

III. Coordinating services

Coordination among providers

All ESG subrecipients (shelter, homelessness prevention and rapid re-housing providers) within the Northeast Oklahoma Continuum of Care service area are expected to work collaboratively to coordinate funding that addresses the needs of the entire continuum. In order to be funded with ESG funds, an agency/service provider is required to be an active member of the Continuum of Care. To achieve these goals, NEOKCOC requires that all subrecipient service providers will:

- Participate in Quarterly full Continuum of Care meetings at a minimum.
- Participate in a coordinated assessment system, where client entry into the entire system can begin at any point. Service providers will use a common assessment tool that will allow providers to enter data on a client and provide transfer information when a client fits the services of another provider, without having to engage in another assessment. Reasons for client transfer can include better fit in a specialized program, the correct geographic service area, and available resources within the community.
- Establish a staff member as a point of contact for other case managers and members of the service provider continuum of care. The contact should be a position that sees little turnover and is familiar with organizational resources and up to date on current organizational capacity to accept and serve clients, such as a supervisor or manager. This contact should be able to provide information for other housing case managers on what current programs and resources are available to clients entering into the provider system through their organization. This contact will reduce or eliminate the need for clients to seek out additional assistance based on referrals from any ESG recipient agency.
- Attend all coordinated training for case managers within the homeless provider system. Each subrecipient is expected to send at least one staff member and share all lessons learned with all housing case management staff. NEOKCOC, in collaboration with the Governor's Interagency Council on Homelessness, the Oklahoma Department of Commerce and state-wide Continuum of Care partners, will coordinate training for ESG staff so that case clients within the region are receiving the same quality of service across providers. The NEOKCOC Board of Directors will also host regular meetings of subrecipient program staff to share best practices and engage in collective problem solving as the community works toward an integrated system for clients.

Coordination with Mainstream and Targeted Homeless Providers

Minimum standards for program coordination consist of on-going system and program coordination and integration of ESG-funded activities to the maximum extent practicable with the following:

- a. Emergency shelter providers, essential services providers, homelessness prevention, and rapid rehousing assistance providers;

b. Other homeless assistance providers, including:

- Shelter Plus Care Program;
- Supportive Housing Program;
- Section 8 Moderate Rehab Program for Single Room Occupancy Program (SRO) for Homeless Individuals;
- HUD-Veterans Affairs Supportive Housing (HUD-VASH);
- Education for Homeless Children and Youth Grants for State and Local Activities (McKinney-Vento Homeless Assistance Act);
- Grants for the Benefit of Homeless Individuals;
- Healthcare for the Homeless;
- Programs for Runaway and Homeless Youth;
- Projects for the Assistance in the Transition from Homelessness;
- Services in Supportive Housing Grants;
- Emergency Food and Shelter Program;
- Transitional Housing Assistance Grants for Victims of Sexual Abuse, Domestic Violence, and Stalking Program;
- Homeless Veterans Reintegration Program;
- Domiciliary Care for Homeless Veterans Program;
- VA Homeless Providers Grant and Per Diem Program;
- Health Care for Homeless Veterans Program;
- Homeless Veterans Dental Program;
- Supportive Services for Veterans Families Program; and
- Veterans Justice Outreach Initiative

c. Mainstream service and housing providers:

- Public housing programs assisted under section 9 of the U.S. Housing Act of 1937;
- Housing programs receiving Section 8 tenant based or project based assistance;
- Supportive Housing for Persons with Disabilities;
- HOME Investment Partnerships Program;
- Temporary Assistance for Needy Families;
- Health Center Program;
- State Children's Health Insurance Program;
- Head Start;
- Mental Health and Substance Abuse Block Grants;
- Services funded under the Workforce Investment Act; and
- State Housing Related Assistance Program for Adults with Serious Mental Illness

Minimum standards for connection with other resources consist of assisting each participant to obtain, if applicable:

- Appropriate support services including:
 - Permanent housing;
 - Medical health treatment;

- Mental health treatment;
- Counseling;
- Supervision; and
- Other services needed for independent living.
- Other governmental and private assistance available to help with housing stability including:
 - Medicaid;
 - Supplemental Nutrition Assistance Program;
 - Women, Infants and Children (WIC);
 - Federal-State Unemployment Insurance Program;
 - Social Security Disability Insurance (SSDI);
 - Child and Adult Care Food Program; and
 - Other available assistance.

IV. Policies and procedures for determining and prioritizing which eligible families and individuals will receive homelessness prevention assistance and which eligible families and individuals will receive rapid re-housing assistance.

NEOKCOC will allow ESG-funded agencies that provide rapid re-housing and homelessness prevention services to determine the prioritization of eligible families in accordance with written standards, policies and procedures established by each agency. The determination should be based on a risk assessment completed during a screening process. It is encouraged that priorities exist for, but not limited to the following: families with children and elderly and disabled persons that do not require permanent supportive housing.

V. Standards for determining the share of rent and utilities costs that each program participant must pay, if any, while receiving homelessness prevention or rapid re-housing assistance.

NEOKCOC will allow ESG-funded agencies that provide rapid re-housing and homelessness prevention services to determine the share of rent and utilities costs paid by program participants based on their program design and the trends of the specific population served. Each agency must have written policies, procedures and standards in place for this determination. It is encouraged that clients share in rent and utility costs if they have the ability to pay unless there are other justifiable reasons for why 100% ESG-assistance is provided.

VI. Standards for determining how long a particular program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time.

Agencies shall assist individuals and/or families for no more than 24 months, during any 3-year period – this in accordance with the general conditions under §576.103 and §576.104. Assistance provided may be short-term rental assistance, medium-term rental assistance, payment of rental arrears, or any combination thereof.

Short-term rental assistance is to be limited to a maximum of 3 months of rent.

Medium-term rental assistance shall extend for more than 3 months but not more than 24 months of rent.

Payment of rental arrears consists of a one-time payment for up to 6 months of rent in arrears, including any late fees on those arrears.

VI. Standards for determining the type, amount, and duration of housing stabilization and/or relocation services to provide a program participant may receive, such as the maximum amount of assistance, maximum number of months the program participant receives assistance; or the maximum number of times the program participant may receive assistance.

The standard for determining the type, amount, and duration of housing stabilization and/or relocation services to program participants will be determined by ESG-funded agencies in accordance with written policies,

procedures and standards established by the agency, as long as no more than 24 months of these services are provided within a 3-year period. Housing relocation and stabilization services include financial assistance activities such as moving costs, rental application fees, security deposits, last month's rent, utility deposits and utility payments; and services such as housing search and placement, housing stability and case management, mediation, legal services, and credit repair.

The COC encourages agencies to assess the amount and type of assistance provided based on the level of services needed for participants to become self-sufficient. When a substantial amount of assistance is provided, the service provider should maintain clear documentation that supports the amount and type of assistance provided.

Any subrecipient of ESG assistance must provide housing location assistance for clients as a part of its full housing relocation and stabilization services to ESG clients. Subrecipients are expected to have at least one staff member dedicated to finding appropriate housing and developing relationships with affordable housing providers so that ESG clients have access to housing choice through the subrecipient, rather than the expectation that clients must navigate the system on their own.

As part of the requirement for comprehensive case management for housing stability, all case managers are expected to complete, at a minimum, an in-person follow up with clients 30 days after exiting the program. In addition, it is expected that case managers maintain a reasonable case load to be able to provide quality housing case management to each of her or his clients. Housing case managers for rapid re-housing and homelessness prevention clients should carry a case load of 20 – 25 clients. If a case manager is focused solely on very high barrier or chronically homeless clients, the case load should not exceed 15 clients. These ratios ensure that case managers are able to give quality housing case management to address the needs of their clients and provide the level of service expected of ESG funded housing case managers.

For programs providing rapid re-housing assistance to clients with high barriers and mental illness and/or substance abuse, NEOKCOC requires that case managers must conduct home visits at least bi-weekly for the first three months receiving assistance. Homelessness prevention clients must have an initial home visit when first approved for assistance and subsequent home visits with each recertification every three months. It is expected that case managers will conduct office visits with homelessness prevention clients between home visits, at least once per month. Case managers and program managers are encouraged to provide more than the minimum required services through case management.

VII. Termination of Assistance

Minimum standards for termination of assistance are:

- **In general** – If a program violation occurs and the provider terminates assistance as a result, the termination shall follow an established process that recognizes the rights of the individuals affected. Termination shall only occur in the most severe cases.
- **Program participants receiving rental assistance or housing relocation or stabilization services** – When terminating rental assistance or housing relocation and stabilization services, the required formal process shall minimally consist of:
 - Written notice clearly stating the reasons for termination;
 - Review of the decision that gives the participant opportunity to present objections to the decision maker; and
 - Prompt written final notice.
- **Ability to provide further assistance** – Termination will not bar the provider from providing later additional assistance to the same family or individual.

Adopted Date: January 9, 2014

Signature of Board Chair

Phil Shyers, Board Chair
Northeast Oklahoma Continuum of Care Board of Directors

STREET OUTREACH STANDARDS

MINIMUM STANDARDS:

Targeting/Engagement:

Providers of Street Outreach services shall target unsheltered homeless individuals and families, meaning those 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.

Assessment/Service Provision/Referral/Prioritization:

- Individuals and families shall be offered an initial need and eligibility assessment and qualifying program participants, including those meeting special population criteria, will be offered the following Street Outreach services, as needed and appropriate: engagement, case management, emergency health and mental health, transportation services.
- When appropriate based on the individual's needs and wishes, the provision of or referral to rapid rehousing services that can quickly assist individuals to obtain safe, permanent housing shall be prioritized over the provision of or referral to emergency shelter or transitional housing services.

EMERGENCY SHELTER STANDARDS

MINIMUM STANDARDS:

- **Admission:**
Providers of Emergency Shelter services shall admit individuals and families who meet the HUD definition of “homeless,” as specified in 24 CFR 576.2 (1, 2, 3 & 4) and agencies’ eligibility criteria.
- **Assessment:**
Individuals and families shall be offered an initial need and eligibility assessment and qualifying program participants, including those meeting special population criteria, will be offered Emergency Shelter services, as needed and appropriate.
- **Prioritization/Diversion/Referral:**
When appropriate based on the individual’s needs and wishes, the provision of or referral to Homeless Prevention or Rapid Rehousing services that can quickly assist individuals to maintain or obtain safe, permanent housing shall be prioritized over the provision of Emergency Shelter or Transitional Housing services.
- **Reassessment:**
Program participants will be reassessed as case management progresses, based on the individual service provider’s policies.
- **Discharge/Length of Stay:**
Program participants shall be discharged from Emergency Shelter services when they choose to leave or when they have successfully obtained safe, permanent housing. Any Length of Stay limitations shall be determined by the individual service provider’s policies and clearly communicated to program participants.
- **Safety and Shelter Safeguards for Special Populations:**
Safety and Shelter Safeguards shall be determined by the individual Special Population service provider’s policies and clearly communicated to program participants.

HOMELESSNESS PREVENTION AND RAPID RE-HOUSING STANDARDS

ELIGIBILITY/PRIORITIZATION:

Minimum standards for determining and prioritizing which eligible families and individuals shall receive homelessness prevention assistance and which eligible families and individuals shall receive rapid rehousing assistance are:

- **Rapid Re-housing (RRH)** – To be eligible for RRH Housing Relocation and Stabilization Services and Short-term and Medium-term Rental Assistance, people must:
 - Meet the federal criteria under paragraph (1) of the “homeless” definition in 24 CFR 576.2 OR
 - Meet the criteria under paragraph (4) of the “homeless” definition in 24 CFR 576.2 and live in an emergency shelter or other place described in paragraph (1) of the “homeless” definition.
- **Homelessness Prevention (HP)** – To be eligible for HP Housing Relocation and Stabilization Services and Short-term and Medium-term Rental Assistance, people must require HP services to prevent moving into an emergency shelter or another place described in paragraph (1) of the “homeless” definition in 24 CFR 576.2, have an annual income below 30% of the median income for the area and:
 - Meet the federal criteria under the “at risk of homelessness” definition in 24 CFR 576.2 OR
 - Meet the criteria in paragraph (2), (3) or (4) of the “homeless” definition in 24 CFR 576.2.

PARTICIPANT CONTRIBUTION:

Minimum standards for determining what percentage or amount of rent and utilities costs each program participant shall pay while receiving homelessness prevention or rapid rehousing assistance are:

- 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.
- 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.

RENTAL ASSISTANCE DURATION AND ADJUSTMENT:

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:

- Participants receive approval for the minimum amount of financial assistance necessary to prevent homelessness. Documentation of financial need shall be kept in the participant's file for each month of financial assistance received. Participants shall not be approved for more rental assistance than can be justified given their income and expenses at a given time.
- 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.

SERVICE TYPE, AMOUNT & DURATION:

Minimum standards for determining the type, amount, and duration of housing stabilization and/or relocation services to provide to a program participant, including the limits, if any, on the homelessness prevention or rapid rehousing assistance that each program participant shall receive, such as the maximum amount of assistance, maximum number of months the program participant may receive assistance; or the maximum number of times the program participant may receive assistance are:

- **Financial Assistance:**
 - **Use with other subsidies** – Payment for Financial Assistance costs shall not be provided to a participant who is receiving the same type of financial assistance through other public sources or to a participant who has been provided with replacement housing payments under the URA, during the period of time covered by the URA payments.
 - **Rental application fees** – Payment shall only be made for fees charged by the owner to all applicants.
 - **Security deposits** – Payment shall not exceed two (2) month's rent.
 - **Last month's rent** – Payment shall not exceed one (1) month's rent and shall be included in calculating the participant's total rental assistance.
 - **Utility deposits** – Payment shall only be made for gas, electric, water and sewage deposits.
 - **Utility payments:**
 - Payment shall not exceed 24 months per participant, including no more than 6 months of utility payments in arrears, per service.
 - A partial payment counts as 1 month.
 - Payment shall only be made if the utility account is in the name of the participant or a member of the same household.
 - Payment shall only be made for gas, electric, water and sewage costs.
 - Participants shall not receive more than 24 months of utility assistance within any 3-year period.
 - **Moving costs** – Payment shall only be made for temporary storage fees accrued after the date the participant begins receiving housing relocation and stabilization services and prior to the date the participant moves into permanent housing. Payment shall not be made for storage fees in arrears.

□ **Housing Relocation and Stabilization Services:**

- **Housing search and placement services** – Payment shall only be made for assisting participants to locate, obtain and retain suitable permanent housing through provision of the following services:
 - Assessment of housing barriers, needs and preferences
 - Development of an action plan for locating housing
 - Housing search
 - Outreach to and negotiation with owners
 - Assistance with submitting rental applications and understanding leases
 - Assessment of housing for compliance with ESG requirements for habitability, lead-based paint and rent reasonableness
 - Assistance with obtaining utilities and making moving arrangements
 - Tenant counseling

Payment for housing search and placement services shall not exceed 24 months during any 3-year period.

- **Housing stability case management** – Payment shall only be made for assessing, arranging, coordinating and monitoring the delivery of individualized services to facilitate housing stability for a participant who resides in permanent housing or to assist a participant in overcoming immediate barriers to obtaining housing through provision of the following services:
 - Using the coordinated assessment system
 - Conducting the initial evaluation, including verifying and documenting participant eligibility
 - Counseling
 - Developing, securing and coordinating services and obtaining Federal, State and local benefits
 - Monitoring and evaluating participant progress
 - Providing information and referral to other providers
 - Developing an individualized housing and service plan
 - Conducting re-evaluations

Payment for housing stability case management services provided while the participant is seeking permanent housing shall not exceed 30 days.

Payment for housing stability case management services provided while the participant is living in permanent housing shall not exceed 24 months.

- **Mediation** – Payment shall only be made for the cost of mediation between the participant and the owner or person with whom the participant is living, if it is necessary to prevent the participant from losing the permanent housing where he/she resides. Payment for mediation services shall not exceed 24 months during any 3-year period.

- **Legal services** – Payment shall only be made for the cost of legal services if they are necessary to resolve a legal problem that prohibits the participant from obtaining permanent housing or will likely result in the participant losing the permanent housing where he/she resides. Payment for legal services shall not exceed 24 months during any 3-year period.
- **Credit repair** – Payment shall only be made for the cost of assisting the participant in obtaining skills related to household budgeting, managing money, accessing a free personal credit report and resolving personal credit problems. Payment will not be made for a debt or modification of a debt. Payment for credit repair services shall not exceed 24 months during any 3-year period.

Rental Assistance:

- Payment shall not exceed 24 months total during a 3-year period in tenant-based or project-based housing.
- Payment for short-term rental assistance shall not exceed 3 months.
- Payment for medium-term rental assistance shall be for more than 3 months, but shall not exceed 24 months.
- Payment for rent arrears shall not exceed 6 months and shall be a one-time payment, including any late fees.
- Except for a one-time payment of rental arrears on the participant's portion, payment shall not be provided to a participant who is receiving tenant-based rental assistance or living in a unit receiving project-based assistance or to a participant who has been provided with replacement housing payments under the URA, during the period of time covered by the URA payments.
- Payment shall not exceed the Fair Market Rent established by HUD (24 CFR 888) and shall comply with HUD's standard of rent reasonableness (24 CFR 982.507).
- Calculation of the rental payment amount shall only include monthly rent for the unit, any occupancy fees under the lease (except for pet and late fees) and if the participant pays separately for utilities, the monthly utility allowance established by the HUD for the area in which the housing is located.
- Payment for rental assistance shall only be made when there is a rental assistance agreement between the agency and the owner, which sets forth the terms under which rental assistance will be provided, including the following requirements; a requirement that the owner provide the subrecipient with a copy of any notice to vacate given to the participant or any complaint used to commence an eviction action; and the same payment due date, grace period and late payment penalty requirement as the participant's lease.
- Payment of any late payment penalties incurred by the agency shall not be claimed for reimbursement by ESG. Payment shall only be made when there is a legally binding, written lease for the rental unit between the participant and the owner, except for payment of rental arrears.

- **Tenant-Based Rental Assistance**

The rental assistance agreement with the unit owner shall be terminated without further payment if:

- The participant moves out of the unit
- The lease terminates and is not renewed
- The participant becomes ineligible to receive ESG rental assistance

- **Project-Based Rental Assistance**

Payment shall only be made under the following conditions:

- The lease has an initial term of one year
- The rental assistance agreement covers one or more permanent housing units in the same building
- Each unit covered by the agreement is only occupied by participants
- Payment will only be made for up to 100% of the first month's rent, if the participant signs a lease and moves into the unit before the end of the month

Any additional requirements regarding the type, amount, and duration of housing stabilization and/or relocation services that will be provided to a program participant, including any limitations shall be determined by the individual service provider's policies and clearly communicated to program participants.

RE-EVALUATIONS:

Minimum standards for completing eligibility re-evaluations of individuals and families are:

Timing:

- Homelessness Prevention – participants shall be re-evaluated not less than once every three months
- Rapid Rehousing – participants shall be re-evaluated not less than once annually

Eligibility:

- The participant shall have an annual income that is at or below 30 percent of area median income for the area, as determined by HUD; and
- The participant shall lack sufficient resources and support networks necessary to retain housing without ESG assistance.

Terry Schroeder

From: Melisa Brumley <uwhmis@cableone.net>
Sent: Tuesday, January 07, 2014 11:29 AM
To: vstewart.neocaa@yahoo.com; 'Sherri Sherwood'
Cc: Terry Schroeder
Subject: HMIS Reports - Dec. 2013
Attachments: 12_2013_ NEOCoC Report Card by Provider Program.xls

Importance: High

Hi Ladies,

Attached is the overall HMIS Report Card Report for NE OK CoC. I will not be able to attend the meeting on Thursday due to prior obligations. Here are a few things you might share with the CoC members.

2 new programs joined HMIS: Christians Caring for the Homeless & Tahlequah Men's Shelter

2493 clients have been severed by the CoC since 6/1/13

Top 3 programs servicing clients: (1) CARD with 1350 clients, (2) NE OK Non-ESG Funds with 143 clients, and (3) The Harbor Emergency Shelter with 141 clients.

These providers need to input client monthly updates & correct errors:

- **Community Crisis Center:** Cherokee Home, Project for Peach North Apartment, Project for Peace South Apartment (all programs should be 100%, since client's rarely change)
- **Help-in-Crisis:** No new clients have been entered

The following programs lowered their score by 4% or more during the last month:

Program	November Score	December Score
Hope House – Emergency Shelter	100%	95.90%

The following programs raised their score during the last month:

Program	November Score	December Score
CARD	97.13%	97.15%
FFATC – TH	95.60%	97.42%

Please let me know if you need anything else from me for the CoC meeting on Thursday. I will be out of the office on Wednesday, Jan. 8, 2014.

Thanks,

Melisa Brumley
HMIS Coordinator
United Way of Ponca City
205 North 2nd Street

MEQIC Report Card / Provider... GRADE BASED ON AVERAGE... From Data Completion Report Card... Table with columns for A, A-, A+, and A. Rows include categories like Social Security Number, Date of Birth, Race, Ethnicity, Gender, Veterans Status, Disability Condition, Specified Disability, Residence Prior to Program Entry, Zip Code of Last Permanent Address, Homeless (Y/N), Chronically Homeless, Housing Status, Service, Income Received (Y/N) (Entry), Income Received (Y/N) (Exit), Income Source at Entry, Income Source at Exit, Income Amount at Entry, Income Amount at Exit, Non-Cash Benefit Received (Y/N) (Entry), Non-Cash Benefit Received (Y/N) (Exit), Non-Cash Source at Entry, Non-Cash Source at Exit, Domestic Violence, Unduplicated Clients Served, Last logged into JMI.

NEDOC Report Card / Provider	GRADE BASED ON AVERAGE	C	A	A	A	A	A	A	A	A	A	A	A
From Data Completeness Report Card	From Data Completeness Report Card	Tableau/ Men's Shelter	The Harbor ESO Shelter	The Harbor ESO Shelter	The Harbor ESO Shelter	The Harbor ESO Shelter	The Harbor ESO Shelter	The Harbor ESO Shelter	The Harbor ESO Shelter	The Harbor ESO Shelter	The Harbor ESO Shelter	The Harbor ESO Shelter	The Harbor ESO Shelter
Universals Data Element	Required for	Percentage Complete	Percentage Complete	Percentage Complete	Percentage Complete	Percentage Complete	Percentage Complete	Percentage Complete	Percentage Complete	Percentage Complete	Percentage Complete	Percentage Complete	Percentage Complete
Social Security Number*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.45%
Date of Birth*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Race*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Ethnicity*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Gender*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Vehicle Status*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Disabling Condition*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Specified Disability*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Residence Prior to Program Entry*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Zip Code of Last Permanent Address*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Homeless (Y/N)	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Chronically Homeless	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Housing Status*	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Service	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Income Received (Y/N) (Entry)	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Income Received (Y/N) (Exit)	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Income Source at Entry	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Income Source at Exit	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Income Amount at Entry	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Income Amount at Exit	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Non-Cash Benefit Received (Y/N) (Entry)	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Non-Cash Benefit Received (Y/N) (Exit)	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Non-Cash Source at Entry	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Non-Cash Source at Exit	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Domestic Violence	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Unapportioned Claims Served	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
Last logged into HMS	All	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%

Grade Scale
 A = 95-100
 B = 80-94
 C = 70-79
 F = 79 or less
 CoC Goal 100%