

Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

1. Reviewing the FY 2017 CoC Program Competition NOFA in its entirety for specific application and program requirements.
2. Ensuring all questions are answered completely.
3. Reviewing the FY 2017 CoC Consolidated Application Detailed Instructions, which gives additional information for each question.
4. Ensuring all imported responses in the application are fully reviewed and updated as needed.
5. The Collaborative Applicant must review and utilize responses provided by project applicants in their Project Applications.
6. Some questions require the Collaborative Applicant to attach documentation to receive credit for the question. This will be identified in the question.

- Note: For some questions, HUD has provided documents to assist Collaborative Applicants in filling out responses. These are noted in the application.

- All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

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

1A. Continuum of Care (CoC) Identification

Instructions:

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

1A-1. CoC Name and Number: VA-507 - Portsmouth CoC

1A-2. Collaborative Applicant Name: Portsmouth Area Resources Coalition, Inc.

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Portsmouth Area Resources Coalition, Inc.

1B. Continuum of Care (CoC) Engagement

Instructions:

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

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

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

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

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

The Portsmouth Homeless Action Consortium (PHAC) seeks and collects public comment on strategies to prevent and end homelessness through the implementation of community outreach forums, regional task force meetings, meet and greet events, use of CoC and City of Portsmouth listserv, and monthly CoC planning meetings. Feedback from community members is discussed at regular CoC meetings with new methods and strategies put into place that align planning and funding policies with the Consolidated Plan. Through this effort the CoC is able to address gaps in the homeless system, and further build collaborative partnerships within the community.

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

PHAC holds monthly Membership committee meetings to identify interested providers and stakeholders to join the CoC. The committee coordinated a Meet and Greet on May 19th, 2017 to engage community members. The committee also coordinated the Portsmouth Homeless Assist Day, an annual membership and community engagement event. Usually held in October, this event takes place from 9am to 1:30 pm at a City's Parks and Recreation facility. The event is publicized via the CoC Listserv. Membership organizations are asked to refer other agencies and community partners to attend. PHAC service providers who assist families with children proactively network with Project HOPE within the Portsmouth Public School System for educational needs of homeless children.

1B-3. Describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding in the FY 2017 CoC Program Competition, even if the CoC is not applying for new projects in FY 2017. The response must include the date(s) the CoC made publicly knowing they were open to proposals. (limit 1000 characters)

On 7/27/17 the Collaborative Applicant released a Request For Proposals (RFP) notifying the public that project applications were being accepted for current and new organization that have not previously received CoC Program funding. The RFP was emailed to the CoC listserv, posted on the City of Portsmouth website, and announced at the CoC meeting. The CoC uses an

objective scorecard to review performance including program design, agency experience, financials, and program data management. The RFP includes the Annual renewal Demand (ARD), the permanent housing bonus funds, and a timeline with dates for submitting applications as well as how applicants should expect to be notified of the ranking committee's decisions. New projects will be reviewed and selected based on their alignment with HUD and local planning priorities, ability to meet threshold, eligibility, and capacity requirements as well as the extent to which they contribute to the competitiveness of the overall application.

1C. Continuum of Care (CoC) Coordination

Instructions:

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

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

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

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

ESG funding comes through the Virginia Department of Housing and Community Development (DHCD), primarily in the Virginia Homeless Solutions Program (VHSP). One collaborative application is submitted for the VHSP for

funding to CoC agencies. The CoC coordinates the application process including; public announcement, review of application, funding allocation and evaluates performance outcomes for ESG funded activities. The CoC collaborates with the Con Plan jurisdiction on a bimonthly basis to share information and concerns regarding homelessness and housing needs. Consultations include planning analysis based on data from the PIT and HIC gaps analysis, poverty trends, ESG performance outcomes, and review of the 10-year Consolidated Plan.

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

CoC coordinates with the Help and Emergency Response (HER) shelter, a domestic violence (DV) provider. HER shelter provides a safe and secure place for survivors of DV. Shelter staff assist survivors navigate criminal justice and social systems, and connect survivors to trauma counseling in an effort to meet their needs and maintain safety. As CoC members they ensure that client-centered and confidential approaches are included in program standards. The CoC provides housing services through coordinated entry to ensure that victims are being placed quickly into safe housing. If a DV victim is in imminent danger they are immediately placed into emergency shelter and provided transportation funds if needed. High-level confidentiality is maintain through the Coordinated Crisis Response (CCR) system, a regional 24/hour hotline, and a closed electronic case management system

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

HER shelter partners with the CoC to host an annual training for community providers about updates or improvements to service delivery. HER shelter also invites the CoC to attend quarterly Domestic Violence 101 trainings. As members, they provide the CoC guidance on victim centered approaches and ensure best practices are included in CoC program standards. HER shelter maintains a secure database which is separate from the CoC HMIS and is not accessible by other agencies. The Electronic Case Management system is the predominant data collection method; VADATA is also used for data collection specific to awareness and children. All data systems are reviewed quarterly within regional Coordinated Crisis Response System to provide insight into emerging trends, needs or gaps of service. HER shelter participates in coordinated entry and links persons at risk of or fleeing to DV hotlines for safety planning and lethality assessment.

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

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

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry	PHA has General or Limited Homeless Preference
Portsmouth Redevelopment and Housing Authority	14.00%	Yes-Both

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

1C-4a. For each PHA where there is not a homeless admission preference in their written policies, identify the steps the CoC has taken to encourage the PHA to adopt such a policy. (limit 1000 characters)

N/A

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

PHAC participates in the regional task force to end homelessness at which information is shared about regional LGBT events available for the CoC. The CoC's Education and advocacy committee works to identify training opportunities related to LGBT issues and other vulnerable populations. This fall the CoC plans to conduct regular trainings on equal access of LGBT populations following a statewide training on September 24, 2017. The CoC is committed to developing outreach and collaborative efforts with Access AIDS and their LGBT Life Center of Hampton Road to provide resources and referral to the LGBT community. HER shelter provides outreach coordinated specifically designated to underserved populations in African American and LGBT

communities.

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

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

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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

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

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

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

N/A

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

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

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

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

Instructions

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

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

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

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

1E-2. Severity of Needs and Vulnerabilities

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

The CoC considered severity of needs to determine Project Priority by giving more points for policies that showed highest need clients were prioritized. CoC's scoring tool evaluates agency program design and performance using APR and HMIS data (obtaining benefits, income and mainstream benefits). The CoC gave 8 points to PSH projects who served 100% chronically homeless, RRH serving 100% literally homeless, and TH serving literally homeless youth. Additional 3 points were allocated to those serving other sub-populations with high needs including chronic, DV victims, families with children, youth, and veterans. Projects that utilize Low barrier/Housing First approaches also received higher points. Compliance with coordinated entry policies and procedures are reviewed during the ranking process.

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

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

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

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

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

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

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

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

Reallocation: Option 1

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

reallocation.

1E-5. If the CoC rejected or reduced project application(s), enter the date the CoC and Collaborative Applicant notified project applicants their project application(s) were being rejected or reduced in writing outside of e-snaps. 09/12/2017

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

1E-5a. Provide the date the CoC notified applicant(s) their application(s) were accepted and ranked on the Priority Listing, in writing, outside of e-snaps. 09/12/2017

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

Reallocation Supporting Documentation

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

Document Type	Required?	Document Description	Date Attached
Reallocation Supporting Documentation	No	Reallocation Supp...	09/15/2017

Attachment Details

Document Description: Reallocation Supporting Documentation

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

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

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

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

2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA. 4-5

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

2A-3. What is the name of the HMIS software vendor? Bowman Systems, LLC

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

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

in that project type.

Project Type	Total Beds in 2017 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	55	30	25	100.00%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	29	0	23	79.31%
Rapid Re-Housing (RRH) beds	26	26	0	0.00%
Permanent Supportive Housing (PSH) beds	95	0	95	100.00%
Other Permanent Housing (OPH) beds	60	0	60	100.00%

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

(limit 1000 characters)

Upon review, the CoC discovered Transitional housing beds were misrepresented when submitted into eHIC. As indicated in the 2016 Collaborative application and project applications, there are 23 TH beds instead of the reported 29 beds. HMIS data should indicate 100% bed coverage for TH. CoC leadership will work to improve data quality goals and accuracy.

2A-6. Annual Housing Assessment Report (AHAR) Submission: How many Annual Housing Assessment Report (AHAR) tables were accepted and used in the 2016 AHAR? 12

2A-7. Enter the date the CoC submitted the 2017 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy) 05/05/2017

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

Instructions:

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

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

2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy) 05/05/2017

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

Instructions:

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

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

The CoC returned to using hard copy surveys instead of the software application. This did not impact the CoC results but ensured an easy-to-use process for shelter staff and volunteers. This combined with enhanced training methods improved overall efficiency and accuracy.

2C-2. Did your CoC change its provider coverage in the 2017 sheltered count? No

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

Beds Added:	0
Beds Removed:	0
Total:	0

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

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

Beds Added:	0
Beds Removed:	0
Total:	0

2C-4. Did the CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017? No

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

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

The CoC returned to using hard copy surveys instead of the software application. This did not impact the CoC results but ensured an easy-to-use process for providers and volunteers. This combined with enhanced training methods improved overall efficiency and accuracy. The count was conducted by teams of service providers, outreach workers and volunteers receiving assignments to sections within the City. Locations included libraries, wooded areas, encampments, meal sites, parking lots and other known locations.

2C-5. Did the CoC implement specific measures to identify youth in their PIT count? No

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

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

The CoC improved PIT capability due to the increase in volunteer/staff training and participation with cross-sector representation: VA service providers, PATH and ESG-funded outreach, and mental health service providers. PIT teams received training which included review of the survey questions, sensitivity/confidentiality when engaging homeless individuals, preventing duplication, and criteria for specific subpopulation, e.g. chronic, veteran, youth, and families with children.

3A. Continuum of Care (CoC) System Performance

Instructions

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

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

1)ES, SH, or TH: - 38 persons; ES, SH, TH, or PH: - 44. 2)The CoC utilizes data from HMIS, ES, and Coordinated entry to assess risk factors and trends associated with first-time homelessness and to develop strategies to prevent homelessness. 3) Strategies used by the CoC include diversion and prevention. Central intake workers are trained to implement diversion efforts and help individuals/families identify immediate alternative housing arrangements. If necessary, connecting them to community and state-funded financial assistance programs including; DHS, SSVF, Catholic Charities, Salvation Army, and the United Way. Diversion and Prevention strategies are implemented prior to entrance into emergency shelter. Other strategies include expanding faith based prevention assistance and advocating for affordable housing. 4) The CoC Executive Board is responsible for overseeing strategies to reduce first-time homelessness.

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

1) ES & SH: Average: 14 nights difference, Median: 8 nights difference; ES, SH, & TH: Average: 35 nights difference, Median: 9 nights difference. 2) The CoC coordinated entry process is the initial step in shortening the length of time individuals and families experience homelessness through appropriate assessment and referral to system resources. 3) HMIS is used to capture a By-

Name list based on VI-SPDAT scores and length of time homeless, the By-name list is used to drive rapid access to shelter and housing placement. CoC prioritizes housing placement and outreach efforts to CH individuals/families who have been homeless the longest. The CoC awards more points to projects with low barrier/housing first policies in an effort to decrease the length of time homeless. 4) Oversight of the strategy is the responsibility of the CoC Executive Board and Collaborative Applicant.

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

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

1)7a.1. 44% (10% increase in persons who exit street outreach) 7b.1. 54% (6% increase of those exited to PH). 7b.2 96% (2% increase of those who remained in PH and exited PH destinations). 2) The CoC relies on regular Coordinated entry and case conferencing meetings to ensure the necessary resources and supports are being accessed to help individuals/families obtain and maintain PH. The CoC actively seeks new partnerships with landlords and other community providers to provide quick and stable housing placement. Case management and best practice trainings are also implemented to support retention among clients. The CoC will continue to advocate for increased access to affordable housing. 3) CoC Executive board is responsible for overseeing strategies for housing placement and retention.

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

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

1)There was an average of 8% returns to homelessness. 2) Central intake and HMIS data is used to identify persons with prior histories of homelessness and to appropriately refer them to diversion and prevention resources. CoC reviews APR data during the ranking process and awards more points to projects with higher exit rates to PH and housing stability. 3) Every two weeks, the Portsmouth Community Assessment Network (PCAN), a collection of HUD and ESG-funded housing and service providers meet around a By-Name List and case conferencing to identify those with high vulnerability, particularly recidivism. Strategies include: tracking data of TH practices and outcomes, consulting with TA representatives and PSH Learning Collaborative that regularly review best practices, and ongoing landlord outreach and education. 4) The Executive Board oversees efforts to reduce returns to homelessness.

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

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

PHAC routinely shares and distributes notices, usually via emails and other media postings of employment opportunities, job fairs and hiring events for CoC funded projects so that appropriate clients can be referred, attend and benefit. The CoC partners with the Virginia Employment Commission; the local Community College system and Eggleston Services (local disability employer) to provide potential income increases to families and individuals. Opportunity, Inc and WorkForce Development along with Job training/employment services through Goodwill Industries has been effective in the CoC. The Education and advocacy committee oversees the CoC's strategy for income/employment growth.

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

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

n/a

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

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

Instructions

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

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	103	86	-17

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

Total number of beds dedicated as Dedicated Plus	2
Total number of beds dedicated to individuals and families experiencing chronic homelessness	125
Total	127

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

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

History of or Vulnerability to Victimization	<input checked="" type="checkbox"/>
Number of previous homeless episodes	<input checked="" type="checkbox"/>

Unsheltered homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad credit or rental history (including not having been a leaseholder)	<input type="checkbox"/>
Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

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

Central Intake staff implement diversion and prevention as often as possible to prevent entrance into emergency shelter. If diversion is not possible, vulnerable families are prioritized for shelter services and rapid placement into housing. Families are discussed during coordinated intake and placed with the appropriate provider to assist households find/secure rental housing. Rental and move-in assistance is provided (including deposits for utilities) up to 6 months to stabilize in PH. Case management services are used to address barriers/issues that may impede access to housing (i.e. credit, criminal history). The Executive Board is responsible for overseeing the strategy for rapid housing placement for families with children.

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.	103	86	-17

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

PHAC ensures adherence to anti-discrimination standards for ES, TH, RRH, and PSH providers to prohibit involuntary family separation, prohibit discrimination admission based on age, sex, gender, sexual orientation, marital status, or disability. All providers are expected to comply with CoC standards and policies. Fair Housing trainings are provided to agency staff through CSH’s online training portal, which is made available through coordination with a regional PSH Learning Collaborative.

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

Human trafficking and other forms of exploitation?	Yes
LGBT youth homelessness?	No
Exits from foster care into homelessness?	No
Family reunification and community engagement?	No
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	No

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

History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of Previous Homeless Episodes	<input checked="" type="checkbox"/>
Unsheltered Homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad Credit or Rental History	<input type="checkbox"/>

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

The CoC does not currently have a plan for addressing youth homelessness. PIT and shelter data does not indicate a need within this population, however, the membership committee plans to engage foster care agencies and re-entry programs to improve efforts within the COC to identify and serve homeless youth. If this population emerges, they will be prioritized during the coordinated entry process and referred to appropriate housing and supportive services.

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

Through coordination with HER shelter, the CoC has partnered with

Chesapeake and Portsmouth City schools in conjunction with Project Hope-VA to provide emergency services and client case management to families experiencing homelessness. Case Managers and shelter staff are in regular contact with Mckinney Vento liaisons to provide wrap around services including transportation, free breakfast/lunch, tutoring, parenting classes, resource referral, and housing stability planning. These coordinated services ensure that students are consistently enrolled in school, working towards housing placement, and educational rights are not violated. The Education/Advocacy committee oversees youth partnerships.

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

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

3B-3.1. Provide the actions the CoC has taken to identify, assess, and refer homeless Veterans who are eligible for Veterans Affairs services and housing to appropriate resources such as HUD-VASH and Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD). (limit 1000 characters)

The CoC actively engages with veteran service providers and are represented on the Executive board. Coordinated efforts for veterans include; screening through central intake, VI-SPDAT assessments, upholding a veteran by name list, referral to veteran specific programs such as SSVF and HUD-VASH, linkages to VHA and VBA benefits as well as other public mainstream benefits. Veteran service providers attend coordinated entry meetings and collaborate with the CoC to create a quarterly Community Action Plan as required by Department of Veterans Affairs.

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

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

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

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

Instructions:

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

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

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

4A-1a. Mainstream Benefits

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

The CoC partner with the Department of Social Services (DSS) and the Hampton Road Community Health Center to enroll eligible program participants in mainstream benefits such as SNAP, TANF, SSI/SSDI, Medicaid and other public health insurance programs. They provide ongoing updates during monthly CoC meetings about any changes to policies and procedures. CoC coordinates with DSS to provide regular SOAR trainings to increase access to SSA benefits and expedite the process. CoC collaborates with veteran service providers to streamline access to services through the Veterans health administration (VHA) and the Veterans Benefits Administration (VBA). The Policy and Planning committee is responsible for strategies related to mainstream benefits.

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

Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO project applications in the FY 2017 competition (new and renewal)	9.00
Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2017 competition.	9.00
Percentage of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications in the FY 2017 competition that will be designated as "low barrier"	100.00%

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

Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH project applications in the FY 2017 competition (new and renewal).	9.00
Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications that selected Housing First in the FY 2017 competition.	9.00
Percentage of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications in the FY 2017 competition that will be designated as Housing First.	100.00%

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

Outreach initiatives cover 100% of the geographic area with increased efforts on areas with heavier concentration of the homeless population. Daily outreach is conducted by a full-time PACT worker who utilizes Motivational Interviewing techniques to connect vulnerable, hard to reach populations with appropriate services. Outreach is focused on areas including; encampments, soup kitchens, food pantries, community centers/parks, faith-based organizations, and other community partners. Approaches are client-centered and tailored to the individual's needs. The CoC also hosts an annual Portsmouth Homeless Assist Day which brings over 20 homeless service organizations together at the Neighborhood Facility Recreation Center to provide homeless individuals with access to free health screening, dental care, legal assistance, resource referral and housing services.

4A-5. Affirmative Outreach
Specific strategies the CoC has implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status, or disability; who are least likely to apply in the absence of special outreach.
Describe: (1) the specific strategies that have been implemented that

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

CoC monitors compliance with Fair Housing and Equal opportunity to ensure all individuals are provided equal access to services and housing. CoC conducts outreach to individuals who are least likely to seek services through assertive engagement and translation services when necessary. Fair Housing trainings are provided to agency staff through CSH's online training portal, which is made available through coordination with a regional PSH Learning Collaborative. Outreach workers operate using a code of ethics to ensure individuals are being served regardless of race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, religion, or disability.

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

	2016	2017	Difference
RRH beds available to serve all populations in the HIC	0	26	26

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

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

4B. Attachments

Instructions:

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

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	Evidence of CoC C...	09/22/2017
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	Rating and Review...	09/22/2017
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	Rating and Review...	09/21/2017
05. CoCs Process for Reallocating	Yes	Reallocation Proc...	09/21/2017
06. CoC's Governance Charter	Yes	CoC Governance Ch...	09/19/2017
07. HMIS Policy and Procedures Manual	Yes	HMIS Policy and P...	09/14/2017
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	PHA Admin Docs	09/22/2017
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No		
11. CoC Written Standards for Order of Priority	No		
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	HDX System Perfor...	09/16/2017
14. Other	No		
15. Other	No		

Attachment Details

Document Description: Evidence of CoC Communication to applicants

Attachment Details

Document Description:

Attachment Details

Document Description: Rating and Review Procedures and Minutes

Attachment Details

Document Description: Rating and Review Procedures: Public Posting
Evidence

Attachment Details

Document Description: Reallocation Procedures

Attachment Details

Document Description: CoC Governance Charter

Attachment Details

Document Description: HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: PHA Admin Docs

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: HDX System Performance Measures

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	08/22/2017
1B. Engagement	09/26/2017
1C. Coordination	09/21/2017
1D. Discharge Planning	09/15/2017
1E. Project Review	09/22/2017
1F. Reallocation Supporting Documentation	09/15/2017
2A. HMIS Implementation	09/22/2017
2B. PIT Count	09/22/2017
2C. Sheltered Data - Methods	09/21/2017
3A. System Performance	09/22/2017
3B. Performance and Strategic Planning	09/22/2017

4A. Mainstream Benefits and Additional Policies	09/22/2017
4B. Attachments	Please Complete
Submission Summary	No Input Required



Amanda Browder <abrowder@vahousingalliance.org>

Fwd: HUD Project Application Ranking Result September 2017

Beth Cross <beth@hershelter.com>

Sat, Sep 16, 2017 at 10:13 PM

To: Hunter Snellings <hsnellings@vahousingalliance.org>, Amanda Browder <abrowder@vahousingalliance.org>

Below is the email of ranking notification

----- Forwarded message -----

From: **Beth Cross** <beth@hershelter.com>

Date: Tue, Sep 12, 2017 at 3:31 PM

Subject: HUD Project Application Ranking Results September 2017

To: Charnitta Waters <cdwaters@stopinc.org>, "Pamela Little-Hill (VDSS)" <Pamela.Little-Hill@dss.virginia.gov>, Annie White-Guertin <exdir@parc.hrcocmail.com>, Hugo Elfinstone <helfinstone@virginiassupportivehousing.org>, "Boland, Barbara" <BBoland@portsmouthva.gov>, Felecia Motteler <fmotteler@virginiassupportivehousing.org>, Sharonita Cousin <scousin@virginiassupportivehousing.org>, PCOM <pcom222@hrcocmail.com>

Cc: Darlene Sparks Washington <pvh.executivedirector@gmail.com>, Joy Shaffer <joy@hershelter.com>

Good Afternoon,

The attached document is provided to communicate the ranking results of projects submitted for the HUD COC Grant Application Process. These results will be presented to the Executive Committee at the Executive Committee Meeting on September 14, 2017 with accompanying minutes, and further recommendations.

Thank you, have a nice day.

--

Beth Cross

Executive Director

Help & Emergency Response, Inc.

P.O. Box 2187

Portsmouth, VA 23702

www.hershelter.com

Tel: 757.485.1445 Fax: 757.485.0883

"Dedicated to the Elimination of Domestic Violence"

IMPORTANT: This email is confidential, intended only for the named recipient(s) and may contain information that is privileged or exempt from disclosure under applicable law. If you are not the intended recipient, you are notified that dissemination, distribution, or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient, please notify the sender at the email address above and delete this email from your computer

--

Beth Cross

Executive Director

Help & Emergency Response, Inc.

P.O. Box 2187

Portsmouth, VA 23702

www.hershelter.com

Tel: 757.485.1445 Fax: 757.485.0883

"Dedicated to the Elimination of Domestic Violence"

IMPORTANT: This email is confidential, intended only for the named recipient(s) and may contain information that is privileged or exempt from disclosure under applicable law. If you are not the intended recipient, you are notified that dissemination, distribution, or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient, please notify the sender at the email address above and delete this email from your computer



2017 PHAC Ranking Results.docx

14K

Beth Cross

P.O BOX 2187

Portsmouth, VA 23702

September 12, 2017

Dear Portsmouth Homeless Action Consortium Executive Committee and Applicants,

This letter is to communicate the results of the Housing and Urban Development Continuum of Care Grant Process Application Ranking for 2018.

In August 2017 HUD released the Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Program, including the announcement of funding available for FY 2018 under the CoC Program Competition through the Portsmouth Continuum of Care Grant. The NOFA requires the CoC to clearly indicate which projects are prioritized for funding utilizing a two-tiered ranking process. A committee of unbiased volunteers was convened to review and rank applications and projects according to the process voted into action by the PHAC general membership committee in July 2017.

On September 6 and 7, 2017 the Ranking Committee utilized the ranking tool and scorecard approved by the PHAC general membership to score each project submitted. The following order of ranking was the result of the use of the score card and the ranking process.

Tier	Score	Project	Agency	Program Type	Renewal/New	Requested Amt.
1	93	FASH	Portsmouth Area Resource Coalition	PSH	Renewal	\$52,972
1	89	CHRON	PCOM	PSH	Renewal	\$49,348
1	86	Housing First 3	Virginia Supportive Housing	PSH	Renewal	\$134,823
1	84	SABRE 2	Portsmouth Area Resource Coalition		Renewal	\$145,133
1	78	Housing First 1	Virginia Supportive Housing		Renewal	\$103,088
1	71	Shelter + Care	Dept. Of Behavioral Health Services		Renewal	\$527,449
1	70	SUTR	Portsmouth Area Resource Coalition	TH	Renewal	\$81,346
2	59	Transitional Housing	PCOM	TH	Renewal	\$75,533
2		Off the Streets	Portsmouth Area Resource Coalition	TH/RR	New/Bonus	\$70,187

The above ranking results, further recommendations, and official minutes will be provided at the September 14, 2017 PHAC Executive Committee at 3pm. Please contact Beth Cross with further questions or concerns regarding this process.

Sincerely

Beth Cross

Ranking Committee Chair

Beth Cross

P.O BOX 2187

Portsmouth, VA 23702

Updated September 19, 2017

Dear Portsmouth Homeless Action Consortium Executive Committee and Applicants,

This letter is to communicate the results of the Housing and Urban Development Continuum of Care Grant Process Application Ranking for 2018.

In August 2017 HUD released the Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Program, including the announcement of funding available for FY 2018 under the CoC Program Competition through the Portsmouth Continuum of Care Grant. The NOFA requires the CoC to clearly indicate which projects are prioritized for funding utilizing a two-tiered ranking process. A committee of unbiased volunteers was convened to review and rank applications and projects according to the process voted into action by the PHAC general membership committee in July 2017.

On September 6 and 7, 2017 the Ranking Committee utilized the ranking tool and scorecard approved by the PHAC general membership to score each project submitted. The following order of ranking was the result of the use of the score card and the ranking process.

Tier	Score	Project	Agency	Program Type	Renewal/New	Requested Amt.*
1	93	FASH	Portsmouth Area Resource Coalition	PSH	Renewal	\$52,972
1	90	Housing First 1	Virginia Supportive Housing	PSH	Renewal	\$103,088
1	89	CHRON	PCOM	PSH	Renewal	\$49,348
1	86	Housing First 3	Virginia Supportive Housing	PSH	Renewal	\$134,823
1	84	SABRE 2	Portsmouth Area Resource Coalition	PSH	Renewal	\$145,133
1	71	Shelter + Care	Dept. Of Behavioral Health Services	PSH	Renewal	\$527,449
1	70	SUTR	Portsmouth Area Resource Coalition	TH	Renewal	\$81,346
2	59	Transitional Housing	PCOM	TH	Renewal	\$75,533
2		Off the Streets	Portsmouth Area Resource Coalition	TH/RR	New/Bonus	\$70,187

*Final verification of requested amounts to be confirmed by agencies

The above ranking results, further recommendations, and official minutes will be provided at the September 14, 2017 PHAC Executive Committee at 3pm. Please contact Beth Cross with further questions or concerns regarding this process.

Portsmouth Homeless Action Consortium

PHAC Application Ranking, Selection and Reallocation Process FY 2017

Reallocation. Reallocation is the process of removing funding (in whole or in part) from a renewal project to fund a new project. It may be necessary to reallocate funds from projects which are not cost effective, underperforming, or underutilized. **Reallocation may occur when:**

- Unsatisfactory financial management
- Capacity issues which impact the operation of the project and its performance
- Auditing reveals unsatisfactory finding(s) and overdue responses
- History of serving ineligible persons or failing to adhere to funding requirements
- HMIS noncompliance
- Misalignment with funding priorities
- Low-scoring coordinated application ranking

The PHAC ranking committee may recommend to reallocate funds to another project based on the factors listed above. Grantees will be provided a copy of the Appeals process. In the event of an appeal, grantees will be notified in writing of the decision within 24 hours.

At the end of the appeal period, the PHAC committee will provide the reallocation recommendations to PARC as part of the coordinated grant application for review and vote to approve or disapprove.

Selection. Once the committee completes the scoring and ranking, the committee may consider the PHAC's priorities, whether the initial scoring is likely to result in any critical service gaps, and strategy related to Tier cut offs and HUD's selection process, and may make adjustments to budgets and produce the final ranking of projects to be included in the PHAC application. The Committee's rationale for any adjustments must be recorded and made public with the published rankings.

Because HMIS is required for the PHAC and must be funded, HMIS grants will receive the maximum score.

Project selections, rankings and tier allocations will be provided to proposers by written notice and published on the following website <http://www.portsmouthva.gov/502/Homelessness>

Applicants not selected by the PHAC to be included in the PHAC submission to HUD may appeal by submitting their *esnaps* Solo Application directly to HUD.

SUBMIT PROJECT APPLICATION DOCUMENTS PROCESS:

Please provide all application documents: PHAC Monitoring and Evaluation Tool completed, draft esnaps application in PDF form, and the HUD forms – 2880 and 50070, attached, via email to phac@parc.hrcoxmail.com by 8/21/17. Please include:

- Your organization’s name;
- Contact information;
- And brief descriptions of your proposed project and the organization’s eligibility and capacity to manage this type of project, including experience managing federal funds.
- Letter from Board of Directors authorizing agency to apply for NOFA funds.

Applications received after 8/21/17 will not be considered.

ESTIMATED FUNDING AVAILABLE:

There are two sources of potential funding for **new project** application:



- 1) **Reallocated Funds:** Types of new project applications permitted through the reallocation process are:
 - a. Permanent supportive housing projects that meet requirements of DedicatedPLUS or the standard 100 percent dedicated for chronically homeless individuals and families;
 - b. Rapid rehousing projects that served individuals and families, including unaccompanied youth who meet the criteria outlined in the NOFA;
 - c. Joint TH and PH-RRH component projects;
 - d. Dedicated HMIS; and
 - e. Supportive services to develop or operate a new centralized or coordinated assessment system.
- 2) **Permanent Housing Bonus:** \$70,187 (6% of FPRN) is available to fund:
 - a. DedicatedPLUS Projects;
 - b. Permanent supportive housing projects where 100 percent of the beds are dedicated to chronically homeless individuals and families;
 - c. New rapid rehousing projects that will serve homeless individuals and families, including unaccompanied youth, who meet the above criteria;
 - d. New Joint TH and PH-RRH component projects.

New projects created through a permanent housing bonus must meet the project eligibility and threshold requirements established by HUD.

Funding Amounts are as follows:

Tier 1: 94% of Renewal Demand	\$1,099,604
Tier 2:	
6% of Renewal Demand	\$70,187
Permanent Housing Bonus Amount	\$70,187
Total for which the PHAC may apply	\$1,239,978



PORTSMOUTH HOMELESS ACTION CONSORTIUM **BY-LAWS**

ARTICLE I: ORGANIZATION

Section 1: Organization Name

The name of this Continuum of Care (CoC) shall be called the Portsmouth Homeless Action Consortium, also referred to as PHAC.

Section 2: Geographic Area

The geographic area served by the Portsmouth Homeless Action Consortium CoC is the City of Portsmouth in Virginia.

Section 3: Address

Portsmouth Homeless Action Consortium, PO Box 1183, Portsmouth, VA 23705-1183

ARTICLE II: MISSION AND PURPOSE

Section 1: Mission

To help decrease homelessness and enhance the quality of life of persons at risk of or experiencing homelessness in Portsmouth by fostering their levels of self-sufficiency through housing assistance and a supportive network of community services.

Section 2: Purpose:

The primary purpose of the Portsmouth Homeless Action Consortium (PHAC) is to carry out the responsibilities of a Continuum of Care as defined by the U.S. Department of Housing and Urban Development (HUD), which includes but is not limited to the following duties:

- 1) To establish and operate a coordinated entry system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services

- 2) To establish and consistently follow fair, equitable written standards for screening, evaluating eligibility and administering assistance for individuals and families who are homeless or at risk of being homeless across the defined geographic area
- 3) To designate a Homeless Management Information System (HMIS) and an eligible PHAC member agency or organization in good standing to manage this system
- 4) To effectively coordinate and implement a system to meet the needs of homeless populations and subpopulations within the defined geographic area, including:
 - Plan for and conduct point-in-time counts of individuals who are homeless within the defined geographic area
 - Conduct an annual gaps analysis of homeless needs and services available within the defined geographic area
 - Consult with the state and local government Emergency Solutions Grants (ESG) program recipients within the PHAC CoC on the plan for allocating these designated funds
 - Report on and evaluate the performance of grants' recipients and sub-recipients
- 5) To prepare and oversee an application for federal funds targeted to homelessness which includes establishing priorities for funding projects within the defined geographic area; determining which applications can be received for consideration and selecting the applications being submitted for funding
- 6) To prepare, review and/or coordinate CoC funds with ESG and other federal funds as well as state and local funding dedicated to homelessness or to benefit the homeless services system
- 7) To ensure homeless resources are invested efficiently and effectively in programs that meet the needs of the community and are high-performing
- 8) To monitor program and system performance metrics established by HUD
- 9) To select a Collaborative Applicant or eligible agent to submit an application (enter into a legal agreement with HUD) on behalf of PHAC

ARTICLE III: MEMBERSHIP

Section 1: Membership Composition

All Members shall be in agreement with the stated purpose of this CoC. General membership shall be unlimited and consistent with the eligibility standards set forth.

PHAC membership will be comprised of individuals and agencies concerned with the development and coordination of homeless assistance programs. Not less than 51% of these individuals and agencies should include but are not limited to the following:

- * Nonprofit Homeless Providers
- * Victim Services Providers
- * Faith-based Organizations
- * Governments
- * Businesses
- * Advocates
- * Organizations Serving Homeless Veterans
- * Public Housing Agencies
- * Mental Health Agencies
- * Hospitals
- * Universities
- * Affordable Housing Developers
- * Law Enforcement
- * Social Service Providers
- * School Districts
- * Homeless and Formerly Homeless Individuals

The CoC categorizes membership as described below. These will be defined by the current membership and updated in the ByLaws as needed:

- A. Associations/Agencies- human services agencies, departments of local government, businesses, faith-based organizations, education organizations and other public agencies
- B. Individuals- any single person, not related to or employed by either of the aforementioned member associations. Those who are homeless or formerly homeless are welcome to join as individual members regardless of their affiliations

Section 2: Active Membership

Membership for the PHAC CoC will be available through an open registration process. Individuals or agencies residing in the Hampton Roads area who are interested in becoming a member of the PHAC CoC must contact the Collaborative Applicant (PARC) and complete a Registration of Applicant Membership Form. Based on designations, active members are further required to:

- A. Individual Active Member: must participate in 50% of the annual general meetings and participate in 50% of at least one standing committee's meetings.
- B. Agency Active Member: must designate at least one Active Member and a substitute member. The designated member (or substitute) must attend 75% of annual general meetings and 75% of at least one standing committee's meetings.

Active Members are entitled to vote. Agency Active members are allowed only one vote per agency. When multiple members of an Active Agency attend general meetings they will only be allow one official vote. Committee meetings should only be attended by the designated member or his or her designee. Active members are entitled to request and receive letters indicating their length membership and description of their participation for grant purposes.

Members with excused absences will be given an opportunity to vote or comment on the handling of the official business of PHAC. Members with excused absences may vote on the business of PHAC with written or pre-selected representation (proxy) if received on the day of the vote. Members with excused absences may also vote prior to the meeting through email sent directly to the CoC Co-Chairs.

Section 3: Conflict of Interest

Members of the CoC and its' Committees shall comply with federal, state and local laws and related regulations. The business of the CoC should be conducted in a manner so as to avoid all conflicts of interest. The program standards for conflicts of interest described by the U. S. Department of Housing and Urban Development's Interim Rule for the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, found at 24 CFR Part 578.95 (available at www.hudexchange.info/) is outlined below:

- A. No CoC board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents.
 1. **Organizational Conflict-** An organizational conflict of interest arises when, because of activities or relationships with other persons or organizations, the recipient or sub-recipient is unable or potentially unable to render impartial assistance in the provision of any type or amount of assistance under this part, or when a covered person's objectivity in performing work with respect to any activity assisted under this part is or might be otherwise impaired. Such an organizational conflict would arise when a board member of an applicant participates in decision of the applicant concerning the award of a grant, or provision of other financial benefits, to the organization that such member represents. It would also arise when an employee of a recipient or sub-recipient participates in making rent reasonableness determinations under 24 CFR Part 578.49(b)(2) and 24 CFR Part 578.51(g) and housing quality inspections of property under 24 CFR Part 578.75(b) that the recipient, sub-recipient, or related entity owns.
 2. **Other Conflicts-** For all other transactions and activities, the following restrictions apply:
 - i. No covered person, meaning a person who is an employee, agent, consultant, officer, or elected or appointed official of the recipient or its sub-recipients and who exercises or has exercised any functions or responsibilities with respect to activities assisted under this part, or who is in a position to participate in a decision-making process or gain

inside information with regard to activities assisted under this part, may obtain a financial interest or benefit from an assisted activity, have a financial interest in any contract, subcontract, or agreement with respect to an assisted activity, or have a financial interest in the proceeds derived from an assisted activity, either for him or herself or for those with whom he or she has immediate family or business ties, during his or her tenure or during the one-year period following his or her tenure.

- B. On issues in which a CoC Member has a conflict of interest as described above, neither the Member nor his/her delegate may vote. Members may not participate in discussions regarding funding allocation decisions while they are an applicant for that funding. The Chairs of the CoC will be responsible for monitoring the disclosure of members' conflicts of interest.
- C. In the event that a matter, which raises a potential conflict of interest, comes before the CoC, the CoC Board, or its' Committees or workgroups for consideration, recommendation, and decision, the Member shall disclose the conflict of interest as soon as he or she becomes aware of it, and the disclosure shall be recorded in the minutes of the meeting.
- D. Members found violating the conflict of interest policy or federal regulations will be referred to the CoC Governance Committee. The Governance Committee shall investigate all allegations of failure to comply with this conflict of interest policy. If a PHAC CoC Member is found to have violated the letter or intention of this conflict of interest policy, the Governance Committee will be responsible for recommending an appropriate response to this breach of policy to the PHAC CoC Board. The Governance Committee may recommend any action, including but not limited to a statement of reprimand recorded in the board minutes or removal from the board or other action. The PHAC CoC Board will consider the recommendations of the Governance Committee and vote on corrective or punitive actions to be administered.
- E. Members of the PHAC CoC who also serve on other CoC's will honor the confidentiality of each individual CoC, specifically related to funding strategies and tactics.
- F. All Active Members of the CoC agree to sign an agreement of confidentiality at initial membership. Confidentiality Agreements may be amended as needed.

Section 4: Dues

There are no membership dues for the PHAC CoC.

ARTICLE IV: VOTING

Section 1: Voting

Decisions subject to a vote may be taken by a majority of the Active Members (As described in Article III, Section 2).

Section 2: Voting Representation

Prior to a CoC vote and the compilation of the list of Active Members, each Active Member organization or institution will select one representative as their voting representative. The Collaborative Applicant will compile a list of eligible voters prior to any vote. Questions or disputes about Active Membership will be resolved by the Governance Committee. Voting will occur in person unless otherwise determined by the Executive Committee or Co-Chairs.

- A. Associations/Agencies: Each association/agency shall have at least one representative who attends meetings. Each association/agency that is an Active Member with the CoC has one vote. A single person may only serve as the voting representative of one association/agency.
- B. Individuals: Homeless or formerly homeless persons and other single persons who are not associated with a Member Association may join as individuals. Each individual who is an Active Member with the CoC has one vote. Homeless or formerly homeless individuals currently employed by or serving on the Board of Directors of an Association that is an Active Member may serve as the voting representative of that Association however may not vote on behalf of the Association, in addition to another designated voting representative of that Association.

Section 3: Quorum

A. Quorum of Members

The presence of a simple majority of the CoC's Active Members (As defined in Article II, Section 2) will be a quorum and sufficient to conduct a vote at a general or special meeting.

B. Quorum of Officers

A minimum of fifty percent (50%) of the Executive Committee shall constitute a quorum for the transaction of business.

Section 4: Parliamentary Procedure

In the absence of the consensus of the Active Members, the rules contained in the current edition of “Robert’s Rules of Order, Newly Revised”, shall be the parliamentary authority for all matters of procedures unless specifically addressed in the by-laws.

ARTICLE V: MEETING

Section 1: General Meetings

A meeting of the PHAC CoC membership is considered a General Meeting. The PHAC CoC will meet at least six times per year. The meeting schedule will be approved by the Board and disseminated to all the PHAC CoC members within 30 days of the beginning of the operating fiscal year (July-June). Special meetings maybe called to address state or federal deadlines, imperatives or other business. Agendas and notices of General Meetings will be distributed by email five days prior to the meeting. CoC meetings are open to the public.

Section 2: Special Meetings

Special Meetings of the PHAC CoC or its Board may be called by the Co-Chairs or by written and signed request of one-third of the Board or by one-third of the Active Members. Request must specify the date and objectives of the proposed meeting and only items specified in the notice will be considered. Special Meetings that will require a vote or the handling of official business of the PHAC CoC require at least three (3) business day’s prior notice via e-mail by the Collaborative Applicant. The Secretary or Substitute Secretary will be responsible for notification of said meeting. Written notifications of the meeting shall be sent via mail, e-mail or fax and will specify the date, time, location and purpose of the scheduled meeting.

Section 3: Annual Meeting

The PHAC CoC will hold an annual meeting in November. The CoC election and installation of the new Executive Committee Officers shall take place every two years in the month of November at the annual meeting. Advanced notice of the slate presented by the Nominating Committee will be provided ten (10) days prior to the meeting to all committee members.

Section 4: Executive Committee Meetings

Regular meetings of the Executive Committee may be called by the Co-Chairs or by the resolution of the Executive Committee as determined. The Secretary or designee shall notify each Officer seven (7) days prior to the meeting and shall specify date, time and location of the meeting. Special meetings of the Executive Committee may be called by the Co-Chairs or by the written request of two (2) Executive Committee Officers at any time. Such a meeting shall have a requirement of a three-day prior notice unless waived by the majority or if a quorum is present.

Attempts shall be made to contact all Executive Committee Officers regarding the request for a Special Meeting. Any actions taken during such meeting shall be deemed valid.

Section 5: Missed Executive Committee Meetings

Each Executive Committee Officer is to notify one of the Co-Chairs, if he/she is unable to attend a regular meeting. Failure to attend at least three (3) consecutive regular meetings, unless there are extenuating circumstances that are acceptable to the Executive Committee, shall constitute grounds for removal from the Executive Committee.

Section 6: Attendance and Participation for Funding:

A. Continuum of Care Funding:

Agency Directors or program decision makers of CoC funded projects are required to be an “Active Member” of PHAC (As defined in Article II, Section 2). Active members seeking to request funding for projects must have attended 75% of the PHAC meetings throughout the previous year. Agencies seeking to submit a new project application for CoC funding should refer to the Collaborative Applicant for additional guidance.

B. State and Federal Funding:

Certain state and federal programs require a signed CoC Participation Certification as part of the application process. Grantees desiring to submit state and/or federal applications for funding are required to be an Active Member of PHAC and attend 75% of required meetings throughout the previous year (As defined in Article II, Section 2).

Section 7: Committee Reports

Minutes or notes of meetings of the PHAC CoC general meetings, Executive Committee meetings and Committee Meetings shall be kept. Minutes of the General Meetings shall be the responsibility of the Secretary or the agreed upon designee. The minutes or notes shall be forwarded to and reviewed by the PHAC CoC Co-Chairs and emailed to committee members no later than ten (10) days following the last CoC meeting. Minutes will include, at a minimum, the date, time and place of the meeting, the names of all individuals in attendance, the topics discussed, votes recorded and any follow up action items with the person(s) assigned to complete it. All committee reports presented or submitted shall be noted with a summary of its content and any other information deemed necessary by the Chairs.

The Collaborative Applicant will keep electronic and hard copies of the minutes and other meeting materials for a minimum of five years or to HUD standards if longer. Committee minutes will be kept by each Committee Chair or their designee and all committee minutes will be submitted to the Board Chairs seven to ten business days following each meeting.

ARTICLE VI: GOVERNANCE

Section 1: Purpose

The purpose of the Portsmouth Homeless Action Consortium (PHAC) Continuum of Care (CoC) governance structure is to ensure the orderly operations of the Continuum. The governance structure applies to the two main bodies, the full membership and the CoC Executive Committee.

Section 2: CoC Governance and Structure

The leadership of the PHAC CoC is the Executive Committee and is formally designated by vote of PHAC members and is active in the duties and structure set forth by this document. The PHAC CoC Executive Committee shall have the power to act on behalf of and in the best interest of the Continuum of Care.

The CoC Executive Committee will meet at least quarterly. The presence of a simple majority of the Executive Committee will be a quorum and a sufficient manner to conduct business at any meeting of the Committee. Conference calls or the use of other telecommunications or video equipment systems are acceptable ways to conduct committee business. The Executive Committee shall keep regular minutes of its proceedings and report such proceedings at the next scheduled meeting.

No more than one-third of the CoC executive members will be current recipients of funding from the coordinated funding process. Other executive members will represent constituent groups and individuals supporting the systems-level coordination of federal, state, and other funds and resources targeted to ending homelessness. If an individual elected to fulfill a required position on the Executive Committee subsequently leaves that agency, the committee shall determine how to best to address such action and ensure the CoC remains in compliance with HUD regulations.

Responsibilities of the Executive Committee include but are not limited to:

1. Attend regularly held PHAC Executive Committee Meetings
2. Actively participate in a minimum of one committee or workgroup with the exception of the Executive Committee Chairs
3. Ensure federal/state applications for funding and required submissions are on time and of good quality.
4. Ensure all new and renewal projects are evaluated annually, including the implementation of a process to improve performance, where needed
5. Ensure the CoC and projects funded are in compliance with HUD, HEARTH Act, and other relevant regulations

6. Ensure that all CoC affiliated funding applications are based on recommendations from the PHAC CoC Executive Committee
7. Internally monitor CoC funded programs for compliance
8. Ensure CoC and other public funds are being efficiently and effectively used to end homelessness in the region.
9. Approve selection process for program inclusion on CoC affiliated collaborative requests

Section 3: Executive Committee and Elected Officer Positions

The Executive Committee is made up of Elected Officers, Committee Chairs and one representative from all agencies or collaborative entities that are recipients of federal or state CoC grant funds. Elected positions consist of two Co-Chairs, Treasurer and Secretary. These positions are elected bi-annually and each officer serves a two year staggered term or until his or her successor is subsequently elected. The two Co-Chairs will provide leadership for PHAC. One Co-Chair will be elected from a nonprofit organization, and the other Co-Chair will be designated from a City Department. The Nominating Committee will select a slate of candidates for the Annual Meeting in November. At the Annual Meeting, nominations may also be accepted from the floor. These officers shall perform the duties prescribed within this Governance and within the parliamentary authority as described by Robert's Rules of Order.

Section 4: Duties of Officers

Co-Chairs:

1. Preside at the PHAC CoC Membership Meetings and Executive Committee Meetings
2. Provide direction and leadership, along with the PHAC Executive Committee to ensure that all functions of the CoC are carried out
3. Provide reports and timely updates to the PHAC CoC
4. Appoint committee chairs for membership to the Executive Committee.
5. Publicly represent the PHAC CoC
6. Commence meetings
7. Set meeting agendas

Secretary:

1. Responsible for accurate written records of all meetings of the Executive Committee and General Membership meetings.
2. Responsible for the distribution of all meeting minutes from the Executive and General Membership meetings the Monday prior to the next scheduled meeting
3. Prepare correspondence and ensure proper filing of all Executive Committee and General Membership documentation
4. Record the adoption or revision of any policy
5. Perform other appropriate duties as assigned by the Co-Chairs or General Membership

Treasurer:

1. Shall maintain all financial records and reports for the CoC related funds
2. Shall provide both verbal and/or written financial reports for the Executive Committee and General Membership Meetings.
3. Shall perform other duties as assigned by the Co-Chairs or General Membership

Section 5: Power to Appoint Other Officers and Agents

The Executive Committee shall have the power to appoint such other officers and agents as the Executive Committee may deem necessary for the transaction of CoC business. The Executive Committee shall have the power to fill any vacancy in any office as needed.

Section 6: Removal or Resignation of Officers and Agents

Any Officer or Agent may be removed by the Executive Committee through majority vote, when in violation of the Conflict of Interest Policy (By-Laws: Article III, Section 3) or for other violations of the policies and procedures of the PHAC CoC.

Section 7: Delegation of Powers

The Executive Committee may delegate the duties of any office to any other office as needed, however no officer shall execute, acknowledge or verify any instrument in more than one capacity.

Section 8: Role of the Collaborative Applicant

The Collaborative Applicant for the PHAC CoC is the Portsmouth Area Resources Coalition, Inc. (PARC) as determined by vote of the CoC. PARC's responsibilities include but are not limited to the following:

1. Support the work of the CoC Executive Committee and Standing Committees
2. Maintain a copy of all meeting minutes and notes for the Executive Committee and the General Membership Meetings.
3. Provide notification of meetings and agendas to membership and other community members, in timely manner
4. Maintain an attendance roster of all PHAC related meetings
5. Prepare the list of eligible voters for the PHAC CoC based on the Bi-Laws
6. Coordinate PHAC monthly meetings
7. Manage the Homeless Management Information System (HMIS) and provide technical assistance as needed
8. Compile and submit all CoC Collaborative Applications, to include HUD NOFA, in coordination with respective member agencies
9. Coordinate the annual Point-In-Time Counts in collaboration with member agencies, volunteers and lead agency staff

10. Complete an annual Housing Inventory Chart
11. Assist and lead efforts in implementing a community plan to prevent and end homelessness
12. Monitor CoC funded community programs
13. Collaborate with the CoC Policy and Planning Committee and Performance/Monitoring and Evaluation subcommittee in developing a clear and fair selection process on program inclusions for CoC collaborative funding request
14. Provide technical assistance for community agencies and work in collaboration with community programs to generate acceptable outcomes that are efficient and effective in reaching the goals set forth in the consolidated plan, 10 year plan, local PHA plan and the CoC plan.

ARTICLE VII: COMMITTEES

Section 1: Standing Committees and Duties *(See attached Portsmouth Homeless Action Consortium Committee Guide for specific committee action items)*

All committees of Portsmouth Homeless Action Consortium are formally organized and must have a signed conflict of interest statement from each committee member on file at the PHAC office and abide by the rules set forth within. The PHAC CoC may establish standing and ad hoc committees and workgroups as the need arises through a simple majority vote in an Executive Committee Meeting, General Membership Meeting or Special Meeting.

Committees make recommendations to the Executive Committee. Membership in committees must be approved by the Executive Committee. Workgroups serve to coordinate resources, programs, and direct services. Membership in workgroups is determined based on the responsibilities outlined in the specific workgroup's charters and in consultation with the Collaborative Applicant and relevant Committees. Membership in workgroups is open unless confidentiality protocols necessitate otherwise. Annually, the Executive Committee will publish a list of all active committees and workgroups. The established Committees and responsibilities for the PHAC COC are as follows:

Executive Committee

- a. Provide direction for PHAC and coordinate activities of the CoC
- b. Act as liaison to the City Council, Consolidated Plan, the 10-Year Plan to End homelessness, and any other related City Projects
- c. Act as liaison to regional and state groups
- d. Review all funding proposal requests prior to submission and authorize letters of support for funding proposals
- e. Schedule and conduct PHAC Executive and General meetings

HMIS Oversight and Management Committee

- a. Provide information and guidance to the PHAC CoC related to the implementation of HMIS.
- b. Ensure that all HUD funded organizations are trained in and fully utilizing HMIS
- c. Provide input, oversight and guidance on the development of HMIS policies and procedures and ensure that the PHAC CoC meets or exceeds all related federal and applicable regulations
- d. Conduct appropriate oversight of the HMIS
- e. Ensure HMIS activities are compliant with Data Quality, Security and Standards

Membership, Education and Advocacy Committee

- a. Identify Stakeholder and membership recruitment and communication needs
- b. Set membership goals based on the needs identified PHAC public relations
- c. Work with other committees to coordinate messaging and membership goals and
- d. Implement all education and public training activities for membership and external audiences
- e. Identify the education and advocacy best practices-to meet associated needs
- f. Work with other committees to set goals for identified education needs

Resource Development Committee

- a. Link gaps in services to resources
- b. Serves on the Regional Task Force to End Homelessness
- c. Ensure homeless citizens in Portsmouth are a priority
- d. Work towards the enhancement and further coordination/engagement with the public housing system; to include PRHA

Continuum of Care Policy and Planning Committee

Sub-Committees:

1. Performance/Monitoring and Evaluation Committee
 2. Rank and Review Committee
- a. Update relevant data and services for CoC planning purposes
 - b. Review and analyze APR's, PIT Data, and mainstream resources
 - c. Coordinate priorities including the ranking of projects
 - d. Raise match funding for CoC projects
 - e. Coordinate other collaborative activities
 - f. Review newly identified gaps in services
 - g. Develop action plans for the CoC group

Veterans Committee

- a. Liaison between Portsmouth Continuum and regional veterans' homelessness initiatives
- b. Assist Veteran with navigation through the Coordinated Entry Process
- c. Attend and represent the Portsmouth CoC at the SHR Vet Leadership Forums
- d. Provide the CoC with all feedback/concerns regarding Veterans access to housing services

Central Intake /Portsmouth Coordinated Assessment Network (PCAN)

- a. Responsible for the development and implementation of a coordinated process to coordinate program participant intake assessment and provision of referrals for the City of Portsmouth
- b. Provide assistance to homeless individuals and families in finding services and resources that will aid them in becoming self-sufficient

Section 2: High Risk Agencies

PHAC will strive to work closely with all member agencies in the region. When working with agencies that are considered high risk of failure to respective CoC affiliated programs, PHAC will assist these agencies in capacity building activities by working to identify the weakness, examining the structure, efficiency of the staff, financial accounting GAAP practices, and ability to meet state and federal guidelines. Mentoring and monitoring will take place as well as offering available technical assistance opportunities. In the event an agency is found in violation of federal/state regulations, the Executive Committee will work with the Collaborative Applicant, the respective committee(s) to investigate and determine the corrective action plan, up to the reallocation of funds.

Section 3: Donations

The Executive Committee may accept on behalf of the CoC any contribution, gifts, grant or bequest for the general or special purpose of the CoC. A record shall be kept of all gifts and their disposition. Financial gifts shall be receipted by the Treasurer and the record be made available (or reported) to the Executive Committee and General Membership. Gifts in-kind (non-financial but material or services) shall be recorded by the Treasurer with receipt. Disposition information shall be available (or reported) to the membership.

Section 4: Conflict of Interest

Grantees and Sub-grantees will maintain a written code of standards of conduct governing the performance of their employees engaged in the award and administration of contracts. No employee, officer or agent of the grantee or sub-grantee shall participate in selection, award or administration of a contract supported by Federal funds, if a conflict of interest, real or apparent,

would be involved. Such a conflict would arise when (1) an employee, officer or agent or (2) an immediate family member, partner or organization is being hired by or has other financial interests in an agency or business selected for an award.

A grantee's or sub-grantee's officers, employees or agents will neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to sub-agreements in exchange for or in an attempt to influence decisions.

ARTICLE VIII: AMENDMENTS

Section 1: Amendments

These bylaws and governance may be amended at a regular or special meeting of the CoC by simple majority vote of the Active Members present at a meeting called for that purpose. Amendments must be in written form, reviewed by the Executive Committee, and distributed to the Active Members of the CoC at least two weeks prior to presentation and vote. There is only one vote per agency.

ARTICLE IX: APPLICABILITY

Section 1: Applicability

If there is any conflict between applicable Federal and/or State statutes, rules, or regulations and these by-laws, such statutes, rules, or regulations will prevail. If any provision of these bylaws is held invalid, the remainder of the bylaws will not be affected thereby.

ARTICLE X: HOLD HARMLESS

Section 1: Hold Harmless

Members of the PHAC CoC agree to indemnify, defend and hold harmless the PHAC COC Executive Committee, committees and workgroups against all losses, expenses, damages and costs arising out of participation in the PHAC CoC, excluding incidents of negligence and willful malfeasance.

**PORTSMOUTH HOMELESS ACTION CONSORTIUM
COMMITTEE GUIDE**

<p>Executive Committee</p>	<p><u>Committee Chairs:</u></p> <p>Non-profit Co-Chair: Charnitta Waters</p> <p>City Co-Chair: Pamela Little-Hill</p> <p>Secretary: Barbara Boland</p> <p>Treasury: Tana Irby</p>	<p><u>Action Items:</u></p> <ul style="list-style-type: none"> • Referral systems development – develop process to make referral to other programs/agencies; • Increase committee participation;
<p>Membership, Education and Advocacy Committee</p>	<p><u>Co-Chairs:</u></p> <p>Jo-Anne Roisen Kathie C. Moore Barbara Boland</p>	<p><u>Action Items:</u></p> <ul style="list-style-type: none"> • Outreach and recruitment of new members to enhance the CoC membership to include mainstream partners • ID high value stakeholders/individuals in the Portsmouth Community • Set membership goals based on the needs identified by PHAC public relations • Work with other committees to coordinate messaging and membership goals • Solicit annual feedback from participants involved in the Coordinated Entry Process • Identify the public needs related to education and advocacy best practices • Implement education and public trainings as needed for membership and external audiences • Work with other Committee’s to set goals for identified education needs

Resource Development Committee	<u>Chair:</u> (Vacant)	<u>Action Items:</u> <ul style="list-style-type: none"> • Link gaps in services to resources; • Serves on the Regional Task Force to End Homelessness • Ensure homeless citizens in Portsmouth are a priority • Work towards the enhancement and further coordination/engagement with the public housing system; to include PRHA
CoC Policy and Planning Committee <ul style="list-style-type: none"> ❖ Performance/Monitoring and Evaluation sub-committee ❖ Ranking and Review Committee 	<u>Co-Chairs:</u> Beth Cross Jean Jones	<u>Action Items:</u> <ul style="list-style-type: none"> • Adopt a written CoC Plan/CoC Application ; • Create the following policies: <ul style="list-style-type: none"> ○ ESG and CoC monitoring – should use the same process; ○ Program and performance monitoring and evaluation of all CoC funded programs ○ Provide leadership guidance for the ranking and review committee ○ Provide annual report for gap analysis ○ Set priorities regarding identified gaps ○ Prioritize goals and resources
HMIS Oversight and Management Committee	<u>Chair: TBD</u>	<u>Action Items:</u> <i>(Refer to HMIS Interim Rule and follow standards)</i> <ul style="list-style-type: none"> • Provide report on client level data associated with the Coordinated Entry Process • Aligns and interacts with the Lead Agency on HMIS issues
Coordinated Entry Committee	<u>Co-Chairs</u> Desiree Brown Ursula Murphy	<u>Action Items:</u> <ul style="list-style-type: none"> • Develop written policies and procedures that align with the HUD Coordinated Entry Process • Ensure that the Coordinated Entry Process and the standardized prioritization for referrals is well publicized for local, regional and state federal partners • Ensure the use of standardized access

❖ **Portsmouth Coordinated Assessment Network (PCAN)**

PCAN Co-Chairs:
 Kim McLeod
 Kate Roman

- points
- Ensure the completion of a preliminary screening for referral determination
 - Collect comprehensive needs assessment and compile agenda for bi-weekly case coordination
 - Manage and maintain a centralized by-name lists of all homeless persons that have presented for services
 - Ensure that all client information is safeguarded
 - Provide or facilitate annual training related to the Coordinated Entry Process or systems utilized
 - Ensure those that are actively involved in the Coordinated Entry Process use culturally and linguistically competent practices

Action Items:

- To assist homeless individuals and families in Portsmouth in obtaining safe and affordable housing
- Provide ongoing support to designated service providers as necessary
- Ensure that all client information is safeguarded
- Ensure those that are actively involved in the service coordination process use culturally and linguistically competent practices
- Ensure that all housing referrals are prioritized based on their vulnerability
- Make appropriate SRO referrals to PRHA
- Ensure SRO referrals are document ready prior to making a referral to PRHA
- Notify the case manager once the referral has been made to PHRA
- Announce housing program openings or housing funds available at PCAN meetings and other related PHAC meetings.

<p>❖ Veterans Committee</p>	<p><u>Co-Chairs:</u> Rev. Clarence Harrison</p> <p>Antoine Hines</p>	<p><u>Action Items:</u></p> <ul style="list-style-type: none"> • Assist Veteran with navigation through the Coordinated Entry Process • Attend and represent the Portsmouth CoC at the SHR Vet Leadership Forums • Provide the CoC with all feedback/concerns regarding Veterans access to housing services
------------------------------------	---	---

Portsmouth
Homeless Management Information System
Policies and Standard Operating Procedures

Effective Date
January 2014

HMIS Standard Operating Procedures

Table of Contents

Introduction2

Portsmouth HMIS Goals3

Data Integrity4

Definitions5

Summary of Policies and Procedures for Users8

Organization and Management of the Portsmouth HMIS10

Communication12

Inter-Agency Data Sharing14

Clients Rights and Confidentiality of Records.....15

Authorized Agency Grievances.....16

Authorized Agency Hardware/Software Requirements.....17

Monitoring and Evaluation.....20

Agency Participation Requirements23

Data Collection, Quality Assurance and Reporting.....26

Appendix – Bowman Systems Securing Client Data

Introduction

Portsmouth Homeless Action Consortium (PHAC) was established in 1996 (By-Laws adopted on March 26, 1998) and responsible for the coordination of homeless services and the Continuum of Care for the City of Portsmouth. Portsmouth Area Resources Coalition, Inc. (PARC, Inc.), a 501(c)(3) non-profit corporation, is the lead agency and point of contact for PHAC. HUD requires PHAC to provide unduplicated statistical demographic reports on the numbers and characteristics of clients served as well as on program outcomes. In order to address the reporting requirements mandated by HUD in 24 CFR Parts 91, 576, 580, and 583, PHAC has implemented an electronic management information system that will provide the necessary demographic information and reports. This system is called the Portsmouth Homeless Management Information System (Portsmouth HMIS). A Homeless Management Information System (HMIS) is a software application designed to record and store client-level information on the characteristics and service needs of homeless persons. The U. S. Department of Housing and Urban Development (HUD) and other planners and policymakers at the federal, state and local levels use this aggregate HMIS data to obtain more accurate information about the extent and nature of homelessness over time. The Portsmouth HMIS implementation encompasses the City of Portsmouth, Virginia. PHAC provides or arranges for training and technical assistance to users of the Portsmouth HMIS. All Providers funded by certain HUD grants (Supportive Housing Program, Shelter plus Care, Emergency Solutions Grants, HOPWA and the Continuum of Care, PATH, HUD VASH and VA Per Diem) are required to participate in the Portsmouth HMIS, all other providers participate on a voluntary basis. Providers participating in the Portsmouth HMIS are required to collect and record certain data elements for all new and continuing clients in the HMIS weekly. Data entry should be completed within five (5) days from the time of service. All records should be up to date every Monday for clients served during the prior week. All Providers using the Portsmouth HMIS are also required to comply with HUD's HMIS Data and Technical Standards.

PHAC recognizes the importance of maintaining confidential client records in a secure environment to ensure that the information is not misused or accessed by unauthorized people.

The following Policies and Standard Operating Procedures (SOP) have been developed to establish standards for the collection, storage and dissemination of confidential information by the users of the Portsmouth HMIS. PHAC has developed a privacy policy regarding the use and disclosure of data in the HMIS.

The Portsmouth HMIS is a system which allows for sharing of electronic data between agencies, unless otherwise stated in this document. Programs can share information through other methods unrelated to the Portsmouth HMIS, as outlined in their specific program policies. Portsmouth Area Resources Coalition, Inc. (PARC) is the lead agency for the Portsmouth HMIS and as such is the only entity able to access ALL client-level information, including personal identifiers, contained in the Portsmouth HMIS. Acceptable uses and disclosures of the data are outlined in PHAC's privacy policy. For example, PHAC may disclose data that is required under a court order issued by a judge, to protect the health and safety of those being served in its programs, and may use de-identified data for research and analysis purposes. PHAC does provide access to client-level data containing personal identifiers to any agency under contract to use the HMIS. Additionally, HUD does not require any client-level information from the Portsmouth HMIS for the programs it funds. Thus only de-identified and/or aggregate-level data is shared with HUD.

Portsmouth HMIS Goals

The goals of the Portsmouth HMIS are to support and improve the delivery of homeless services in Portsmouth, Virginia. Inclusive in these goals is the improvement of the knowledge base about homelessness that contributes to an enlightened and effective public response to homelessness.

The Portsmouth HMIS is a tool that facilitates the following:

- Improvements in service delivery for clients as service providers assess the client's needs, informs the client about available services on site or through referral, helps the client find and keep permanent housing, and improves service coordination when information is shared between programs within agencies that are serving the same client.

- A confidential and secure environment that protects the collection and use of all client data including personal identifiers.
- The automatic generation of standard reports required by HUD, including the region's participation in the national Annual Homelessness Assessment Report (AHAR).
- Generation of system-level data and analysis of resources, service delivery needs and program outcomes for the region's homeless population.
- A data collection and management tool for Authorized Agencies to administer and supervise their programs.

PHAC recognizes the need to maintain each client's information confidentiality, and will treat the personal data contained within the Portsmouth HMIS with respect and care. As the guardians entrusted with this personal data, PHAC has both an ethical and a legal obligation to ensure that data is collected, accessed and used appropriately. Of primary concern to PHAC are issues of security (i.e. encryption of data traveling over the Internet, the physical security of the HMIS server), and the policies governing the release of this information to the public, government and funders. Meeting the needs of homeless persons served by PHAC and its Providers is the underlying and most basic reason for having the Portsmouth HMIS, and employing it for continued improvements in program quality.

Data Integrity:

Portsmouth Homeless Management Information System (Portsmouth HMIS), Policies and Standard Operating Procedures:

This document details the policies, procedures, guidelines, and standards that govern the operations of the Homeless Management Information System (HMIS). It outlines the roles and responsibilities of all agencies and persons with access to Portsmouth HMIS data, and it contains important and useful information about the ways in which PHAC HMIS data is secured and protected. All Providers using the Portsmouth HMIS should read this document in full and train every end user within its agency and programs to understand its contents as necessary.

Definitions

Many of the terms used in this specific Policies and Standard Operating Procedures Manual may be new to many users. Definitions of some of these terms are as follows:

Agency Administrator: The person responsible for system administration at the agency level. This person is responsible for seeing each employee of the agency is inputting data timely, accurately and completely, basic troubleshooting, and scheduling introductory training of agency users and organizational contact with the Portsmouth HMIS Director.

Authentication: The process of identifying a user in order to grant access to a system or resource; usually based on a username and password.

Authorized Agency: Any agency, organization or group who has an HMIS Agency Agreement and/or contract with PARC, Inc. and that is allowed access to the Portsmouth HMIS database that provides direct services or utilizes the system for discharge planning, (HUD definition of discharge planning). These Agencies connect independently to the database via the Internet.

Bowman Systems, LLC: The Company that wrote the software used for the Portsmouth HMIS. Bowman systems, LLC also houses and maintains the server that holds our HMIS database.

CHO: Contributing Homeless Organization; Any agency that enters data into the HMIS.

Client: shall mean any recipient of services offered by a Provider or Authorized Agency.

Client-level Data: Data collected or maintained about a specific person. This type of data can be de-identified for purposes of data analysis, which means that personally identifying information is removed from the record.

PHAC: Portsmouth Homeless Action Consortium is an intermediary funding and planning organization and Continuum of Care Agent (task force) in Portsmouth Virginia, with the goal of eliminating homelessness in the City.

User: An individual who uses a particular software package; in the case of the Portsmouth HMIS, the ServicePoint software.

Portsmouth HMIS: The specific HMIS utilized in the Portsmouth, Virginia Continuum of Care. Currently the Portsmouth HMIS uses software produced by Bowman Systems, LLC, called ServicePoint.

ServicePoint: ServicePoint is a web-based software package developed by Bowman Systems, LLC, which tracks data about people in housing crisis in order to determine individual needs and provide aggregate data for reporting and planning.

Portsmouth HMIS System Administrator: The job title of the person at PARC, Inc. who provides technical support and training to HMIS users. This person has the highest level of user access in ServicePoint and has full access to all user and administrative functions.

Database: An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

De-identified Data: Data that has been stripped of any personally identifying information.

Encryption: Translation of data from plain text to a coded format. Only those with the “key” have the ability to correctly read the data. Encryption is used to protect data as it moves over the internet and at the database level through the use of special software.

Family: Consists of at least one person over the age of 18 and one person under the age of 18. These people do not have to be blood related to qualify as a HUD defined family.

Firewall: A method of controlling access to a private network, to provide security of data. Firewalls can use software, hardware, or a combination of both to control access.

HMIS: Homeless Management Information System. This is a generic term for any system used to manage data about homelessness and housing.

HUD HMIS Data and Technical Standards (the Standards): Standards HUD published in the July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934. These standards fall into three categories:

- a) Data elements required to be collected by HMIS users including “universal” and “program specific” data elements;
- b) Privacy and Security Standards for data confidentiality; and
- c) Technical Standards for the creation of HMIS data systems.

Identifying Information: Information that is unique to an individual and that may be used to identify a specific person. Examples of identifying information are name and social security number.

Module: The ServicePoint software has several sections that focus on different types of functions related to HMIS.

Policy Analyst: This position at PHAC is responsible, among other duties, for managing the HMIS project including overseeing data collection methods and quality assurance practices to ensure the reliability of PHAC research on program operations and outcomes. This position is held by the Portsmouth HMIS System Administrator.

Provider: Shall mean any organization under contract with PHAC to provide outreach, shelter, housing, employment and/or social services to homeless persons.

Server: A computer on a network that manages resources for use by other computers in the network. For example, a file server stores files that other computers (with appropriate permissions) can access. One file server can “serve” many files to many client computers. A database server stores a data file and performs database queries for client computers.

Summary of Policies and Procedures for Users

User Agreements: All users must sign a license agreement before accessing the HMIS. The System Administrator must give each user a copy of the Portsmouth HMIS Standard Operating Procedures (SOPs) and ensure that the user has been properly trained in both the SOPs and the Portsmouth HMIS software before a user name and password is provided. The Agency Administrator is required to revoke the user name and password and access of any user immediately upon termination of employment.

Data Sharing: There is currently inter-agency data sharing in the Portsmouth HMIS. All electronic data sharing between agencies is permitted within the Portsmouth HMIS at this time. Programs within agencies may share data as decided upon by the agency's executive director and/or agency administrator. Users are able to change default client record information after the information has been saved. Users that are found to be inappropriately entering client records for any agency will have their access to the Portsmouth HMIS immediately terminated.

Policy Procedure Section Reference for Description of Client Rights, Consent, and Ethical Use of Data: Each agency and user must abide by the terms of the agency privacy policy, and the Portsmouth HMIS Terms and Conditions of ServicePoint. Personal information collected about the persons served within programs should be protected. Misuse of this data can result in termination of access to the Portsmouth HMIS or personnel action by the agency. *Each agency must have a privacy posting at the point of intake for review by consumers.* The Portsmouth HMIS operates under a model of inferred consent, which means that permission to enter a consumer's information into the HMIS is inferred when a notice is posted and he/she accepts the services offered. Consumer refusal to provide information or otherwise participate in HMIS shall not be reason to deny eligibility or services.

Data Removal, Review and Grievances: A consumer may request to see their HMIS data or may request that personally identifying information be removed or privatized from the HMIS. Consumers may follow the Agency's grievance policy on issues related to HMIS. Grievances

related to HMIS that cannot be addressed at the agency level may be escalated in writing to PHAC. In response to a legitimate request from a consumer to remove his/her personally identifying information from the HMIS, the agency should notify PARC to remove such data from the client record within 72 hours. A record of these transactions must be kept by the Agency Administrator. In response to requests to view his/her data in the HMIS, the agency administrator or case manager must provide a copy of the requested data within a reasonable time frame to the consumer. Requests for changes to client information are considered on a case by case basis by PARC staff.

Security and User Access: Each user is provided with a unique user name and password. Sharing of user names and passwords is prohibited in the Portsmouth HMIS. Sharing of user name/passwords is considered a serious breach of the user agreement and could result in sanctions and/or appropriate personnel action.

Security and Data Retrieval: Agencies must protect identified data that is downloaded or retrieved from the HMIS onto local computers and/or networks. Once identified data has been retrieved from the HMIS and saved to a PC, network or disk, the data must be kept secure through encryption and/or password protection. Storing identified data on floppy disks, CDs, flash drives or unprotected laptops is not recommended unless proper security precautions have been taken. Unencrypted or unprotected data from the HMIS may not be sent via email.

Security Requirements for Agencies: Because the Portsmouth HMIS is accessed over the internet and contains personal data that must be protected, each agency is required to follow a minimum set of guidelines to ensure security of the entire system. Each agency must have the following protections in place on the network or stand-alone PC that accesses the Portsmouth HMIS:

- Physical space of the computer must be protected to prevent unauthorized access;

- Use of non-agency computers (internet cafes, library) is prohibited;

- Time-out routines must be enabled on computers accessing the HMIS;

- Each computer that is on the network must have current virus protection software that updates automatically;

- Each network or computer must have a hardware or software firewall installed and active.

Training: PARC provides user training on a variety of HMIS topics. Although initial user training may be conducted by the Agency Administrator, PARC will schedule a one on one training session for new employees or as a refresher to any agency or group. To schedule one of these trainings call the PARC, Inc. office

Data Collection and Data Quality: Each program is required to collect a series of data elements depending on the type of program it operates. PHAC's data elements are largely based on HUD's Data and Technical Standards. Data entry must meet the PHAC's data quality thresholds to be considered complete. Each program must have all the required data elements in the Portsmouth HMIS weekly. Data entry for the previous week must be completed on the following Monday. Special provisions may be made for domestic violence and legal aid programs. Data quality and integrity is expected of HMIS users. PHAC may perform data quality reviews and require corrective action if data quality does not meet threshold review. HUD-funded programs are required to submit an HMIS-generated APR quarterly to the System Administrator of HMIS for review. This APR must be checked for accuracy of data and signed by the Director of each participating agency. NON-HUD funded agencies may submit a signed APR at the end of each quarter.

Organization and Management of the Portsmouth HMIS

Project Management

Policy: PHAC is responsible for project management and coordination of the Portsmouth HMIS. PHAC employs a Policy Analyst (Portsmouth HMIS System Administrator) who is responsible for all system-wide policies, procedures, communication, performance measurement

reporting and coordination. The Portsmouth Policy Analyst (Portsmouth HMIS System Administrator) is the primary contact with Bowman Systems, LLC and works with Bowman Systems, LLC to implement any necessary or desired system-wide changes and updates. In this role as Project Manager, PHAC endeavors to provide a uniform Portsmouth HMIS that yields the most consistent data for client management, agency reporting and service planning.

Procedure: All concerns relating to the policies and procedures of the HMIS should be addressed with PHAC's Policy Analyst, in writing, either by letter or by email; however, the Executive Director of PARC, Inc. is the final authority for policies and procedures of the Portsmouth HMIS.

PHAC HMIS System Administrator

Policy: PHAC designates a System Administrator whose primary responsibility is the coordination and administration of the Portsmouth HMIS. In the absence of the Portsmouth HMIS System Administrator, PARC's Executive Director designates a backup staff member for responding to Authorized Agencies or develops a contingency plan for doing so.

Procedure: The Portsmouth HMIS System Administrator manages day-to-day operations of the Portsmouth HMIS and is governed by an PHAC confidentially agreement that allows access to client level data. All system-wide questions and issues should be directed to the Portsmouth HMIS System Administrator, in writing, either by letter or by email. PARC's Executive Director is ultimately responsible for all final decisions regarding planning and implementation of the Portsmouth HMIS.

Agency Administrators

Policy: Each Authorized Agency must designate a staff member to be the HMIS Agency Administrator who is responsible on a day-to-day basis for enforcing the data and office security requirements under these Policies and Standard Operating Procedures. Only one person per Authorized Agency may be designated as the Agency Administrator.

Procedure: The Executive Director of the Authorized Agency must identify an appropriate Agency Administrator and provide that person's name, qualifying skills and contact information to the Portsmouth HMIS Director. Changes to that information over time should be reported immediately to the Portsmouth HMIS Director. The Portsmouth HMIS Director is responsible for maintaining a current list of Agency Administrators.

Agency Administrators are responsible for the following:

- Serves as the primary contact between the Authorized Agency and PARC.
- Must have an email address and be a licensed user.
- Manages agency User Agreements; notifying Portsmouth HMIS System Administrator of the need to add and removing users for their agency; Agency Administrators are required to remove users from the HMIS immediately upon termination from agency, placement on disciplinary

probation, or upon any change in duties not necessitating access to HMIS information. All changes must be relayed, in writing, either by letter or by email, to the Portsmouth HMIS System Administrator within 24 hours of change.

- Has access to all client data, user data and agency administration information for the Authorized Agency; thus is responsible for the quality and accuracy of these data.
- Ensures the stability of the agency connection to the Internet and ServicePoint, either directly or in communication with other technical professionals.
- Trains agency end users; this includes training all Authorized Agency staff on how to use ServicePoint as well as training to ensure compliance with privacy and security policies.
- Provides support for the generation of agency reports.
- Monitors and enforces compliance with standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level.

User Access Levels

Policy: All Portsmouth HMIS Users will have a level of access to HMIS data that is appropriate to the duties of their position so that information is recorded and accessed on a “need to know” basis. All users should have the level of access that allows efficient job performance without compromising the security of the Portsmouth HMIS or the integrity of client information.

Explanation: The Portsmouth HMIS provides appropriate and layered levels of access to ensure the security of HMIS data. ServicePoint allows multiple levels of user access to data contained in the database. Access is assigned when new users are added to the system and can be altered as needs change. The ability to change user access levels allows for legitimate changes in agency needs and removes the temptation to share logins in order to by-pass access restrictions. In the interest of client data security, the Agency Administrator will always attempt to assign the most restrictive access that allows efficient job performance.

PHAC Communication with Authorized Agencies

Policy: The Portsmouth HMIS System Administrator is responsible for relevant and timely communication with each agency regarding the Portsmouth HMIS. The Portsmouth HMIS System Administrator will communicate system-wide changes and other relevant information to Agencies as needed. He/she will also maintain a high level of availability to Authorized Agencies.

Explanation: Good communication is essential to the proper functioning of any system, electronic or otherwise. Providing a single point of communication simplifies and speeds communications within the Portsmouth HMIS. The Portsmouth HMIS System Administrator will also develop and maintain a listserv to facilitate communication with agency administrators, who will be required to sign up for the listserv.

Procedure: General communications from the Portsmouth HMIS System Administrator will be directed towards the Agency Administrator. Specific communications will be addressed to the person or people involved. The Portsmouth HMIS System Administrator will be available via email, phone, and mail. While specific problem resolution may take longer, the Portsmouth HMIS System Administrator will strive to respond to Authorized Agency questions and issues within three business days of receipt. In the event of planned unavailability, the Portsmouth HMIS System Administrator will notify Authorized Agencies in advance and designate a backup contact. Information affecting all users will be directed to the Agency Administrators. Agency Administrators are responsible for distributing that information to any additional people at their agency who may need to receive it, including, but not limited to, Executive Directors, client intake workers, and data entry staff. Agency Administrators are responsible for communication with all of their agency's users.

Authorized Agency Communication with PHAC

Policy: Authorized Agencies are responsible for communicating needs and questions regarding the Portsmouth HMIS, in writing, either by letter or by email, directly to the Portsmouth HMIS System Administrator. In order to foster clarity for Portsmouth HMIS users, **ALL** communications with Bowman Systems, LLC regarding the Portsmouth HMIS must go through the Portsmouth HMIS System Administrator.

Explanation: PARC, Inc. holds the contract with Bowman Systems, LLC and is therefore responsible for acting as the primary contact for the Portsmouth HMIS. Designated points of communication within Authorized Agencies and within PARC, Inc. simplify and speed communications about the Portsmouth HMIS.

Procedure: Users at Authorized Agencies will communicate needs, issues and questions to the Agency Administrator. If the Agency Administrator is unable to resolve the issue, the Agency Administrator will contact the Portsmouth HMIS System Administrator via email, phone or mail. The Portsmouth HMIS System Administrator will attempt to respond to Authorized Agency needs within three business days of the first contact. If the Portsmouth HMIS System Administrator cannot resolve the issue, he/she may contact Bowman Systems, LLC for technical assistance. If Agency Administrators desire to escalate any HMIS issues beyond the Portsmouth HMIS System Administrator, they should contact PARC's Executive Director directly via phone, email or mail. Should an HMIS issue require additional attention, an Agency Administrator may contact PARC's Executive Director in writing.

System Availability

Policy: Bowman Systems, LLC will provide a highly available database server and will inform users in advance of any planned interruption in service.

Explanation: A highly available database affords agencies the opportunity to plan data entry, management, and reporting according to their own internal schedules. Availability is the key element in maintaining an HMIS that is a useful tool for Authorized Agencies to use in managing programs and services.

Procedure: No computer system achieves 100% uptime. Downtime may be experienced for routine maintenance, in the event of a disaster or due to systems failures beyond the control of Bowman Systems, LLC. In the event of disaster or routine planned server downtime, Bowman systems, LLC will contact the Portsmouth HMIS System Administrator. The Portsmouth HMIS System Administrator will contact Agency Administrators and inform them of the cause and duration of the interruption in service. The Portsmouth HMIS System Administrator will log all downtime for purposes of system evaluation. In the event that it is needed, Bowman Systems, LLC is required to have redundant systems in place so that connection to the server can be restored as quickly as possible.

Inter-Agency Data Sharing

Policy: There is electronic data sharing between Authorized Agencies within the Portsmouth HMIS, although data sharing may occur across different programs operated within and by a single Authorized Agency (depending on how each agency has chosen to set up their security settings). The data included in the Profile section of a client record will remain “OPEN” or viewable by other Authorized Agencies.

Explanation: The need for client confidentiality and the benefit of integrated case management should be balanced when discussing inter-agency data sharing. During the HMIS planning process, providers were in favor of electronic data sharing within the HMIS. In the event the Authorized Agency does not wish to share client level data with other HMIS participating agencies, that Agency Administrator may request, in writing, either by letter or by email, to the Portsmouth HMIS System Administrator to privatize the agency or direct user staff to privatize the page containing non-shared data.

Procedure: When new clients and new service records are entered into ServicePoint, the initiating user may maintain the setting of each record as “privatized” to users from other Authorized Agencies. Privatized sections of the record can neither be seen nor changed by users from other Authorized Agencies.

Ethical Data Use

Policy: Data contained in the Portsmouth HMIS will only be used to support or report on the delivery of homeless and housing services in the City of Portsmouth. Each HMIS User will affirm the principles of ethical data use and client confidentiality contained in the Portsmouth HMIS Policies and Standard Operating Procedures Manual and the HMIS User Agreement. Each Authorized Agency must have a written privacy policy that includes policies related to employee misconduct or violation of client confidentiality. All HMIS Users must receive

training in their Agency and PHAC's privacy policies, and a signed policy statement must become a permanent part of the employee's personnel file.

Explanation: The data collected in the Portsmouth HMIS is the personal information of people in the Portsmouth, Virginia community who are experiencing a housing crisis. It is the user's responsibility as the guardian of that data to ensure that it is only used to the ends to which it was collected and in and the manner to which the individual client has given consent.

Procedure: All HMIS Authorized Agencies will sign an HMIS User Agreement before being given access to the Portsmouth HMIS. Any individual or Authorized Agency misusing, or attempting to misuse HMIS data will be denied access to the database, and his/her/its relationship PHAC or the Portsmouth HMIS may be terminated.

Access to Core Database

Policy: No one but PHAC (or its designee) and/or Bowman Systems, LLC will have direct access to the Portsmouth HMIS database through any means other than the ServicePoint software, unless explicitly given permission by PHAC during a process of software upgrade, conversion or for technical assistance.

Explanation: This policy prevents a user from accessing the HMIS database and viewing its contents, thus rendering the security measures within ServicePoint ineffectual.

Procedure: Under its contract with PARC, Inc., Bowman Systems, LLC will monitor both our web application server and our database server and employ updated security methods to prevent unauthorized database access.

Client Rights and Confidentiality of Records

Policy: The Portsmouth HMIS System operates under a protocol of inferred consent to include client data in the HMIS. Each Authorized Agency is required to post a sign about their privacy policy in a place where clients may easily view it (at the point of intake, on a clipboard for outreach providers, in a case management office). The privacy posting should include a statement about the uses and disclosures of client data as outlined in this document. Written authorization for inclusion of a client's data in HMIS is not required, but is inferred when a client accepts the services offered by the program and when the privacy posting is displayed for client review. Clients may opt out of HMIS or be unable to provide basic personal information. Clients have the right of refusal to provide personal identifying information to the HMIS, except in cases where such information is required to determine program eligibility or is required by the program's funders. Such refusal or inability to produce the information shall not be a reason to deny eligibility or services to a client. When a client exercises his/her right of refusal, de-identified demographic (anonymous) information will be entered into the HMIS. Each Authorized Agency shall take appropriate steps to ensure that authorized users only gain access to confidential information on a "need-to-know" basis in accordance with PHAC's Privacy Policy. Duly authorized representatives of PHAC may inspect client records (including

electronic records) at any time by mutual agreement, PHAC and Authorized Agencies will ensure the confidentiality of all client data as described in this document.

Explanation: The data in the Portsmouth HMIS is personal data, collected from people in a vulnerable situation. PHAC and Authorized Agencies are ethically and legally responsible to protect the confidentiality of this information. The Portsmouth HMIS is a confidential and secure environment protecting the collection and use of client data.

Procedure: Access to client data will be controlled using security technology and restrictive access policies. Each Authorized Agency (including PHAC) must develop and make available a privacy policy related to client data captured in HMIS and through other means. A posting that summarizes the privacy policy must be placed in an area easily viewed by clients, and must also be placed on the Authorized Agency's web site (if they have one). Only individuals authorized to view or edit individual client data in accordance with the stated privacy policies and these Standard Operating Procedures will have access to that data. The Portsmouth HMIS will employ a variety of technical and procedural methods to ensure that only authorized individuals have access to individual client data.

Authorized Agency Grievances

Policy: Authorized Agencies will contact the Portsmouth HMIS System Administrator, in writing, either by letter or by email, to resolve HMIS problems including but not limited to operation or policy issues. If an issue needs to be escalated, Authorized Agencies may contact PARC's Executive Director. PARC's Executive Director will have final decision-making authority over all grievances that arise pertaining to the use, administration and operation of the Portsmouth HMIS.

Explanation: In order for the Portsmouth HMIS to serve as an adequate tool for Authorized Agencies and guide for system-wide planning, any HMIS problems must be addressed by the organization with the means to affect system-wide change. Because many agencies with varied funding streams and applicable laws participate in the HMIS, PARC's Executive Director (rather than HUD) is the appropriate party for resolution of sensitive issues that must be escalated beyond the HMIS System Administrator.

Procedure: Authorized Agencies will bring HMIS problems or concerns to the attention of the Portsmouth HMIS System Administrator, in writing. If problems, concerns or grievances cannot be resolved by the PARC HMIS System Administrator, or if it is not appropriate to raise the issue with the Portsmouth HMIS System Administrator, the issue will be directly relayed to PARC's Executive Director via phone, email or mail. If the grievance requires further attention, PARC's Executive Director shall have final decision-making authority in all matters regarding the Portsmouth HMIS.

Client Grievance

Policy: Clients must contact the Authorized Agency with which they have a grievance for resolution of HMIS problems. Authorized Agencies will report all HMIS-related client grievances to PHAC. If the Authorized Agency's grievance process has been followed without resolution, the Authorized Agency may escalate the grievance to PHAC as outlined in above. At any time, clients may request that their personally-identifying information be removed from the Portsmouth HMIS.

Explanation: A clear and effective client grievance policy protects the needs of the client and the confidentiality of client data.

Procedure: Each Authorized Agency is responsible for answering questions, complaints, and issues from their own clients regarding the Portsmouth HMIS. Authorized Agencies will provide a copy of their privacy policy and/or of the Portsmouth HMIS Policies and Standard Operating Procedures Manual upon client request. Client complaints should be handled in accordance with the Authorized Agency's internal grievance procedure, and then escalated to PHAC in writing if no resolution is reached. PHAC is responsible for the overall use of the HMIS, and will respond if users or Authorized Agencies fail to follow the terms of the HMIS agency agreements, breach client confidentiality, or misuse client data. Authorized Agencies are obligated to report all HMIS-related client problems and complaints to PHAC, which will determine the need for further action. The Portsmouth HMIS System Administrator will record all grievances and will report these complaints to the Policy Analyst. Resulting actions might include further investigation of incidents, clarification or review of policies, or sanctioning of users and Agencies if users or Agencies are found to have violated standards set forth in HMIS Agency Agreements or the Policies and Standard Operating Procedures Manual. Upon the client's request for data removal from the Portsmouth HMIS, the Agency Administrator will delete all personal identifiers of client data within 72 hours. A record of these transactions will be kept by the Agency Administrator.

Authorized Agency Hardware/Software Requirements

Policy: When possible and as funds permit, PHAC will assist Authorized Agencies in obtaining computers and Internet access for the Portsmouth HMIS. If PHAC is unable to assist in this task Authorized Agencies will provide their own computer and method of connecting to the Internet, and thus to the Portsmouth HMIS.

Explanation: PHAC understands the cost and difficulty of acquiring and maintaining computers and Internet access. PHAC may be able to assist in these costs, but funds are limited.

Procedure: Contact the Portsmouth HMIS System Administrator for the current status of assistance.

Hardware/Software Requirements: ServicePoint is web-enabled software; all that is required to use the database is a computer, a valid username and password, and the ability to connect to the internet using internet browser software (The latest version of FireFox is highly

recommended). There is no unusual hardware or additional ServicePoint-related software or software installation required. ServicePoint guidelines state the following minimum and recommended workstation specifications.

MEMORY:

If Windows 7 – 4 Gig recommended (2 Gig minimum)

If Vista – 4 Gig recommended (2 Gig minimum)

If XP – 2 Gig recommended (1 Gig minimum)

Monitor – Screen Display – 1024 x 768 (XGA) or higher (1282 x 768 strongly advised)

Processor – Avoid using single-core CPUs

Internet Connection: Although there is no unusual hardware or additional ServicePoint-related software or software required to connect to the database, the speed and quality of the Internet connection and the speed of the hardware could have a profound affect on the ease of data entry and report extraction. A high-speed Internet connection, like a DSL or ISDN line with speeds at or above 128.8 Kbps is preferred, as is a computer with speeds above 166MHz.

Integration and Reporting Framework: In order to support communications between systems, our system offers an integration framework capable of doing file-based exports including HUD XML, AIRS XML, whole database export and other formats. Contact the HMIS System Administrator for guidance if the agency would like to integrate their data into another system as normally there will be a cost associated with process and a case will need to be entered into the Bowman Systems Portal.

Security and Encryption: The ServicePoint architecture utilizes a Data Access and Security Component layer through which all transactions and data passing in and out of the database must flow. This layer ensures that data is always contained within a comprehensive security- and privacy-protected environment.

- Advanced authentication option exceeding National Institute of Standards and Technology (NIST) standards
- 256-bit AES Encryption
- Intuitive data sharing allows you to define what organizations share with what organizations with the ability to opt-out individual clients from the normal sharing rules.
- Application runs 100% in browser with no ActiveX controls or 3rd party plugins

Finally, the strongest encryption and security protocols are meaningless without appropriate physical and procedural security in the data center and network hosting the application servers. ServicePoint servers are located in Shreveport, LA. See Appendix 1 for information regarding Securing Client Data.

Data Access Computer Requirements

Policy: Users will ensure the confidentiality of client data, following all security policies in the Portsmouth HMIS Policies and Standard Operating Procedures Manual and adhering to the standards of ethical data use, regardless of the location of the connecting computer. All Policies and Procedures and security standards will be enforced regardless of the location of the connecting computer. PHAC may restrict access to the Portsmouth HMIS to specific computers in the future.

Explanation: Because ServicePoint is web-enabled software, users could conceivably connect to the database from locations other than the Authorized Agency itself, using computers other than agency-owned computers. Connecting from a non-agency location may introduce additional threats to data security, such as the ability for non-ServicePoint users to view client data on the computer screen or the introduction of a virus. If such a connection is made, the highest levels of security must be applied, and client confidentiality must still be maintained. This includes only accessing the Portsmouth HMIS via a computer that has virus protection software installed and updated.

Procedure: Each Authorized Agency and Agency Administrator is responsible for:

- a) **Physical Space:** Authorized Agencies must take reasonable steps to insure client confidentiality when licensed users are accessing the Portsmouth HMIS. Licensed users are required to conduct data entry in a protected physical space to prevent unauthorized access to the computer monitor while confidential client information is accessible.
- b) Use of a non-agency computer located in a public space (i.e. internet café, public library) to connect to HMIS is prohibited.
- c) **Time-Out Routines:** Each Agency Administrator will be required to enable time-out (login/logout) routines on every computer to shut down access to the Portsmouth HMIS when a computer is left unattended. Time-out routines will be engaged at a minimum after 10 minutes of inactivity or at other intervals as PHAC determines.
- d) **Virus Protection:** Each computer that accesses HMIS must have current and active virus software that installs automatic updates to that specific software.
- e) **Firewall Security:** If the HMIS is accessed over a network, the network must be protected by an active hardware or software firewall at the server. A stand-alone machine that accesses HMIS must also have a hardware or software firewall installed and active. This may be the firewall protection included as part of the operating system or the virus protection software installed on the computer.

**Questions about security of the Portsmouth HMIS should be referred to the Portsmouth HMIS System Administrator.

Authorized Agency Technical Support Assistance

Policy: PHAC will provide technical assistance including ongoing software support for users of the Portsmouth HMIS. Internal hardware and internet connectivity issues should be addressed by the Authorized Agency's internal IT staff to the extent possible.

Explanation: Even though the equipment and internet connection used to connect to the Portsmouth HMIS is owned by the Authorized Agency, PARC will provide technical assistance when possible and as resources allow.

Procedure: Hardware and connectivity issues not related to the HMIS software should be addressed by the Authorized Agency's internal IT staff. Authorized Agencies may contact the Portsmouth HMIS System Administrator for technical support of the components necessary to connect to the Portsmouth HMIS.

Users' Guide

Policy: PHAC will provide an Portsmouth HMIS Users' Guide for all Portsmouth HMIS Users..

Explanation: An internal users' guide provides software users with information about how the software product is used in a particular community. The Portsmouth HMIS Users' Guide will provide specific technical instruction to Portsmouth HMIS Users about how to use ServicePoint.

Procedure: The Portsmouth HMIS System Administrator will create, distribute and update the Portsmouth HMIS Users' Guide. These will include procedures that are held in common for all Authorized Agencies, and forms for customizing the Users' Guide for each Authorized Agency. The guide will be provided to all users during user training.

Monitoring and Evaluation

Policy: PHAC will regularly monitor and evaluate the effectiveness of the Portsmouth HMIS and, based on the information received, will continue to make enhancements to the Portsmouth HMIS and the Policies and Standard Operating Procedures as necessary. PHAC will also include HMIS in its standard contractor monitoring protocol. This may include compliance with the HMIS Standard Operating Procedures and with HUD's Data and Technical Standards.

Explanation: Monitoring and evaluation helps ensure security and proper usage of the Portsmouth HMIS.

Procedure: The Portsmouth HMIS System Administrator will conduct internal system monitoring and may contact Agency Administrators to schedule monitoring and evaluation visits. PHAC's monitoring staff may also contact Agency Administrators or other Authorized Agency staff in relation to the HMIS portion of standard monitoring visits conducted by PHAC over the course of each year.

Security and Access

User Access

Policy: Portsmouth HMIS System Administrator will provide unique user names and initial passwords to each Authorized Agency user. User names will be unique for each user and will not be exchanged or shared with other users. The Portsmouth HMIS System Administrator will have access to the list of user names for the Portsmouth HMIS and will track user name distribution and use. Only PHAC will be authorized to purchase or grant additional user licenses to an Agency that has utilized all current licenses.

Explanation: Unique user names and passwords are the most basic building block of data security. Not only is each user name assigned a specific access level, but in order to provide to clients or program management an accurate record of who has altered a client record, when it was altered, and what the changes were (called an “audit trail”) it is necessary to log a user name with every change. Exchanging or sharing user names seriously compromises the security of the Portsmouth HMIS, and will be considered a breach of the user agreement and will trigger appropriate repercussions and/or sanctions for the user and agency.

Procedure: Portsmouth HMIS Director will provide unique user names and initial passwords to each user upon completion of training and receipt of the Policies and Standard Operating Procedures Manual. The sharing of user names will be considered a breach of the user agreement. Agency Administrators are responsible for distributing user names and initial passwords to agency users as well as for providing current users with a new password if he/she requires one.

User Changes

Policy: The Authorized Agency Administrator will notify the Portsmouth HMIS System Administrator to make any necessary changes to the Authorized Agency user accounts. This includes issuance of new passwords, revoking authorization for staff that is no longer with the agency and managing access levels, etc.

Explanation: The Agency Administrator has the ability to determine the need for changes in user names and redistribute User Agreements to accommodate the Authorized Agency organization.

Procedure: The Agency Administrator will notify the Portsmouth HMIS System Administrator to make any necessary changes to the list of Authorized Agency users. Changes in Agency Administrators must be reported to the Portsmouth HMIS System Administrator. The Agency Administrator is required to revoke the User Agreement of a terminated employee immediately upon termination of employment. For employees with user access otherwise leaving the agency, the User Agreement should be revoked at the end of business on the person’s last day of employment by notifying the Portsmouth HMIS System Administrator.

Passwords

Policy: Users will have access to the Portsmouth HMIS via a user name and password. Users will keep passwords confidential. Under no circumstances shall a licensed user share a password nor shall they post their password in an unsecured location.

Explanation: Users will have access to the Portsmouth HMIS via a user name and password. These methods of access are unique to each user and confidential. Users are responsible for keeping their passwords confidential.

Procedure: The Portsmouth HMIS System Administrator will issue a user name and temporary password to each new user who has completed training. Upon sign in with the user name and temporary password, the user will be required to select a unique password that will be known only to him/her.

Password Recovery

Policy: The Portsmouth HMIS System Administrator will reset a user's password in the event the password is lost or forgotten. Agency Administrators must validate the authenticity of the request if the request is not made in person.

Explanation: In any secure system, there is a danger that users will lose or forget their passwords.

Procedure: In the event of a lost or forgotten password, the user whose password is lost will contact the Agency Administrator. The Agency Administrator will notify the Portsmouth HMIS System Administrator to reset the user password, and issue a temporary password to allow the user to login and choose the new password. The new password will be valid from that time forward. Agency Administrators must validate the authenticity of the request if the request is not made in person. In other words, neither Agency Administrators nor the Portsmouth HMIS System Administrator shall issue a new password without ensuring that the person requesting it is, in fact, the person with the authorization to use it. For example, if a request is made by phone or email, the Agency Administrator or Portsmouth HMIS System Administrator should call the user back at his/her desk (using the contact number on file) before issuing a new password.

Extracted Data

Policy: Portsmouth HMIS users will maintain the security of any client data extracted from the database and stored locally, including all data used in custom reporting. Portsmouth HMIS users will not electronically transmit any unencrypted client data across a public network.

Explanation: The custom report-writer function of ServicePoint allows client data to be downloaded to an encrypted file on the local computer. Once that file is unencrypted by the user, confidential client data is left vulnerable on the local computer, unless additional measures are taken. Such measures include restricting access to the file by adding password. For security

reasons, unencrypted data may not be sent over a network that is open to the public. Unencrypted data may not be sent via email. HMIS users should apply the same standards of security to local files containing client data as to the HMIS database itself.

Procedure: Data extracted from the database and stored locally will be stored in a secure location (not on floppy disks/CDs or other temporary storage mechanisms like flash drives or on unprotected laptop computers, for example) and will not be transmitted outside of the private local area network unless it is properly protected via encryption or by adding a file-level password. The Portsmouth HMIS Director will provide help in determining the appropriate handling of electronic files. All security questions will be addressed to the Portsmouth HMIS System Administrator. Breach of this security policy will be considered a violation of the user agreement, which may result in personnel action and/or agency sanctions.

Agency Participation Requirements

Portsmouth HMIS Agency Agreements

Policy: Only Authorized Agencies will be granted licenses to access the Portsmouth HMIS system. PHAC shall make the sole determination to identify Authorized Agencies. For agencies that have contracts with PHAC, the agency agreement for each program is contained within the contract. For non-contracted agencies, the Executive Director will be required to sign a “HMIS Authorized Agency Agreement” binding their organization to the Portsmouth HMIS Policies and Standard Operating Procedures and all applicable laws and regulations regarding the handling of client data before access is granted.

Explanation: PHAC has final authority over the Portsmouth HMIS. In order to ensure the integrity and security of sensitive data, PHAC will regulate access to this data. Only Agencies that have agreed to the terms set out in the HMIS Agency Agreement and or PHAC Contract will be allowed access to the Portsmouth HMIS. The agency agreements will include terms and duration of access, an acknowledgement of receipt of the Policies and Standard Operating Procedures Manual, and an agreement to abide by all provisions contained therein.

Procedure: Authorized Agencies will be given a copy of the HMIS Agency Agreement or contract, the Policies and Standard Operating Procedures Manual, and any other relevant paperwork in time for adequate review and signature. Once that paperwork has been reviewed and signed by the Executive Director, the Portsmouth HMIS System Administrator will issue a certain number of licenses for use by the agency and assist with the set-up of an Agency Administrator. Agency users will be trained to use ServicePoint by the Agency Administrator or through regular training sessions scheduled by PHAC. Once training has been completed, each user will be issued a user name and password by Portsmouth HMIS System Administrator.

User Agreements

Policy: In order to obtain a license, a user must successfully complete an PHAC approved training program or be trained by the Provider’s Agency Administrator and must sign a User

Agreement upon completing training. Sharing of licenses, User IDs or passwords is strictly prohibited. Associated fees for use of the ServicePoint system will be covered by the Authorized Agency.

Explanation: Each participating agency is responsible for any and all costs associated with the number of user licenses they request.

Procedure: Each Agency Administrator (or Executive Director) will identify the staff designated to be the licensed users of the Portsmouth HMIS and submit the names to the Portsmouth HMIS System Administrator. PHAC determines the number of users appropriate for participating agencies based on the list provided and other factors.

User Activation

Policy: Each Authorized Agency is responsible for the distribution of its own User Agreements through the Agency Administrator. Each new user will be issued a user name and password to access the Portsmouth HMIS upon approval by the Authorized Agency, completion of HMIS training, and signing of the HMIS User Agreement. Every user must receive appropriate HMIS training before being issued a user name and password.

Explanation: Authorized Agencies will determine which of their employees will have access to the Portsmouth HMIS. This allows for the needed flexibility in selecting users.

Procedure: Agency Administrators will distribute User Agreements for their Authorized Agency, adding and deleting users as needed. Agency Administrators are responsible for notifying PHAC of user changes. Agency Administrators will be responsible for scheduling training for new users. PHAC will provide training to Agency Administrators and will supplement this training as necessary through the regular training schedule or through on-site visits.

HMIS User Agreements

Policy: Each Authorized Agency User will sign an HMIS User Agreement before being granted access to the Portsmouth HMIS.

Explanation: Before being granted access to the Portsmouth HMIS, each user must sign an HMIS User Agreement, stating that he or she has received training, will abide by the Portsmouth HMIS Policies and Standard Operating Procedures Manual, will appropriately maintain the confidentiality of client data, and will only collect, enter and retrieve data in the Portsmouth HMIS relevant to the delivery of services to people in housing crisis in City of Portsmouth.

Procedure: The Authorized Agency Administrator will distribute HMIS User Agreements to new HMIS Users for signature. The user will sign the HMIS User Agreement and the agreement will be faxed to the Portsmouth HMIS System Administrator at (757) 397-2975 or may be

scanned and e-mailed to admin@parc.hrcoxmail.com. The Agency Administrator will also file signed HMIS User Agreements for all users. The existence of a signed HMIS User Agreement for each active user will be verified in the annual HMIS on-site review or may be checked during regular PHAC monitoring of contracts. Allowing a user access to the Portsmouth HMIS without a signed user agreement is a violation of the Portsmouth HMIS Standard Operating Procedures and may result in program sanctions.

Training

Policy: PARC, Inc. is responsible for defining training needs, identifying trainers and organizing training sessions for Authorized Agencies. PARC, Inc. will provide various training options, to the extent possible, based on the needs of HMIS users. PARC, Inc. will provide for adequate and timely HMIS training.

Explanation: In order for the Portsmouth HMIS to be a benefit to clients, a tool for Authorized Agencies and a guide for planners, all users must be adequately trained to collect, enter and extract data.

Procedure: PARC, Inc. will provide access to training for all HMIS users. Agency Administrators will be given additional training relevant to their position. Agency Administrators will also be trained to provide basic user training for new users at their agency and will be expected to do so prior to issuing a User Agreement to any new user. This will allow Authorized Agencies to adjust to their own staffing needs with as little interruption in database use as possible. The Portsmouth HMIS System Administrator will provide support to Agency Administrators, who will in turn schedule intensive training with the Portsmouth HMIS System Administrator for new user training needs, periodic updated training as needed due to program updates and on-going refresher training.

Contract Termination Initiated by Authorized Agency

Policy: Authorized Agencies that are not PHAC contractors may terminate the HMIS Agency Agreement with or without cause upon 30 days written notice to PHAC and according to the terms specified in the HMIS Agency Agreement. The termination of the HMIS Agency Agreement by the Authorized Agency may affect other contractual relationships with PHAC and/or requirements set forth in contracts issued by HUD. In the event of termination of the HMIS Agency Agreement, all data entered into the Portsmouth HMIS will remain an active part of the Portsmouth HMIS, and records will remain open.

Explanation: While non-PHAC contracted Authorized Agencies may terminate relationships with PHAC and the Portsmouth HMIS, the data entered prior to that termination would remain part of the database. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in the City of Portsmouth, Virginia. The termination of the HMIS Agency Agreement may affect other contractual relationships with PHAC and/or HUD.

Procedure: PHAC Provider Agencies are required to participate in the Portsmouth HMIS as a condition of their funding. For all non-PHAC Authorized Agencies terminating the HMIS Agency Agreement, the person signing the HMIS Agency Agreement (or a person in the same position within the agency) will notify PHAC's Chair 30 days or more from the date of termination. The PHAC Chair will notify the Portsmouth HMIS System Administrator. In all cases of termination of HMIS Agency Agreements, the Portsmouth HMIS System Administrator will inactivate all users from that Authorized Agency on the date of termination of agreement.

Contract Termination Initiated by PHAC

Policy: PHAC may terminate the HMIS Agency Agreement for non-compliance with the terms of the agreement or with the HMIS Standard Operating Procedures with written notice to the Authorized Agency. PHAC may also terminate the HMIS Agency Agreement with or without cause with 15 days written notice to the Authorized Agency and according to the terms specified in the HMIS Agency Agreement. If contract is terminated under the terms of that contract, the agreement for HMIS access for that program will also be terminated. In that case, access will be renegotiated by PHAC and the agency is appropriate and in accordance with these standard operating procedures. The termination of the HMIS Agency Agreement or contract by PHAC may affect other contractual relationships with PHAC or with HUD. In the event of termination of the HMIS Agency Agreement or PHAC contract, all data entered into the Portsmouth HMIS will remain a part of the Portsmouth HMIS and records will remain open. If termination of the HMIS Agency Agreement or PHAC contract occurs, all Authorized Agency users will be inactivated on the date the HMIS Agency Agreement or contract is terminated.

Explanation: While PHAC may terminate the HMIS Agency Agreement or its contract with the Authorized Agency, the data entered by that Authorized Agency prior to termination of contract would remain part of the database. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in region of City of Portsmouth, Virginia. The termination of the HMIS Agency Agreement may affect other contractual relationships with PHAC or with HUD.

Procedure: PHAC Provider Agencies are required to participate in the Portsmouth HMIS as a condition of their funding. When terminating the HMIS Agency Agreement, the Portsmouth HMIS System Administrator will notify the person from the Authorized Agency who signed the HMIS Agency Agreement (or a person in the same position within the agency) 15 days or more prior the date of termination of contract, unless the termination is due to non-compliance with the Standard Operating Procedures. Willful neglect or disregard of the Standard Operating Procedures may result in immediate termination of an Authorized Agency from the Portsmouth HMIS. In all cases of termination of HMIS Agency Agreements, the Portsmouth HMIS System Administrator will inactivate all users from that Authorized Agency on the date of termination of contract.

Data Collection, Quality Assurance and Reporting

Required Data Collection

Policy: Providers funded by HUD (either through PHAC or directly) through the Supportive Housing Program, Shelter Plus Care, HOPWA, SNAPS, Section 8 Moderate Rehabilitation and the Emergency Shelter Grant are required to participate in HMIS by HUD. Other providers contracted by PHAC are also required to participate in the PHAC HMIS. All Authorized Agencies that participate in HMIS are considered “Contributing Homeless Organizations” (CHO) and are required to comply with HUD’s HMIS Data and Technical Standards unless those standards are in conflict with local laws. This includes the collection of required data elements. Providers shall attempt to collect basic information on every client served by the Provider upon intake into the Provider’s facility or program. In the case of outreach, the Provider shall attempt to collect basic information during engagement on the street. If client refuses or is unable to provide basic information, providers shall, at a minimum, enter each client as an Anonymous Entry into the Portsmouth HMIS system. Authorized Agencies may choose to collect more client information for their own case management and planning purposes.

Assessment Data Collection: Providers of certain programs shall attempt to conduct detailed assessments on each client who has gone through the intake process and has been accepted into the Provider’s facility or program. At a minimum, providers shall attempt to collect the assessment information required as part of HUD’s Data and Technical Standards.

Timeliness of Data Entry: Providers are required to enter basic client intake data into the Portsmouth HMIS weekly. All data entry must be completed on the following Monday for clients served during the prior week. Exceptions to these data collection policies are in place for domestic violence shelters. DV shelters should request additional instruction from the Portsmouth HMIS System Administrator.

Explanation: In order for the data contained within the Portsmouth HMIS to be useful for data analysis and reporting to funders, certain minimum data must be consistently collected throughout the system.

Procedure: Each agency should determine the type of data that is required to be collected and entered into HMIS.

Client Consent

Policy: Each agency must post a sign at each intake or comparable location and on its web site (if applicable) explaining the reasons for data collection for those seeking services. Consent for entering of data into HMIS may be inferred when the proper privacy notice is posted and if the client accepts the services offered. The client has the option to opt out of allowing his or her identifying information to be added to the database. In that case, the client’s data should be added to the Portsmouth HMIS without identifiers as described above, although the record should be tracked internally by the agency to minimize the number of duplicate records for one

client. Electronic client data will be shared between agencies because the Portsmouth HMIS is an open system. Client data may be shared through other means with written client consent or according to the privacy policy developed by the agency.

Explanation: Privacy Policies should be in effect for each agency to both inform clients about the uses and disclosures of their personal data and to protect the agency by establishing standard practices for the use and disclosure of data. Each client must give permission for the disclosure and/or use of any client data outside of the privacy policy developed and posted by the agency. Client consent notices must contain enough detail so that the client may make an informed decision. Clients may withdraw permission to have their personal protected information in the HMIS, or may make a request to see copies of his or her client record.

Procedure: Authorized Agencies will develop a privacy policy, which will be posted in appropriate areas for client review. PHAC will review the privacy notices as part of the annual HMIS review and/or through regular monitoring. If a client denies permission to enter confidential data, the Authorized Agency will enter the de-identified data into the Portsmouth HMIS and track the record to minimize duplicate records for each client.

Client Consent Forms to Share Data

Policy: The Portsmouth HMIS does allow for the electronic sharing of data between agencies. However, each agency should include in its privacy policy that data collected by the agency is disclosed to PHAC as part of its administrative responsibility for the Portsmouth HMIS and that the data may be used for analysis and reporting purposes. PHAC will only report aggregate and/or de-identified data as part of its responsibilities, and agrees to maintain the data with the highest level of confidentiality and within the security guidelines set forth in this document.

Explanation: In the HMIS planning process conducted in 2000, participating agencies agreed that electronic data sharing between agencies would be implemented in the region.

Procedure: Unless otherwise stated or agreed upon data sharing between agencies is currently allowed in the Portsmouth HMIS.

Appropriate Data Collection

Policy: Portsmouth HMIS users will only collect client data relevant to the delivery of services to people in housing crises in the City of Portsmouth, Virginia and/or required by funders or by law.

Explanation: The purpose of the Portsmouth HMIS is to support the delivery of homeless and housing services in the City of Portsmouth, Virginia. The database should not be used to collect or track information not related to serving people in housing crises or otherwise required for policy development and planning purposes.

Procedure: Agency Administrators will ask the Portsmouth HMIS System Administrator for any necessary clarification and/or guidance of appropriate data collection. The Portsmouth HMIS System Administrator, in consultation with PHAC HMIS Committee, will make decisions about the appropriateness of data being entered into the database. PHAC will periodically audit pick-lists and agency-specific fields to ensure the database is being utilized fully and appropriately. This oversight specifically targets data elements that can be consistently tracked and reported, and does not include the contents of case management notes or other fields not to be aggregated.

Data Ownership

Policy: The Portsmouth HMIS, and any and all data stored in the Portsmouth HMIS, is the property of PHAC. PHAC has authority over the creation, maintenance and security of the Portsmouth HMIS. Violations of the HMIS Agency Agreement, the Standard Operating Procedures, and privacy policies developed at the agency level, or other applicable laws may subject the Authorized Agency to discipline and/or termination of access to the Portsmouth HMIS and/or to termination of other PHAC contracts.

Explanation: In order to ensure the integrity and security of sensitive client confidential information and other data maintained in the database, PHAC will be responsible for data ownership.

Procedure: The HMIS Agency Agreement and/or PHAC contract includes terms regarding the maintenance of the confidentiality of client information, provisions regarding the duration of access, an acknowledgement of receipt of the Policies and Standard Operating Procedures Manual, and an agreement to abide by all policies and procedures related to the Portsmouth HMIS including all security provisions contained therein. Because programs participating in the Portsmouth HMIS are funded through different streams with different requirements (HUD, blended, and other), PHAC shall maintain ownership of the database in its entirety in order that these funders cannot access data to which they are not legally entitled.

Additional Customization

Policy: PHAC may purchase any additional desired customization (such as special reports) directly from Bowman Systems, LLC for the ServicePoint system. PHAC will not provide additional customization other than assistance with the customized assessment feature. Agency level customizations using this feature will be considered by the Portsmouth HMIS System Administrator and/or PHAC's senior management on a case-by-case basis.

Explanation: It is the responsibility of individual Agencies to determine the best way to use the Portsmouth HMIS for internal data collection, tracking, and reporting. This may include discussion and purchasing additional customization by PHAC directly from Bowman Systems.

Procedure: Authorized Agencies will contact Portsmouth HMIS System Administrator in order to discuss additional customization needs.

Data Integrity

Policy: Portsmouth HMIS users will be responsible for the accuracy of their data entry. Authorized Agency leadership will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also ensure the accuracy of the data entered.

Explanation: The quality of Portsmouth HMIS data is dependent on individual users to take responsibility for the accuracy and quality of their own data entry. Agency Executive Directors and/or Agency Administrators are responsible for monitoring the quality of the data for their own program(s), since that data may be used for reporting and/or monitoring purposes. Data may also be used to measure program efficacy, which impacts funding opportunities during competitive funding processes such as the annual Continuum of Care application to HUD.

Procedure: In order to test the integrity of the data contained in the Portsmouth HMIS, the Portsmouth HMIS System Administrator will perform regular data integrity checks on the Portsmouth HMIS. The data integrity checks will include reporting of “overlaps,” periodic verification of data and comparison to hard files, as well as querying for internal data consistency and null values. Any patterns of error will be reported to the Agency Administrator. When patterns of error have been discovered, users will be required to make corrections where possible, correct data entry techniques, improve the accuracy of their data entry, and will be monitored for compliance. In addition to data quality checks performed by the Portsmouth HMIS System Administrator, each HUD-funded program is required to submit the HUD Annual Progress Report on a quarterly basis (based on the program’s operating year) to the appropriate contract officer at PHAC. These reports will be assessed for data quality and errors will be reported to the Portsmouth HMIS Director and to the Agency Administrator. Other reports for non-HUD funded programs may also be required. PHAC reserves the right to add reporting requirements if data quality appears to be decreasing or if PHAC’s reporting requirements change.

Quality Control: Data Integrity Expectations

Policy: Accurate and consistent data entry is essential to ensuring the usefulness of the Portsmouth HMIS. Authorized Agencies will provide acceptable levels of timeliness and accuracy. Authorized Agencies without acceptable levels of data quality or timeliness may have payments withheld or incur other contract sanctions until the problems are addressed.

Explanation: Data quality is an important aspect of the Portsmouth HMIS, and must be maintained at the agency level and by users of the system. PHAC will monitor data quality as part of the HMIS management functions and as part of contract monitoring.

Procedure: The Portsmouth HMIS System Administrator will perform regular data integrity checks on the Portsmouth HMIS and agencies will be required to report to PHAC on a regular basis as stated in the previous section.

On-Site Review

Policy: PHAC will perform annual reviews of each contracted Authorized Agency's procedures related to the Portsmouth HMIS as part of its regular monitoring. Additional monitoring may take place by PHAC's contract or HMIS staff.

Explanation: Regular reviews enable PHAC to monitor compliance with the Policies and Standard Operating Procedures Manual and HMIS Agency Agreements.

Procedure: The exact procedures for on-site reviews will be determined by PHAC on an annual basis.

Client Data Retrieval

Policy: Any client may request to view, or obtain a printed copy of, his or her own records contained in the Portsmouth HMIS. The client will also have access to a logged audit trail of changes to those records. No client shall have access to another client's records in the Portsmouth HMIS.

Explanation: The data in the Portsmouth HMIS is the personal information of the individual client. Each client has a right to know what information about him or her exists in the database, and to know who has added, changed or viewed this information, and when these events have occurred. This information should be made available to clients within a reasonable time frame of the request.

Procedure: A client may ask his/her case manager or other agency staff to see his or her own record. The case manager, or any available staff person with Portsmouth HMIS access, will verify the client's identity and print all requested information. The case manager can also request a logged audit trail of the client's record from the Agency Administrator. The Agency Administrator will print this audit trail; give it to the case manager, who will give it to the client. The client may request changes to the record, although the agency can follow applicable law regarding whether to change information based on the client's request. A log of all such requests and their outcomes should be kept on file in the client's record.

Public Data Retrieval

Policy: PHAC will address all requests for data from entities other than Authorized Agencies or clients. No individual client data will be provided to any group or individual that is neither the Authorized Agency that entered the data or the client him or herself without proper authorization or consent. PHAC will provide aggregate reports for the larger community. The content of these reports will reflect a commitment to client confidentiality and ethical data use.

Explanation: Any requests for reports or information from an individual or group who has not been explicitly granted access to the Portsmouth HMIS will be directed to PHAC. No individual

client data will be provided to meet these requests without proper authorization or consent as stated in PHAC's Privacy Policy.

Procedure: All requests for data from anyone other than an Authorized Agency or a client will be directed to Portsmouth HMIS System Administrator. As part of the mission to end homelessness in the City of Portsmouth, Virginia, it is PHAC's policy to provide aggregate data on homelessness and housing issues in this area. PHAC will also issue periodic public reports about homelessness and housing issues in the City of Portsmouth, Virginia. No individually identifiable client data will be reported in any of these documents.

Data Retrieval Support

Policy: Authorized Agencies will create and run agency-level reports.

Explanation: The Agency Administrator has the ability to create and execute reports on agency-wide data. This allows Authorized Agencies to customize reports and use them to support agency-level goals. The Portsmouth HMIS is to be a tool for the Authorized Agencies in managing programs and services.

Procedure: The Agency Administrator will be trained in the use of reporting tools by the Portsmouth HMIS System Administrator. The Portsmouth HMIS System Administrator will provide query and templates for reports specifically required by PHAC, and may assist Agency Administrators with the development of reports/queries for their specific use.

FY2016 - Performance Measurement Module (Sys PM)

Summary Report for VA-507 - Portsmouth CoC

Measure 1: Length of Time Persons Remain Homeless

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

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

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	603	386	52	66	14	44	52	8
1.2 Persons in ES, SH, and TH	638	422	73	107	34	47	56	9

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	375	-	69	-	-	52	-
1.2 Persons in ES, SH, and TH	-	414	-	113	-	-	56	-

FY2016 - Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	10	2	20%	0	0%	0	0%	2	20%
Exit was from ES	269	12	4%	10	4%	0	0%	22	8%
Exit was from TH	12	0	0%	0	0%	0	0%	0	0%
Exit was from SH	0	0		0		0		0	
Exit was from PH	34	0	0%	3	9%	0	0%	3	9%
TOTAL Returns to Homelessness	325	14	4%	13	4%	0	0%	27	8%

FY2016 - Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

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

	2015 PIT Count	Most Recent PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	174	169	-5
Emergency Shelter Total	91	81	-10
Safe Haven Total	0	0	0
Transitional Housing Total	36	43	7
Total Sheltered Count	127	124	-3
Unsheltered Count	47	45	-2

Metric 3.2 – Change in Annual Counts

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

	Submitted FY 2015	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	667	432	-235
Emergency Shelter Total	631	392	-239
Safe Haven Total	0	0	0
Transitional Housing Total	45	49	4

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

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

FY2016 - Performance Measurement Module (Sys PM)

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	59	45	-14
Number of adults with increased earned income	2	1	-1
Percentage of adults who increased earned income	3%	2%	-1%

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

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	59	45	-14
Number of adults with increased non-employment cash income	1	3	2
Percentage of adults who increased non-employment cash income	2%	7%	5%

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

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	59	45	-14
Number of adults with increased total income	3	4	1
Percentage of adults who increased total income	5%	9%	4%

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	16	18	2
Number of adults who exited with increased earned income	6	2	-4
Percentage of adults who increased earned income	38%	11%	-27%

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

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	16	18	2
Number of adults who exited with increased non-employment cash income	4	6	2
Percentage of adults who increased non-employment cash income	25%	33%	8%

FY2016 - Performance Measurement Module (Sys PM)

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	16	18	2
Number of adults who exited with increased total income	8	7	-1
Percentage of adults who increased total income	50%	39%	-11%

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

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

	Submitted FY 2015	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	641	620	-21
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	70	87	17
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	571	533	-38

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

	Submitted FY 2015	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	674	653	-21
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	74	97	23
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	600	556	-44

FY2016 - Performance Measurement Module (Sys PM)

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

This Measure is not applicable to CoCs in 2016.

FY2016 - Performance Measurement Module (Sys PM)

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

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

	Submitted FY 2015	Current FY	Difference
Universe: Persons who exit Street Outreach	65	16	-49
Of persons above, those who exited to temporary & some institutional destinations	10	3	-7
Of the persons above, those who exited to permanent housing destinations	12	4	-8
% Successful exits	34%	44%	10%

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

	Submitted FY 2015	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	625	342	-283
Of the persons above, those who exited to permanent housing destinations	299	185	-114
% Successful exits	48%	54%	6%

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

	Submitted FY 2015	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	161	172	11
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	152	165	13
% Successful exits/retention	94%	96%	2%

FY2016 - SysPM Data Quality

VA-507 - Portsmouth CoC

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

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

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

FY2016 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016
1. Number of non-DV Beds on HIC	30	25	25	25	54	68	22	22	134	168	181	165								
2. Number of HMIS Beds	30	25	25	25	54	58	22	22	134	158	153	165								
3. HMIS Participation Rate from HIC (%)	100.00	100.00	100.00	100.00	100.00	85.29	100.00	100.00	100.00	94.05	84.53	100.00								
4. Unduplicated Persons Served (HMIS)	168	44	187	175	70	50	45	49	163	175	178	180	0	0	0	0	0	0	0	0
5. Total Leavers (HMIS)	168	20	159	150	44	23	19	19	16	21	20	31	0	0	0	0	0	0	0	0
6. Destination of Don't Know, Refused, or Missing (HMIS)	17	0	18	10	10	3	2	2	0	1	0	0	0	0	0	0	0	0	0	0
7. Destination Error Rate (%)	10.12	0.00	11.32	6.67	22.73	13.04	10.53	10.53	0.00	4.76	0.00	0.00								