Guidebook changes

Version	Date	Change
1	July 2014	Initial Release
2	May 2015	Updates to the Appendix, including: 1. expanding Measure 4 to include two additional metrics that reflects total income change, and 2. Clarifying that Measure 5's client universe is limited to those ***entering*** the applicable project types during the reporting period

I. Introduction

In 2009, the McKinney-Vento Homeless Assistance Act (Act) was amended by the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH Act). Among other changes, the amended Act consolidated three separate HUD homeless assistance programs (Supportive Housing Program, Shelter Plus Care program, and Section 8 Moderate Rehabilitation Single Room Occupancy program) into a single grant program, known as the Continuum of Care (CoC) Program. Additionally, the Emergency Shelter Grants program was revised and renamed the Emergency Solutions Grants (ESG) Program. The amended Act also codified into law the CoC planning process, a longstanding part of HUD's CoC application process to assist persons experiencing homelessness by providing greater coordination in responding to their needs.

CoCs are charged with designing a local "system" to assist sheltered and unsheltered people experiencing homelessness and providing the services necessary to help them access housing and obtain long-term stability. More broadly, CoCs are to promote community-wide planning and strategic use of resources to address homelessness; enhance coordination and integration with mainstream resources and other programs targeted to people experiencing homelessness; and improve data collection and performance measurement.

A critical aspect of the amended Act is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community. To facilitate this perspective the Act now requires communities to measure their performance as a coordinated system, in addition to analyzing performance by specific projects or project types. Section 427 of the Act established selection criteria for HUD to use in awarding CoC funding that require CoCs to report to HUD their system-level performance. The intent of these selection criteria are to encourage CoCs, in coordination with ESG Program recipients and all other homeless assistance stakeholders in the community, to regularly measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to HUD. CoCs also play an integral role in jurisdictions' Consolidated Plan (Con Plan) process. CoCs are required to provide the jurisdictions with the information necessary to complete the section in the Con Plan(s) on homeless assistance provided to persons within the Con Plan jurisdictions' geographic area, including data on performance measures. HUD will use the system-level performance information as a competitive element in its annual CoC Program Competition and to gauge the state of the homeless response system nationally.

The purpose of this introductory guide is to help CoCs understand how HUD expects CoCs to calculate and use these system-level performance measures as the established selection criteria for awarding CoC Program projects and to evaluate system performance. This introductory guide will be supplemented by detailed programming specifications to assist HMIS administrators and vendors program these measures for both the CoC Program Competition and Con Plan jurisdiction reporting purposes. HUD does not expect communities to fully implement these measures until such detailed specifications are issued.

Key Terms

The following key terms are used throughout this introductory guide.

Continuum of Care (CoC) means the group organized to carry out the responsibilities of the CoC established under 24 CFR part 578 and that is composed of representatives of organizations including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons.

Continuum projects are projects, which may or may not be funded by HUD, that provide services and/or lodging, and whose primary purpose is to meet the specific needs of people who are homeless or at risk of homelessness within the CoC's geography. All ESG and CoC Program-funded projects are continuum projects, but the system should also include all non-ESG Program and non-CoC Program funded projects dedicated to serving people who are homeless.

Consolidated Plan (Con Plan) Jurisdictions include States, local governments, and territories that receive one or more of the following HUD formula grants: ESG, Community Development Block Grants (CDBG), HOME Investment Partnership (HOME), and/or Housing Opportunities for People With AIDS (HOPWA) formula funding.

Independent living destination means **permanent housing destination.**

Permanent housing destination comprises the following response categories that may be selected at client project exit for the HMIS data element "Destination:"

- Moved from one HOPWA funded project to HOPWA PH
- Owned by client, no ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Permanent housing for formerly homeless persons (such as: CoC project; or HUD legacy programs; or HOPWA PH)
- Rental by client, no ongoing housing subsidy
- Rental by client, with VASH housing subsidy
- Rental by client, with GPD TIP housing subsidy
- Rental by client, with other ongoing housing subsidy
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure

II. The McKinney-Vento Act Selection Criteria

A. Performance-Based Selection Criteria

The following selection criteria are outlined in Section 427 of the Act to measure the performance of applicants' homeless assistance systems:

- **The length of time individuals and families remain homeless.** Meeting this criterion will be based on demonstrating a reduction of the average and median length of time persons enrolled in emergency shelter, transitional housing, or safe haven projects experience homelessness.

- **The extent to which individuals and families who leave homelessness experience additional spells of homelessness.** Meeting this criterion will be based on demonstrating a reduction in the percent of persons who have left homelessness (i.e., exited continuum projects into permanent housing destinations) who return to homelessness (i.e., return to continuum projects for which homelessness is an eligibility criterion).
- **The thoroughness of grantees in reaching homeless individuals and families.** Meeting this criterion will be based on narrative question(s) about the community's coordinated entry system, the geographic coverage of continuum projects, and the community's street outreach efforts. This introductory guide does not include any quantitative measures for this criterion, but HUD may establish measures in the future.
- **Overall reduction in the number of homeless individuals and families.** Meeting this criterion will be based on demonstrating a reduction in the number of homeless individuals and families identified in the Point-in-Time (PIT) sheltered and unsheltered counts and annual sheltered data within the CoC over time.
- **Jobs and income growth for homeless individuals and families**. Meeting this criterion will be based on demonstrating that the percent of homeless adults being served in CoC Program projects increase their earned (i.e., employment) income and/or other income between their enrollment in the system and their exit (or follow-up assessment).
- **Success at reducing the number of individuals and families who become homeless.** Meeting this criterion will be based on demonstrating a reduction in the number of persons experiencing homelessness for the first time.
- For CoCs that have been approved by HUD to serve families with children and youth defined as homeless under paragraph (3) of HUD's homeless definition, as found in *Homeless Emergency Assistance and Rapid Transition to Housing: Defining "Homeless,"* success in:

    a. **Preventing homelessness among this subset of families and youth**; or

    b. **Achieving independent living in permanent housing among this subset**.

  Meeting these criteria will be based on demonstrating an increase in the percent of persons served in continuum projects that exit to or retain permanent housing destinations; and, a reduction in the percent of persons who have left homelessness who returned to continuum projects for which homelessness is an eligibility criterion.

In addition, HUD supplemented the statutory performance measures with two additional criteria:

- **Successful placement from street outreach**. Meeting this criterion will be based on demonstrating an increase in the percent of persons served in street outreach projects who exit to emergency shelter, safe haven, transitional housing, or permanent housing destinations.
- **Successful housing placement to or retention in a permanent housing destination**. Meeting this criterion will be based on demonstrating an increase in the percent of persons served in emergency shelter, safe haven, transitional housing, or rapid re-housing projects exit to permanent housing destinations and persons served in permanent housing projects who retain permanent housing or exit to permanent housing destinations.

Con Plan jurisdictions are also required to report on several of the system performance measures as part of their Con Plan Homeless Needs Assessment and Consolidated Annual Performance and Evaluation Reports (CAPER). Specific requirements will be provided in supplementary guidance for Con Plan jurisdictions.

An overview of how each performance measure is calculated is provided in the appendix of this introductory guide.

B. Developing and Implementing Performance Measures

HUD recognizes that communities are interested in further developing system-level performance measures, and using the statutory selection criteria as a basis for establishing metrics. The measures will be reported to HUD through various vehicles, including the CoC Program Competition and the Con Plan (for Con Plan jurisdictions). HUD will continuously evaluate the way to measure performance over time and will consider making changes if reevaluation shows that there are better ways of understanding performance. For instance, when coordinated entry is more fully implemented, HUD will consider how better to incorporate the coordinated entry data into the performance measures.

In further defining and operationalizing the performance-based selection criteria, HUD sought to find a balance between developing meaningful, comprehensive performance measures and limiting additional burden for CoCs, continuum projects, and HMIS Lead agencies. Accordingly, each measure detailed in this introductory guide has been crafted to maximize the information available through universal data elements established in HUD's HMIS Data Standards, which all continuum projects in HMIS should be collecting as HMIS participants. HUD believes these measures best reflect the performance measures as stated in the Act, while limiting additional data collection and reporting burdens at the local level.

C. Implementation Timeline

The Act requires HUD to use data from the performance measures as part of its selection criteria for awarding grants under the CoC Program. HUD's annual Notice of Funding Availability (NOFA) for its CoC Program Competition will provide more detail regarding how CoCs will report performance measures data to HUD. In cases where more than one measurement approach is provided (e.g., an average and a median) or multiple metrics, HUD will specify which approach and which metric(s) it will use for scoring purposes in the CoC Program NOFA. HUD may also establish performance targets (e.g., 80 percent of transitional housing leavers exit to permanent housing) as part of a specific CoC Program NOFA. Narrative questions addressing these selection criteria may be included as part of the annual CoC Program Competition until HUD believes it can request communities to provide numerical data on system-level performance measures.

Con Plan regulations, at 24 CFR 91.205(c)(1)(i) and 91.305(c)(1)(i), already require Con Plan jurisdictions to provide an estimate of some of these performance measures. HUD will provide updated instructions for developing and reporting these estimates for the Con Plan Homeless Needs Assessments and CAPER as the data from these performance measures become available in HMIS.

HUD does not expect or anticipate that CoCs will implement these measures without appropriate programming specifications for calculating CoC- or Con Plan jurisdiction-level measures. These specifications are anticipated to be released in the Spring of 2015. CoC stakeholders, including

HMIS Leads, service providers, and Con Plan jurisdictions, should use this introductory guide to become familiar with the performance measures in the time period between the release of this introductory guide and the specifications.

In the period leading up to the submission of system-level performance data, CoCs, together with their collaborative applicant and HMIS Lead, should begin the process of evaluating their system readiness for measuring system-level data. HUD recommends that CoCs take the following key action steps:

1. Become familiar with the selection criteria and process for measuring them outlined in this introductory guide;
2. Discuss the selection criteria and measurement process with the CoC Board (or current equivalent) and appropriate committees;
3. Work with the HMIS Lead and software provider to ensure they are familiar with the selection criteria and have established a plan for implementation of the performance measures consistent with the programming specifications when released;
4. Review the HUD HMIS Data Standards (updated in 2014) and work with the HMIS Lead and HMIS software provider to ensure the new requirements are implemented per HUD direction;
5. Upon release, review the programming specifications and ensure the HMIS Lead and software provider are implementing their plan to program the new measures;
6. Review and test preliminary performance measure output to ensure the results are accurate and share the results with the CoC.

D. High Performing Communities

The Act provides specific targets for some of the performance measures for CoCs seeking designation as High Performing Communities (HPCs). This introductory guide provides the building blocks necessary for CoCs interested in becoming HPCs to calculate the data for applying for HPC status. HUD will publish a Notice that will address the specific performance measure requirements for HPCs.

III. System Performance Measurement Parameters

A. Data Sources

There are two primary data sources CoCs will use to collect system-level performance measures:

1. Sheltered and unsheltered PIT count data reported through HUD's Homelessness Data Exchange (HDX).
2. Client-level outcome information based on data collected in HMIS and unduplicated across all continuum projects that contribute data to HMIS within the CoC.

B. Project Type Applicability

Each of the system performance measures applies to persons served in continuum projects, depending on the federal funding source (e.g., CoC Program) and provider project type. Measures applicable to the sheltered homeless population, for example, only apply to persons in emergency shelter, safe haven, and transitional housing projects because the definition of sheltered homelessness is limited to persons in these project types. Residents of permanent housing projects are, by definition, formerly homeless. All permanent housing project types (i.e., project types with the PH prefix) included are expected to have "homelessness" as a criterion for admission. If the CoC uses the permanent housing project types to also include non-homeless housing those projects serving non-homeless clients must be excluded from all measures which identify permanent housing as the project type.

The table below lists all HMIS project types included in the 2014 HMIS Data Dictionary. The tables in the appendix identify the specific project types included in each measure, using the abbreviations in the table below.

Abbreviation	Project Types
ES	Emergency Shelter
TH	Transitional Housing
SH	Safe Haven
PH-RRH	PH - Rapid Re-housing
PH-PSH	PH - Permanent Supportive Housing (disability required for entry)
PH	PH – Housing Only
	PH – Housing with Services (no disability required for entry)
SO	Street Outreach
SSO	Services Only
HP	Homelessness Prevention
Non Applicable Project Types for Performance Measurement	
	Day Shelter
	Coordinated Assessment
	Other

C. Reporting Period

HUD has established the reporting period for system performance measures to be consistent with the federal fiscal year (October 1 through September 30), with the exception of PIT count data collected according to HUD specifications during the fiscal year (or the prior year for communities conducting their unsheltered counts biennially). The reporting period establishes the universe of clients for which the measures are calculated, but often the data collection period extends beyond the reporting period, depending on the measure. For example, to report on persons who become homeless for the first time, CoCs need to look back in the system to determine if a person was in the HMIS prior to the reporting period.

D. Client Universe

Measuring performance at a system level requires communities to look at patterns of project use differently than when measuring performance at the project level. At the project level we refer to the unduplicated number of persons who exit the project during the operating period (i.e., leavers) and the unduplicated number of persons who remain in the project at the end of the reporting period (i.e., stayers). For system-level performance measures it is helpful to continue to use the concept of leavers and stayers; however, CoCs must look at data from the entire system or across all continuum projects of a specific project type, as opposed to individual projects, to determine the unduplicated number of system leavers and system stayers. System leavers are persons who were in the system during the operating year but had exited from all applicable continuum project types being measured at the end of the reporting period. System stayers are persons who were in one of the applicable continuum project types being measured at the end of the reporting period, including persons who were continuously enrolled (i.e., had an open HMIS record during the entire reporting period).

The universe of clients is determined by looking at the continuum projects for project types specified in the measure and the time period the CoC must use to determine who is included in the measure. Project types will vary depending on the measure (please see the appendix to reference which project types are included in each measure). CoCs should include homeless persons in all of the projects of the project types identified for each measure unless the measure narrows the project types further by funding source. Similarly, CoCs should assume that when HUD refers to "persons" or "adults" in a measure that both system stayers and system leavers should be included in the calculation unless there is language that clearly limits the measure to only system stayers or system leavers.

E. Setting Local Performance Targets

HUD will require CoCs to report their data on the performance measures as part of the annual CoC Program Competition. HUD intends to use the performance measures data to establish national targets and for other national comparative purposes. System performance targets are intended to reflect performance across multiple projects of a given type (e.g., ES) or across a range of projects and project types (e.g., length of time homeless) and subpopulations. CoCs should be mindful that performance targets for the overall system represent performance of all applicable projects for all populations. HUD traditionally sets targets by averaging data for all projects, which generally accounts for differences in performance between different project types and subpopulations.

HUD expects CoCs to also establish appropriate local targets. HUD encourages CoCs to use the national performance targets as benchmarks for which the entire CoC, as a coordinated system, should aspire to achieve, while setting local targets that account for the unique needs of the homeless population and subpopulations and other circumstances within their communities. HUD recognizes, for example, that projects that serve homeless youth may have permanent housing placement rates that are lower than projects serving other populations. Similarly, projects specifically focusing on persons who are chronically homeless may have lower employment or income performance than the system as a whole. Therefore, CoCs are encouraged to consider these types of factors when setting local performance targets so that projects serving certain populations are not penalized but still have performance targets that they should be striving to meet. HUD will not be measuring performance by subpopulations or subsystems, so it is important that as CoCs target these components, they carefully consider whether the performance is appropriate within that context or can be improved over time.

F. HMIS Bed Coverage and Data Quality

The effectiveness and usefulness of local data is very dependent on both HMIS project type coverage and data quality. It is critical that a CoC include as many of the homeless service providers in the community in their HMIS as possible. To the extent homeless service providers are not contributing data to HMIS, there are critical information gaps regarding who is being served, the nature of the services, the performance of individual projects, and the performance of the overall system.

It is also important that the data submitted to CoCs (both in the PIT and HIC process as well as in HMIS) is high quality. Data quality refers to timeliness, completeness, and accuracy of the data. Collecting and entering high quality data are necessary to produce reports with reliable performance measures. In some cases, data collection consistent with HUD's previous HMIS Data Standards (updated March 2010) is adequate to produce benchmarks for the performance measures. In other cases, the calculation requires data be consistent with the most recent HMIS Data Standards (updated 2014).

CoCs should work with their HMIS Lead to ensure that data quality is regularly monitored and assessed, including evaluating that:

1. Project staff collects required information at entry, exit and any applicable interim data collection points for each client;
2. Project staff records information into the HMIS in a timely fashion following client entry into the project and client exit from the project;
3. Projects and CoCs have clear policies and procedures related to data quality and the project staff consistently applies the policies; and
4. HMIS Leads understand how to perform deduplication procedures within their system and utilize those procedures on a regular basis and always before system measurement report generation.

More broadly, high data quality is critical to producing performance data that accurately reflect the work of the entire CoC. HUD will require CoCs to submit information on HMIS bed coverage and data quality as part of the process for collecting performance measures. HUD expects all communities to collect and submit data as requested through the CoC application regardless of data quality or bed coverage. However, data that do not meet certain thresholds for HMIS bed coverage and data quality, as determined by HUD, may not be considered accurate representations of CoC performance and may affect a CoC's competitiveness in the annual CoC Program Competition.

Appendix: Performance Measures Descriptions

The purpose of this appendix is to take an in-depth look at each performance measure by identifying HUD's desired outcome, the client universe, and the basic calculation for each of them. HUD recognizes that the information in this introductory guide is insufficient for communities or HMIS vendors to program the measures in their HMIS. HUD's intent is to use this document to describe the performance measures and then to release programming specifications for HMIS administrators and vendors to create HMIS reports that will allow CoCs to consistently and accurately retrieve data from HMIS and report it to HUD. For some of the performance measures, HUD plans to calculate the data in a few different ways. This appendix does not necessarily reflect the variations, but HUD will provide that level of information with the programming specifications.

Each measure will have a specific timeframe associated with it. As stated earlier in this document, HUD will use the federal fiscal year (October 1 to September 30) for its reporting periods. HUD recognizes that CoCs' HMIS and data collection systems vary in terms of development and capacity. To create a uniform standard for CoCs and their HMIS, HUD has established a baseline year during and after which all CoCs are expected to be able to report data consistently. The baseline year is October 1, 2012 through September 30, 2013. In other words, for measures that require CoCs to look at past client records in HMIS, HUD will not require CoCs to report data on persons who were in their systems before October 1, 2012. For example, to determine which persons are experiencing homelessness for the first time, HUD will only require CoCs to look at persons who were in the system on October 1, 2012 or later, even if the HMIS contains valid and reliable data from prior periods. HUD encourages communities with longer histories of reliable HMIS data to use data prior to the October 1, 2012 for their own internal analysis, but HUD will not request that data to be submitted as part of its official performance measures submission to HUD.

For certain measures, CoCs will simply provide HUD data for the report period as a benchmark with no comparison to prior periods. In subsequent years, HUD will generally compare data from year-to-year as well as data from past years. HUD intends to bring forward data reported in the past so that CoC's will not have to recalculate data from the past each year. While HUD plans to continue to use the federal fiscal year (i.e., October 1 through September 30) as its annual period, HUD may change the baseline in the future to ensure the measurement best reflects the efforts of the homeless system.

Measure 1: Length of Time Persons Remain Homeless

Desired Outcome	Reduction in the average and median length of time persons remain homeless	
Metrics	**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
Client Universe	Persons . . . • in ES and SH project types • during the current reporting period	Persons . . . • in ES, SH, and TH project types • during the current reporting period
Calculation	1. Using HMIS data, calculate the number of days each person in the client universe (i.e., persons in **ES and SH**) during the reporting period was homeless 2. Calculate average and median of the client universe Average = Total days divided by the total persons homeless during the reporting period	1. Using HMIS data, calculate the number of days each person in the client universe (i.e., persons in **ES, SH, and TH**) during the reporting period was homeless 2. Calculate average and median of the client universe Average = Total days divided by the total persons homeless during the reporting period

Measure 2a: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 to 12 Months

Desired Outcome	Reduction in the percent of persons who return to homelessness	
Metrics	**Metric 2a.1:** Returns to SO, ES, SH, and TH projects after exits to permanent housing destinations	**Metric 2a.2:** Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations
Client Universe	Persons . . . • in SO, ES, SH, TH, and any PH project type • who exited (i.e., system leavers) to permanent housing destinations • during the previous reporting period	
Calculation	1. Using HMIS data, add the number of persons in the client universe 2. Of this client universe, add those persons who were also recorded in **SO, ES, SH, and TH** projects in HMIS at both 6 and 12 months after their date of exit to permanent housing destinations 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 6 and 12 months, respectively	1. Using HMIS data, add the number of persons in the client universe 2. Of this client universe, add those persons who were also recorded in **SO, ES, SH, TH, and all PH** projects in HMIS at both 6 and 12 months after their date of exit to permanent housing destinations 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 6 and 12 months, respectively

Measure 2b: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 2 Years

Desired Outcome	Reduction in the percent of persons who return to homelessness	
Metrics	**Metric 2b.1:** Returns to SO, ES, SH, and TH projects after exits to permanent housing destinations	**Metric 2b.2:** Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations
Client Universe	Persons . . . • in SO, ES, SH, TH, and any PH project type • who exited (i.e., system leavers) to permanent housing destinations • during the fiscal year two years prior to the current reporting period (e.g., if the current reporting period is FY 2015 then look back to persons who exited to permanent housing destinations in FY 2013)	
Calculation	1. Using HMIS data, add the number of persons in the client universe 2. Of this client universe, add those persons who were also recorded in **SO, ES, SH, and TH** projects in HMIS within 24 months after their date of exit to permanent housing destinations 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 24 months	1. Using HMIS data, add the number of persons in the client universe 2. Of this client universe, add those persons who were also recorded in **SO, ES, SH, TH, and all PH** projects in HMIS within 24 months after their date of exit to permanent housing destinations 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 24 months

Measure 3: Number of Homeless Persons

Desired Outcome	**Reduction in the number of persons who are homeless**	
Metrics	**Metric 3.1:** Change in PIT counts of sheltered and unsheltered homeless persons	**Metric 3.2:** Change in annual counts of sheltered homeless persons in HMIS
Client Universe	Persons . . . • counted as sheltered and unsheltered in the PIT count • conducted during the reporting period	Persons . . . • in ES, SH, and TH project types • during the reporting period
Calculation	Using PIT data, add the number of persons in the client universe	Using HMIS data, • add the number of persons in the client universe by project type • add the overall unduplicated number of people in the client universe

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

Desired Outcome	Increase in the percent of adults who gain or increase employment or non-employment cash income over time					
Metrics	**Metric 4.1:** Change in employment income during the reporting period for system stayers	**Metric 4.2:** Change in non-employment cash income during the reporting period for system stayers	**Metric 4.3:** Change in total cash income during the reporting period for system stayers	**Metric 4.4:** Change in employment income from entry to exit for system leavers	**Metric 4.5:** Change in non-employment cash income from entry to exit for system leavers	**Metric 4.6:** Change in total cash income from entry to exit for system leavers
Client Universe	Adults . . . • in CoC Program-funded SH, TH, PH-RRH, and PH-PSH project types • who have been in HMIS for at least a year and are still in the system at the end of the reporting period during the reporting period			Adults . . . • in CoC Program-funded SH, TH, PH-RRH, and PH-PSH project types • who exited (i.e., system leavers) during the reporting period		
Calculation	1. Using HMIS data, add the number of adults in the client universe 2. Of this client universe, add the number of adults who gained or increased earned (i.e., employment) income during the reporting period 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the	1. Using HMIS data, add the number of adults in the client universe 2. Of this client universe, add the number of adults who gained or increased non-employment cash income during the reporting period 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who increase or	1. Using HMIS data, add the number of adults in the client universe 2. Of this client universe, add the number of adults who gained or increased total cash income during the reporting period 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the	1. Using HMIS data, add the number of adults in the client universe 2. Of this client universe, add the number of adults who gained or increased earned (i.e., employment) income from system entry to system exit 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who	1. Using HMIS data, add the number of adults in the client universe 2. Of this client universe, add the number of adults who gained or increased non-employment cash income from system entry to system exit 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who increase or	1. Using HMIS data, add the number of adults in the client universe 2. Of this client universe, add the number of adults who gained or increased total cash income from system entry to system exit 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of

	percent of persons who increase or gain in employment income	gain in non-employment cash income	percent of persons who increase or gain in total cash income	increase or gain in employment income from system entry to system exit	gain in non-employment cash income from system entry to system exit	persons who increase or gain in total cash income from system entry to system exit

Measure 5: Number of Persons who Become Homeless for the First Time

Desired Outcome	Reduction in the number of persons who become homeless for the first time	
Metric	**Metric 5.1:** Change in the number of homeless persons in ES, SH, and TH projects with no prior enrollments in HMIS	**Metric 5.2:** Change in the number of persons in ES, SH, TH, and PH projects with no prior enrollments in HMIS
Client Universe	Persons . . . • in ES, SH, and TH project types • who entered during the current reporting period	Persons . . . • in ES, SH, TH, and any PH project types • who entered during the current reporting period
Calculation	1. Using HMIS data, add the number of persons in the client universe 2. Using HMIS data, calculate the number of persons who were also recorded in **ES, SH, TH, and all PH** projects in HMIS 24 months prior to their entry during the reporting year (i.e., those who were homeless) 3. Subtract the total from step 2 by the total from step 1 (i.e., client universe) to calculate the number of persons experiencing homelessness for the first time	1. Using HMIS data, add the number of persons in the client universe 2. Using HMIS data, calculate the number of persons who were also recorded in **ES, SH, TH, and all PH** projects in HMIS 24 months prior to their entry during the reporting year (i.e., those who were homeless) 3. Subtract the total from step 2 by the total from step 1 (i.e., client universe) to calculate the number of persons experiencing homelessness for the first time

Measure 6: Homelessness Prevention and Housing Placement of Persons Defined by Category 3 of HUD's Homeless Definition in CoC Program-funded Projects

Only CoC applicants that have exercised the authority and been approved by HUD to serve families with children and youth defined as homeless under other federal laws are required to complete Measures 6a, 6b, and 6c.

Measure 6a: Preventing Returns to Homelessness within 6 and 12 Months Among This Subset of Families and Youth

Desired Outcome	Reduction in the percent of persons defined as homeless under Category 3 of HUD's homeless definition who return to homelessness
Metric	**Metric 6a.1:** Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations
Client Universe	Persons . . . • defined as Category 3 under HUD's homeless definition • in CoC Program-funded SH, TH, PH-RRH, and PH-PSH project types • who exited (i.e., system leavers) to permanent housing destinations • during the previous reporting period
Calculation	1. Using HMIS data, add the number of persons from the client universe 2. Of this client universe, add those persons who were also recorded in **SO, ES, SH, TH, and all PH** projects in HMIS at both 6 and 12 months after their date of exit to permanent housing destinations 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 6 and 12 months, respectively

Measure 6b: Preventing Returns to Homelessness within 24 Months Among This Subset of Families and Youth

Desired Outcome	Reduction in the percent of persons defined as homeless under Category 3 of HUD's homeless definition who return to homelessness
Metric	**Metric 6b.1:** Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations
Client Universe	Persons . . . • defined as Category 3 under HUD's homeless definition • in CoC Program-funded SH, TH, PH-RRH, and PH-PSH project types • who exited (i.e., system leavers) to permanent housing destinations • during the fiscal year two years prior to the current reporting period (e.g., if the current reporting period is FY 2015 then look back to persons who exited to permanent housing destinations in FY 2013)
Calculation	1. Using HMIS data, add the number of persons from the client universe 2. Of this client universe, add those persons who were also recorded in **SO, ES, SH, TH, and all PH** projects in HMIS within 24 months after their date of exit to permanent housing destinations 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 24 months

Measure 6c: Successful Housing Placement Among This Subset of Families and Youth

Desired Outcome	Increase in the percent of persons who exit to or retain permanent housing	
Metrics	**Metric 6c.1:** Change in exits to permanent housing destinations	**Metric 6c.2:** Change in exit to or retention of permanent housing
Client Universe	Persons . . . • defined as Category 3 under HUD's homeless definition • in CoC Program-funded SH, TH, and PH-RRH project types • who exited (i.e., system leavers) • during the current reporting period	Persons . . . • defined as Category 3 under HUD's homeless definition • in a CoC-funded PH-PSH project type • during the current reporting period
Calculation	1. Using HMIS data, add the client universe 2. Of the client universe, add up those persons in CoC Program-funded **SH, TH, and PH-RRH** projects who exited to permanent housing destinations during the current reporting period 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of successful exits to permanent housing destinations	1. Using HMIS data, add the client universe 2. Of the client universe, add up those persons who: • Remained in CoC Program-funded **PH-PSH** projects (i.e., system stayers) and • exited to permanent housing destinations (i.e., system leavers) during the current reporting period 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of successful exits to or retention of permanent housing

Measure 7a: Successful Placement from Street Outreach

Desired Outcome	**Increase in the percent of persons who exit to an ES, SH, TH, or permanent housing destination**
Metric	**Metric 7a.1:** Change in placements to permanent housing destinations, temporary destinations (except for a place not meant for human habitation), and some institutional destinations
Client Universe	Persons . . . • in SO project types • who exited from SO • during the current reporting period
Calculation	1. Using HMIS data, add the number of persons in the client universe (i.e., persons who exited from an SO project during the current reporting period) 2. Of the client universe, add the number of persons who exited to permanent housing destinations, temporary destinations (except for a place not meant for human habitation), and some institutional destinations during the reporting period 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of successful exits from SO

Measure 7b: Successful Placement in or Retention of Permanent Housing

Desired Outcome	Increase in the percent of persons who exit to or retain permanent housing	
Metrics	**Metric 7b.1:** Change in exits to permanent housing destinations	**Metric 7b.2:** Change in exit to or retention of permanent housing
Client Universe	Persons . . . • in ES, SH, TH, and PH-RRH project types • who exited (i.e., system leavers) • during the current reporting period	Persons . . . • in all PH project types except PH-RRH • during the current reporting period
Calculation	1. Using HMIS data, add the client universe 2. Of the client universe, add up those persons in **ES, SH, TH, and PH-RRH** projects who exited to permanent housing destinations during the current reporting period 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of successful exits to permanent housing destinations	1. Using HMIS data, add the client universe 2. Of the client universe, add up those persons who: • Remained in **all PH projects except PH-RRH** projects (i.e., system stayers) and • exited to permanent housing destinations (i.e., system leavers) during the current reporting period 3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of successful exits to or retention of permanent housing

EXHIBIT I

Submitted/Updated by:______________________ Date:______________
Approved by:______________________ Date:______________
Entered by: ______________________ Date:______________
Reviewed by:______________________ Date:______________

Riverside County Community Services Directory

AGENCY INFORMATION FORM

Information on this form should pertain to the agency only.
Please use the Program Information form to add or change program details.

Agency Name: ______________________________

List Aliases/ known abbreviations/ other names: ______________________________

Physical Address: ______________________________

City: ______________________ State: ______________ Zip code: ______________

Confidential location: ☐ Yes ☐ No

Handicap accessible? ☐ Yes ☐ No

Mailing Address: ______________________________

City: ______________________ State: ______________ Zip code: ______________

Main Phone: ______________________ Alternative Phone: ______________________

Fax: ______________________ TDD/TYY: ______________________

Hotline: ______________________ Other: ______________________

Website: ______________________________

E-mail: ______________________________

Legal Status

☐ Private, non-profit ☐ Public-County ☐ Public-State ☐ Public-Federal

☐ Faith Based ☐ For Profit ☐ Other______________

Tax Classification:

Year of Incorporation: ______________

Office Days and Hours: ______________________________

Eligibility/ Target Population:

Agency Description: ______________________________

____

____

Languages spoken other than English: ______________________________

Fees

- ❑ No Cost
- ❑ Low Cost
- ❑ Sliding Fee
- ❑ Donation
- ❑ Vary
- ❑ Other______________________________

Method of Payment

- ❑ Medi-Cal
- ❑ Cash
- ❑ Credit Cards
- ❑ Personal Check

Personnel

Agency Director:____________________________ Title:____________________________

Phone:____________________________ Email:____________________________

Contact Name: ____________________________ Title:____________________________

Phone:____________________________ Email:____________________________

Any additional Information you would like us to be aware of?

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Submitted by: ________________________

Phone: ________________________

Date :________________________

Volunteer Center of Riverside

Please enclose your brochure and return to
2-1-1 Riverside County
P.O Box 5376
Riverside, CA 92517-5376
Phone: (800) 464-1123
or (951) 686-4402 Ext. 751
Fax: (951) 686-7417

EXHIBIT J

Submitted/Updated by: ______________________	Date: ______________
Approved by: ______________________	Date: ______________
Entered by: ______________________	Date: ______________
Reviewed by: ______________________	Date: ______________

DIAL "211" RIVERSIDE COUNTY

Riverside County Community Services Directory

PROGRAM INFORMATION FORM

This form is to submit the program's details, additions or changes.
Please summit a separate form for each program.
Additional copies can be made of this form as needed.

Agency Name: ______________________________

Program Name: ______________________________

List Aliases/ known abbreviations/ other names: ______________________________

Program Physical Address: ______________________________

City: ______________ State: ______________ Zip code: ______________

Confidential location: ☐ Yes ☐ No
Handicap accessible? ☐ Yes ☐ No

Mailing Address: ______________________________

City: ______________ State: ______________ Zip code: ______________

Program Phone: ______________ Alternative Phone: ______________

Fax: ______________ TDD/TYY: ______________

Hotline: ______________ Other: ______________

Website: ______________________________

E-mail: ______________________________

Program Days and Hours: ______________________________

Program Description: ______________________________

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Eligibility/Target Population: ______________________________

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Intake/Application Procedure:

- ❑ Phone ❑ Appointment required ❑ Walk-in ❑ Referral needed
- ❑ Mail ❑ Other ______________________________

Documents Required: ______________________________

Areas Served: (Please indicate specific areas program services)

Regions

- ❑ All Riverside County ❑ West County ❑ Central County ❑ Southwest County
- ❑ East County ❑ Coachella Valley ❑ Other

Cities:______________________________

Zip Codes: ______________________________

Fees:

- ❑ No Cost ❑ Low Cost ❑ Sliding Fee ❑ Donation
- ❑ Vary ❑ Other ______________________________

Method of Payment

- ❑ Medi-Cal ❑ Cash ❑ Credit Cards ❑ Personal Check

Languages spoken other than English:______________________________

Personnel

Program Director: ______________________ Title: ______________

Phone: ______________________ Email: ______________

Contact Name: ______________________ Title: ______________

Phone: ______________________ Email: ______________

Any additional Information you would like us to be aware of?

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Submitted by:______________

Phone: ______________

Date:______________

Please enclose your brochure and return to
2-1-1 Riverside County
P.O Box 5376
Riverside, CA 92517-5376
Phone: (800) 464-1123
or (951) 686-4402 Ext. 160
Fax: (951) 686-7417

EXHIBIT K

**ASSURANCE OF COMPLIANCE WITH
THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS**

CVRM

NAME OF ORGANIZATION
(HEREINAFTER CALLED THE "CONTRACTOR")

HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; the Food Stamp Act of 1977, as amended, and in particular Section 272.6; Title II of the Americans with Disabilities Act of 1990; Government Code (GC) Section 11135, as amended; California Code of Regulations (CCR) Title 22 Section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act; Section 1808 Removal of Barriers to Inter Ethnic Adoption Act of 1996 and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of race, color, national origin, political affiliation, religion, marital status, sex, age, or disability be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE CONTRACTOR HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, the CONTRACTOR agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code Section 10605, or Government Code Section 11135-39, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on the CONTRACTOR directly or through contract, license, or other provider services, as long as it receives federal or state assistance; and shall be submitted with the required Civil Rights Plan Update.

3-10-17

Date

Director's Signature

47470 Van Buren St.

Address of CONTRACTOR

Indio CA 92201

EXHIBIT L

EMERGENCY SOLUTIONS GRANTS PROGRAM

(ESG)

ELIGIBLE EXPENSE GUIDE

DECEMBER 2016

TABLE OF CONTENTS

Emergency Solutions Grants Program (ESG) funds may only reimburse costs related to the following ESG eligible expenditure program components/Activities:

1. **Street Outreach**
2. **Emergency Shelter**
3. **Homelessness Prevention**
4. **Rapid Re-housing**
5. **Homeless Management Information System (HMIS)**
6. **Administrative Activities**

Subrecipients may consult the federal and state ESG regulations at the HCD website: http://www.hcd.ca.gov/fa/esg/

1. **Street Outreach** – Unsheltered individuals and families, meaning those who qualify under 24 CFR § 91.5 paragraph (1)(i) of the definition of "homelessness". Essential Services to eligible participants provided on the street or in parks, abandoned buildings, bus stations, campgrounds, and in other such settings where unsheltered persons are staying. Staff salaries related to carrying out street outreach activities are eligible.

1.1 Essential Services

1.1 Essential Services – Services necessary to reach out to unsheltered homeless people; connect them with emergency shelters, housing, or critical services; and provide urgent, nonfacility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility.

- **Engagement** – activities to locate, identify, and build relationships with unsheltered homeless people for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs.
  - Initial assessment of needs and eligibility
  - Providing crisis counseling
  - Addressing urgent physical needs
  - Actively connecting and providing information and referral
  - Cell phone costs of outreach workers

- **Case Management** – assessing housing and service needs, and arranging/coordinating/ monitoring the delivery of individualized services.

    - Using the centralized or coordinated assessment system
    - Initial evaluation/verifying and document eligibility
    - Counseling
    - Developing/Securing/Coordinating Services
    - Helping obtain Federal, state, and local benefits
    - Monitoring/evaluating participant progress
    - Providing information and referral to other providers
    - Developing an individualized housing/service plan

- **Emergency Health Services** – Outpatient treatment of urgent medical conditions by licensed medical professionals in community-based settings (e.g. streets, parks, and campgrounds) to those eligible participants unwilling or unable to access emergency shelter or an appropriate healthcare facility. ESG funds may be used only for these services to the extent that other appropriate health services are inaccessible or unavailable within the area.

    - Assessing participants' health problems and developing treatment plans
    - Assisting participants to understand their health needs
    - Providing or helping participants obtain appropriate emergency medical treatment
    - Providing medication and follow-up services

- **Emergency Mental Health Services** – Outpatient treatment of urgent mental health conditions by licensed professionals in community-based settings (e.g. streets, parks, and campgrounds) to those eligible participants unwilling or unable to access emergency shelter or an appropriate healthcare facility. ESG funds may be used only for these services to the extent that other appropriate health services are inaccessible or unavailable within the area.

    - Crisis Intervention
    - Prescription of psychotropic medications
    - Explain the use and management of medications
    - Combinations of therapeutic approaches to address multiple problems

- **Transportation** – Travel by outreach workers, social workers, medical professionals or other service providers during the provision of eligible street outreach services.
    - Transporting unsheltered people to emergency shelters or other service facilities
    - Cost of a participant's travel on public transit
    - Mileage allowance for outreach workers to visit participants
    - Purchasing or leasing a vehicle for use in conducting outreach activities, including the cost of gas, insurance, taxes, and maintenance for the vehicle
    - Costs of staff to accompany or assist participant to use public transportation

- **Services to Special Populations** – Otherwise eligible Essential Services that have been tailored to address the special needs of homeless youth, victims of domestic violence, and related crimes/threats, and/or people living with HIV/AIDS who are literally homeless. See all eligible expenses above under Street Outreach (1)

2. <u>Emergency Shelter</u> – eligible participants are individuals and families who are homeless. Essential Services to persons in emergency shelters, and operating emergency shelters are eligible costs. Staff costs related to carrying out emergency shelter activities are also eligible.

2.1 Essential Services

2.2 Rehabilitation and Renovation

2.3 Shelter Operations

2.4 Assistance Required under Uniform Relocation Assistance (URA)

2.1 Essential Services – Services provided to individuals and families who are in an emergency shelter:

- **Case Management** – Assessing, arranging, coordinating, and monitoring individualized services.
    - Using the centralized or coordinated assessment system
    - Initial evaluation including verifying and documenting eligibility
    - Counseling
    - Developing, securing and coordinating services including Federal, State, and local benefits
    - Monitoring and evaluating program participant progress
    - Providing information and referrals to other providers
    - Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking
    - Developing an Individualized Housing and Service Plan
- **Child Care** – "Licensed" child care for program participants with children under the age of 13 or disabled children under the age of 18.
    - Child care costs
    - Meals and snacks
    - Comprehensive and coordinated sets of appropriate developmental activities
- **Education Services** – Instruction or training to enhance participants' ability to obtain and maintain housing: literacy, English literacy, GED, consumer education, health education, and substance abuse prevention.
    - Educational services/skill-building

- Screening, assessment, and testing
- Individual or group instruction
- Tutoring
- Provision of books, supplies and instructional material
- Counseling
- Referral to community resources

- **Employment Assistance and Job Training** – Services assisting participants secure employment and job training programs.
    - Classroom, online, and/or computer instruction
    - On the-job instruction
    - Job finding, skill-building
    - Reasonable stipends in employment assistance and job training programs
    - Books and instructional material
    - Employment screening, assessment, or testing
    - Structured job-seeking support
    - Special training and tutoring, including literacy training and pre-vocational training
    - Counseling or job coaching
    - Referral to community resources

- **Outpatient Health Services** – Direct outpatient treatment of medical conditions provided by licensed medical professionals.
    - Assessing health problems and developing a treatment plan
    - Assisting program participants to understand their health needs
    - Providing or helping participants obtain appropriate medical treatment, preventive medical care, and health maintenance services, including emergency medical services
    - Providing medication and follow-up services
    - Providing preventive and non-cosmetic dental care

- **Legal Services** – Necessary legal services regarding matters that interfere with the program participant's ability to obtain and retain housing.
    - Hourly fees for legal advice and representation by licensed attorneys and certain other fees-for-service
    - Client intake, preparation of cases for trial, provision of legal advice, representation at hearings, and counseling

- Filing fees and other necessary court costs

- **Legal Representation** – Legal representation and advice to resolve legal problems that prevent participants from obtaining or retaining permanent housing.

  - Child support
  - Guardianship
  - Paternity
  - Emancipation
  - Legal separation
  - Resolution of outstanding criminal warrants
  - Appeal of veterans and public benefit claim denials
  - Orders of protection and other civil remedies for victims of domestic violence, dating violence, sexual assault, and stalking

- **Life Skills Training** – Critical life management skills necessary to assist the program participant to function independently in the community.

  - Budgeting resources
  - Managing money
  - Managing household
  - Resolving conflict
  - Shopping for food and needed items
  - Improving nutrition
  - Using public transportation
  - Parenting

- **Mental Health Services** – Direct outpatient treatment of mental health conditions by licensed professionals.

  - Crisis intervention
  - Individual, family, or group therapy sessions
  - Prescription of psychotropic medications or explanations about the use and management of medications
  - Combinations of therapeutic approaches to address multiple problems

- **Substance Abuse Treatment Services** – Substance abuse treatment provided by licensed or certified professionals, designed to prevent, reduce, eliminate or deter relapse of substance abuse or addictive behaviors.

- Client intake and assessment
- Outpatient treatment for up to thirty days
- Group and individual counseling
- Drug testing

- **Transportation** – Costs of travel by program participants to and from medical care, employment, child care, or other facilities that provide eligible essential services; and cost of staff travel to support provision of essential services.

  - Cost of program participant's travel on public transportation
  - Mileage allowance for service workers to visit participants
  - Purchasing or leasing a vehicle used for transport of participants and/or staff serving participants, including the cost of gas, insurance, taxes, and maintenance for the vehicle
  - Travel costs of staff to accompany or assist program participants to use public transportation

- **Services for Special Populations** – Otherwise eligible essential services tailored to address the special needs of homeless youth, victims of domestic violence, and related crimes/threats, and people living with HIV/AIDS in emergency shelters.

  - See all eligible expenses above under Essential Services (2.1)

2.2 Rehabilitation and Renovation – State ESG funds shall not be used for renovation, conversion, or major rehabilitation activities.

2.3 Shelter Operations – Costs to operate and maintain emergency shelter activities and also provide other emergency lodging when appropriate. *

- Rent
- Security
- Fuel
- Insurance
- Utilities
- Food
- Furnishings
- Supplies necessary for the operation of emergency shelter activities
- Hotel and motel voucher for family or individuals*

- Equipment - Equipment means tangible, nonexpendable, personal property having a useful life of more than one year). HCD pre-approval and completion of an Equipment Request form is required for all equipment purchases $1,000 and higher for non-profit organizations.
- Maintenance – Does not materially add to the value of the building/property; does not appreciably prolong the useful life of the building/property; and does not adapt the building/property to new uses. Examples of maintenance activities could include activities such as:
    - Cleaning;
    - Minor or routine repairs of furnishings, equipment, and fixtures;
    - Protective or preventative measures to keep a building, its systems, and its grounds in working order.
    - Replacing a few shingles on a leaky roof;
    - Patching leaking pipes or plumbing;
    - Replacing a broken window;
    - Fixing a crack in a sidewalk;
    - Filling potholes in a parking lot; and
    - Repairing portions of a fence.

**Hotel or motel vouchers are only eligible when no appropriate emergency shelter is available*

2. <u>**Homelessness Prevention**</u> – individuals and families who are at imminent risk or at risk of homelessness, meaning those who qualify under 24 CFR § 576.2 paragraph (1) of the homeless definition or those who qualify as at risk of homelessness. Individuals and families must have an income below 30% of AMI. Short and medium-term rental assistance and housing relocation and stabilization services are eligible activities. Staff salaries related to carrying out homelessness prevention activities are also eligible.

   Pursuant to 25 CCR Section 8408, no subpopulation targeting will be permitted in homelessness prevention activities unless the following documentation is provided to the Department prior to the award of funds:

   - Evidence of an unmet need for the subpopulation proposed for targeting; and
   - Evidence of existing funding in the CoC Service Area for programs that address the needs of all of the excluded populations.

   3.1 Housing Relocation and Stabilization Services
   3.2 Short and Medium-Term Rental Assistance

3.1 Housing Relocation and Stabilization Services

- **Financial Assistance**
  - **Moving Costs** – moving costs, such as truck rental or hiring a moving company, including certain temporary storage fees.
  - **Rent Application Fees** – application fee that is charged by the owner to all applicants.
  - **Security Deposit** – equal to no more than 2 months' rent.
  - **Last Month's Rent** – paid to the owner of housing at the time security deposit and first month's rent are paid.
  - **Utility Deposit** – standard utility deposit required by the utility company for all customers (i.e. gas, electric, water/sewage).
  - **Utility Payments** – up to 24 months of utility payments per participant per service (i.e. gas, electric, water/sewage), including a 1 time payment up to 6 months of arrearages, per service.
- **Services**
  - **Housing Search and Placement**
    - Assessment of housing barriers, needs and preferences

- Development of an action plan for locating housing
- Housing search and outreach to and negotiation with owner
- 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

o **Housing Stability Case Management** – Assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability

- Using the centralized or coordinated assessment system conduct the initial evaluation and re-evaluation
- Counseling
- Developing, securing, and coordinating services including Federal, state, and local benefits
- Monitoring and evaluating program participant progress
- Providing information and referrals to other providers
- Developing an Individualized Housing and Service Plan

o **Mediation** – Mediation between the program participant and the owner or person(s) with whom the program participant is living, to prevent the program participant from losing permanent housing in which they currently reside.

- Time and/or services associated with mediation activities

o **Legal Services** – legal services that are necessary to resolve a legal problem that prohibits the program participant from obtaining or maintaining permanent housing.

- Hourly fees for legal advice and representation

- Fees based on the actual service performed (i.e. fee for service), but only if the cost would be less than the cost of hourly fees
- Client intake, preparation of cases for trial, provision of legal advice, representation at hearings, and counseling
- Filing fees and other necessary court costs
- Subrecipient's employees' salaries and other costs necessary to perform the series, if the subrecipient is a legal services provider and performs the services itself

- **Legal Representation may be provided for:**
  - Landlord/tenant matters
  - Child support
  - Guardianship
  - Paternity
  - Emancipation
  - Legal Separation
  - Resolution of outstanding criminal warrants
  - Orders of protection and other civil remedies for victims of domestic violence, dating violence, sexual assault, and stalking
  - Appeal of veterans and public benefit claim denials

- **Credit Repair** – services necessary to assist program participants with critical skills related to household budgeting, managing money, accessing a free personal credit report, and resolving personal credit problems*
  - Credit counseling
  - Other related Services

** Assistance cannot include the payment or modification of a debt.*

3.2 Short and Medium-Term Rental Assistance

- **Short-Term Rental Assistance** - up to 3 months
- **Medium-Term Rental Assistance** – 4 to 24 months
- **Payment of Rental Arrears** – Onetime payment up to 6 months, including any late fees on those arrears

- **Any Combination of the Three Types of Rental Assistance Above** – Total not to exceed 24 months during any 3 year period, including any payment for last month's rent.

3. <u>Rapid Re-Housing</u> – individuals and families who are literally homeless, meaning those who qualify under 401(1) McKinney-Vento Act of the definition of homeless. Short and medium-term rental assistance and housing relocation and stabilization services are eligible activities. Staff salaries related to carrying out Rapid Re-Housing activities are also eligible.

   Pursuant to 25 CCR Section 8408, no subpopulation targeting will be permitted in homelessness prevention activities unless the following documentation is provided to the Department prior to the award of funds:

   - Evidence of an unmet need for the subpopulation proposed for targeting; and
   - Evidence of existing funding in the CoC Service Area for programs that address the needs of all of the excluded populations.

   4.1 Housing Relocation and Stabilization Services - See 3.1 Housing Relocation and Stabilization Services above.

   4.2 Short and Medium-Term Rental Assistance – See 3.2 Short and Medium-Term Rental Assistance above.

5. **HMIS** – the HEARTH Act makes HMIS participation a statutory requirement for ESG subrecipients. Victim service providers cannot and Legal Services Organizations may choose not to, participate in HMIS. Providers that do not participate in HMIS must use a comparable database that produces unduplicated, aggregate reports instead. Activities funded under this component must comply with HUD's standards on participation, data collection and reporting under a local HMIS. A maximum of 10% of all funds awarded within each CoC service area may be used for HMIS activities.

   5.1 Hardware, Equipment and Software Costs
   5.2 Staffing: Paying salaries for operating HMIS
   5.3 Training and Overhead

5.1 Hardware, Equipment and Software Costs

- Purchasing or leasing computer software
- Purchasing software or software licenses
- Purchasing or leasing equipment, including telephones, faxes, and furniture

5.2 Staffing: Paying salaries for operating HMIS, including:

- Data collection
- Completing data entry
- Monitoring and reviewing data quality
- Completing data analysis
- Reporting to the HMIS Lead
- Training staff on using the HMIS or comparable database
- Implementing and complying with HIMIS requirements

5.3 Training and Overhead

- Obtaining technical support
- Leasing office space
- Paying charges for electricity, gas, water, phone service and high-speed data transmission necessary to operate or contribute data to HMIS
- Paying costs of staff to travel to and attend HUD-sponsored and HUD-approved training on HMIS and programs authorized by Title IV of the McKinney-Vento Homeless Assistance Act
- Paying staff travel costs to conduct intake
- Paying participation fees charged by the HMIS Lead

6. **<u>Administration</u>** - Within the CoC Allocation, grant administration funds will be provided automatically through the AE's contract with HCD. Local government's applicants in the BoS are eligible to receive grant administration. The amounts available are announced in HCD's NOFA.

6.1 General Management / Oversight / Coordination
6.2 Training on ESG Requirements
6.3 Consolidated Plan
6.4 Environmental Review

6.1 General Management / Oversight / Coordination – Costs of overall program management, coordination, monitoring, and evaluation

- Administrative services performed under third party contracts or agreements, including general legal services, accounting services, and audit services
- Other costs for goods and services required for administration of the program, including rental or purchase of equipment, insurance, utilities, office supplies, and rental and maintenance (but not purchase) of office space
- Staff salaries, wages, and related costs of staff engaged in eligible program administration activities

6.2 Training on ESG Requirements

- Costs of providing training on ESG requirements and attending HUD-sponsored ESG trainings

6.3 Consolidated Plan

- Costs of preparing and amending the ESG and homelessness related sections of the consolidated plan in accordance with ESG requirements and 24 CFR part 91

6.4 Environmental Review

- Costs of carrying out the environmental review responsibilities under 24 CFR § 576.407 of the HUD regulations

7. Indirect Costs

- In general, ESG funds may be used to pay indirect costs in accordance with the Federal Office of Management and Budget (OMB) Circular A-87 (2 CFR part 225), or A-122 (2 CFR part 230), as applicable.

- Nonprofit or local government ESG homeless service providers may request up to 10% of their ESG funds for indirect costs in accordance with OMB requirements; or a higher rate if approved for a higher rate by a federal agency. Evidence of the approval of this higher rate by the federal agency must be provided to HCD, if the indirect costs of more than 10% are being requested.

8. Ineligible Costs

General: Any activities determined by the Department of Housing and Community Development to be not allowable, reasonable or allocable per the regulation standards.

1. Emergency Shelter

- **Legal Services:**
  - **Ineligible Costs:**
    - Legal Services for immigration and citizenship matters
    - Issues related to mortgages
    - Retainer fee arrangements and contingency fee arrangements
    - Substance abuse treatment services for inpatient detoxification and other inpatient drug or alcohol treatment are ineligible costs

2. Homelessness Prevention and Rapid Re-housing

- **Housing Relocation and Stabilization Services:**
  - **Ineligible Costs:**
    - Payment of temporary storage fees in arrears
    - No financial assistance to a household for a purpose and time period supported by another public source
    - Credit Repair assistance does not include the payment or modification of a debt

- **Rental Assistance**
  - **Ineligible Cost:**
    - Late payment penalties.

3. Administration

- **General management / Oversight / Coordination**
  - **Ineligible Cost:**
    - Purchase of office space.

COUNTY OF RIVERSIDE
DEPARTMENT OF PUBLIC SOCIAL SERVICES

CONTRACTOR PAYMENT REQUEST

EXHIBIT: M

To: Riverside County
Department of Public Social Services
Attn: Management Reporting Unit
4060 County Circle Drive
Riverside, CA 92503

From: ______________________
Remit to Name
____
Address
____
City State Zip Code
____
Contractor Name
____
Contract Number

Total amount requested ____________ for the period of ______________________ 20____

Select Payment Type(s) Below:

☐ Advance Payment $ ____________
(if allowed by Contract/MOU)

☐ Actual Payment $ ____________
(Same amount as 2076B if needed)

☐ Unit of Service Payment $ ____________

______ # of Units) X ($)____________

______ # of Units) X ($)____________

______ # of Units) X ($)____________

______ # of Units) X ($)____________

______ # of Units) X ($)____________

Any questions regarding this request should be directed to: ______________________
Name Phone Number

I hereby certify under penalty of perjury that to the best of my knowledge the above is true and correct

____
Authorized Signature Title Date

FOR DPSS USE ONLY (DO NOT WRITE BELOW THIS LINE

____
Business Unit (5)

____
Account (6)

____
Fund (5)

____
Dept ID (10)

____
Program (5)

____
Class (10)

____
Project/Grant (15)

____
Vendor Code (10)

____
Purchase Order # (10)

____
Invoice #

____
Amount Authorized

If amount authorized is different from amount request, please explain:

____

____

____
Program (if applicable) Date

____
Management Reporting Unit Date

____
Contracts Administration Unit Date

____
General Accounting Section Date

COUNTY OF RIVERSIDE DEPARTMENT OF PUBLIC SOCIAL SERVICES CONTRACTOR EXPENDITURE REPORT (2076B)				**Exhibit: M**
CONTRACTOR:				
ACTUAL EXPENDITURES FOR (MM/YYYY)				
CONTRACT #:				
EXPENSE CATEGORY	APPROVED BUDEGETED AMOUNT	CURRENT EXPENDITURES	CUMULATIVE EXPENDITURES	UNEXPENDED BUDGETED AMOUNT
		BILLABLE AMOUNT		

List each item as outlined in contract budget.

TOTAL BUDGET/EXPENSES				

IN-KIND CASH CONTRIBUTION

List each type of contribution				
TOTAL IN-KIND/CASH MATCH				

CLIENT FEES COLLECTED	CURRENT PERIOD	YEAR TO DATE

Exhibit: M

DEPARTMENT OF PUBLIC SOCIAL SERVICES FORMS

__Mailing Instructions:__ When completed, these forms will summarize all of your claims for payment. Your Claims Packet will include **DPSS 2076A, 2076B** (if required). invoices, payroll verification, and copies of canceled checks attached, receipts, bank *statements, sign-in sheets, daily logs, mileage logs, and other back-up documentation* needed to comply with Contract/MOU.

Mail Claims Packet to address shown on upper left corner of DPSS 2076A.
[see method, time, and schedule/condition of payments).
(Please type or print information on all DPSS Forms.)

DPSS 2076A
__CONTRACTOR PAYMENT REQUEST__

"Remit to Name"
The legal name of your agency.

"Address"
The remit to address used when this contract was established for your agency. **All address changes must be submitted for processing prior to use.**

"Contractor Name"
Business name, if different than legal name *(if not leave blank).*

"Contract Number"
Can be found on the first page of your contract.

"Amount Requested"
Fill in the total amount and billing period you are requesting payment for.

"Payment Type"
Check the box and enter the dollar amount for the type(s) of payment(s) you are requesting payment for.

"Any questions regarding..."
Fill in the name and phone number of the person to be contacted should any questions arise regarding your request for payment.

"Authorized Signature, Title, and Date (Contractor's)
Self-explanatory **(required). Original Signature needed for payment.**

EVERYTHING BELOW THE THICK SOLID LINE IS FOR DPSS USE ONLY AND SHOULD BE LEFT BLANK.

SUPPORTING DOCUMENTATION

The general rule for supporting documentation is that for any program cost that is to be reimbursed (or used as match), provide the invoice which documents that a cost was incurred, and a receipt, or a copy of a check, a check stub, or copy of bank statement to substantiate the amount paid. Supporting documentation must be ***legible, clear, and organized***. DPSS must be able to tie your request to the amounts claimed after each line item on the Claim Form. Costs can only be reimbursed if they have been included in the original Technical Submission.

Documentation for like line items should be clipped together and identified with a summary sheet or label identifying the Line Item Number or the Activity as listed on the Claim Form. A spreadsheet itemizing the expenses, or at a minimum, an adding machine tape showing the expenses with a matching amount on the claim form is helpful. The clearer the information is that you provide, the quicker we will be able to process the claim.

It is also helpful to complete the ESG Request for Funds (RFF) for each claim. In addition, if there are any equipment items to be purchased, prior to purchase, the ESG Equipment Request Form must be submitted and approved by the State, prior to the purchase of the equipment. Along with submission of the Equipment Request Form, 3 comparable bids for the item in question are required.

The Fiscal Management Reporting Unit reviews each claim for expenses that are:

- Allowable
- Allocable
- Reasonable

CLAIM DOCUMENTATION REQUIRED BY DPSS

RAPID REHOUSING / EMERGENCY SHELTER
• Lease agreement (does not need to be submitted with each claim. Must be submitted each time a lease expires or changes.)
• Invoice or documentation of rent amount and due date
• Proof of payment (receipt and cancelled check or check stub)
STAFF (Street Outreach, Rapid Rehousing, Emergency Shelter)
• ESG Program Individual Staff Breakdown form
• Time Sheet
• Time and Activity Report
• Pay Stub or Payroll Report
EXPENSES (Street Outreach, Rapid Rehousing, Emergency Shelter)
• Invoice or receipt that is dated and has a detailed explanation of charges.
• Proof of payment (cancelled check or check stub)

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
EMERGENCY SOLUTIONS GRANT PROGRAM
DIVISION OF FINANCIAL ASSISTANCE (REV 12/16)
2020 West El Camino, 4th Floor
Sacramento, CA 95833
Phone: (916) 263-2771
Fax: (916) 263-3391

EXHIBIT N-2

EMERGENCY SOLUTIONS GRANT PROGRAM
REQUEST FOR FUNDS

[redacted]

Grantee Name:	**Contact Person:**
Address:	**Contact Person Title:**
City:	**E-mail:**
State & Zip:	**Phone No.:**

EXPENDITURES

BUDGET COMPONENT	APPROVED BUDGET AMOUNT	PREVIOUSLY DRAWN TOTAL	REQUESTED DRAW AMOUNT	NEW DRAWN TOTAL	BALANCE REMAINING
Street Outreach	$1,000,000		$0	$0	$1,000,000
Emergency Shelter	$100,000		$0	$0	$100,000
Homelessness Prevention	$10		$0	$0	$10
Rapid Re-housing	$151		$0	$0	$151
HMIS			$0	$0	$0
Administration			$0	$0	$0
TOTAL	**$1,100,161**	**$0**	**$0**	**$0**	**$1,100,161**

BUDGET COMPONENT	APPROVED AMOUNT	PERCENT APPOVED	INDIRECT COSTS PREVIOUSLY DRAWN	INDIRECT COSTS REQUESTED THIS DRAW	TOTAL INDIRECT COSTS DRAWN	PERCENT OF INDIRECT COSTS UTILIZED
Indirect Costs	$110,016	10%	$12,053	$0	$12,053	10.96%

Note: (Limited to 10% of Total Application Amount or higher with letter from HUD)

[redacted]

**By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the purposes and objectives set forth in the terms and conditions of the Federal award. I am aware that any false, fictitious, or fraudulent information, or the omission of any material fact, may subject me to criminal, civil or administrative penalties for fraud, false statements, false claims or otherwise.*

[redacted]

HCD USE ONLY

Contract Manager Signature

Date

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
DIVISION OF FINANCIAL ASSISTANCE
EMERGENCY SOLUTIONS GRANT PROGRAM (Rev 12/16)
2020 West El Camino Ave, 4th Floor
Sacramento, CA 95833
Phone: (916) 263-2771
Fax: (916) 263-3391

EXHIBIT N-3

EMERGENCY SOLUTIONS GRANT PROGRAM
INDIVIDUAL STAFF BREAKDOWN

SUMMARY OF STAFF TO BE PAID WITH ESG FUNDS

- List all the positions and titles with a brief job description that corresponds with the eligible activity for each staff person to be paid with ESG Fund.
- Also attach a duty statement for all position titles listed.

Contract Number: ____________ **Grantee Name:** ____________

Proposed Activity	Staff Title	Brief Description of Job

* Modify row heights to accommodate text and add rows within the box if needed.

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
EMERGENCY SOLUTIONS GRANT PROGRAM (Rev 12/16)
DIVISION OF FINANCIAL ASSISTANCE
2020 West El Camino, 4th Floor
Sacramento, CA 95833
Phone: (916) 263-2771
Fax: (916) 263-3391

EXHIBIT N-4

EMERGENCY SOLUTIONS GRANT PROGRAM
EQUIPMENT REQUEST FORM

Date: (01/01/0000) Request Number:

Contract Name: Contract Number: Fiscal Year (20XX-XX):

INSTRUCTIONS

Complete this form for equipment purchases for any item costs over $1000 (made by a Non-Profit Organization) or Over $5,000 (Unit of General Purpose Local Government). Only one form per item, if you have multiple items that exceed outlined amounts above, a form will need to be submitted for each.

approval is received proceed to purchase item and fill out section B and C. Print document and sign in Blue ink. Color Scan item and email back to HCD for final confirmation of equipment purchase and expense incurred.

EQUIPEMENT REQUEST BREAKDOWN

A

Item Breakdown:

Complete this section and attach copies of all bids (3 required).

Item Description:

Bid Amount	Vendor	Bid Selected	Justification for Selection

Requested Amount:

HCD USE ONLY

HCD Authorization

Requested Amount: $0

HCD Approval: Approved Not Approved

Amount Approved by HCD:

Amount Disallowed by HCD: $0

Total Approval Amount: $0

Justification if Partial Approval or Non-Approval:

PURCHASE VALIDATION

B

Approved Item Verification

Item Purchased:

Vendor/ Contractor:

Invoice Date:

Invoice Number:

Item Serial Number

Item Purchase Price:

HCD Approved Amount: $0

Additional Notes:

CERTIFICATION

C

Approved Item Verification Certification

Signing this certification indicates that the information provided is accurate and documentation can be provided to validate purchase above.

Authorized Representatives Name

Authorized Representatives Title

Authorized Representatives Signature

Date

HCD USE ONLY

HCD Item Verification Approval

Contract Manager Signature

Date