

Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

- Reviewing the FY 2016 CoC Program Competition NOFA in its entirety for specific application and program requirements.

- Using the CoC Application Detailed Instructions while completing the application in e-snaps.

- Answering all questions in the CoC application. It is the responsibility of the Collaborative Applicant to ensure that all imported and new responses in all parts of the application are fully reviewed and completed. When doing this keep in mind:

- This year, CoCs will see that a few responses have been imported from the FY 2015 CoC Application.

- For some of the questions HUD has provided documents to assist Collaborative Applicants in completing responses.

- For other questions, the Collaborative Applicant must be aware of responses provided by project applications in their Project Applications.

- Some questions require the Collaborative Applicant to attach a document to receive credit. This will be identified in the question.

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

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

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: NY-505 - Syracuse, Auburn/Onondaga, Oswego, Cayuga Counties CoC

1A-2. Collaborative Applicant Name: Onondaga County

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Onondaga County

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1B-1. From the list below, select those organizations and persons that participate in CoC meetings.

Then select "Yes" or "No" to indicate if CoC meeting participants are voting members or if they sit on the CoC Board.

Only select "Not Applicable" if the organization or person does not exist in the CoC's geographic area.

Organization/Person Categories	Participates in CoC Meetings	Votes, including electing CoC Board	Sits on CoC Board
Local Government Staff/Officials	Yes	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes	Yes
Law Enforcement	Yes	Yes	No
Local Jail(s)	Yes	Yes	No
Hospital(s)	Yes	Yes	No
EMT/Crisis Response Team(s)	Yes	Yes	No
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes	No
Public Housing Authorities	Yes	Yes	Yes
CoC Funded Youth Homeless Organizations	Yes	Yes	Yes
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	Yes
School Administrators/Homeless Liaisons	Yes	No	No
CoC Funded Victim Service Providers	Yes	Yes	Yes
Non-CoC Funded Victim Service Providers	Yes	Yes	Yes
Street Outreach Team(s)	Yes	Yes	Yes
Youth advocates	Yes	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes	Yes
United Way	Yes	Yes	Yes
Volunteer Lawyers Project	Yes	Yes	Yes
Fair Housing Agency	Yes	Yes	Yes

1B-1a. Describe in detail how the CoC solicits and considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area. Please provide two examples of organizations or individuals from the list in 1B-1 to answer this question.

The Housing and Homeless Coalition of Central New York (HHC), the governing body of the CoC, issues open invitations to the public for monthly meetings which are the same time/location. All are welcomed to attend committee meetings too.

The CoC Coordinator and members work to build partnerships with various individuals/organizations that have knowledge of homelessness as well as strengthening connections with others which increases the CoC's capacity to respond to issues that impact homelessness.

This past year, the local jail has maintained attendance at HHC and Coordinated Entry meetings and has recognized the need for a HMIS license to improve communication for the reentry population. The CoC also began a partnership with United Way of Central New York (UWCNY) recognizing dual funding streams with the CoC and has participated in the Rating and Ranking Committee and the CoC Coordinator will also be participating on the 2017 UWCNY application review process.

1B-1b. List Runaway and Homeless Youth (RHY)-funded and other youth homeless assistance providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area. Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

Youth Service Provider (up to 10)	RHY Funded?	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 20, 2016.	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 20, 2016.
The Salvation Army Syracuse Area Services	Yes	Yes	Yes
ACR Health	No	Yes	No
Onondaga County Youth Bureau	Yes	Yes	Yes
Oswego County Opportunities	Yes	Yes	Yes
Cayuga Counseling	Yes	Yes	Yes

1B-1c. List the victim service providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area. Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

Victim Service Provider for Survivors of Domestic Violence (up to 10)	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 30, 2016.
Vera House, Inc.	Yes	No
Oswego County Opportunities	Yes	Yes
Cayuga Seneca Community Action Agency	Yes	Yes
The Salvation Army Syracuse Area Services	Yes	Yes
Spanish Action League	No	No
McMahon/ Ryan Child Advocacy Center	No	No

1B-2. Explain how the CoC is open to proposals from entities that have not previously received funds in prior CoC Program competitions, even if the CoC is not applying for new projects in 2016. (limit 1000 characters)

The CoC released a local application for this funding cycle that was sent out through the HHC listserv which contains organizations that are not currently CoC-funded.

The CoC also sends out a press release to all local news outlets to inform the community of the funding opportunity in addition to having the local newspaper write an article online/print regarding the funding opportunity. A link to the funding opportunity was posted on HHC social media sites (Facebook and Twitter). At the general HHC meeting (which garners over 50 individuals) and committee/workgroup meetings, the funding opportunity was discussed.

The CoC actively solicits new projects from the community and one of the last new projects funded in FY2015 came from an organization that our continuum had not previously funded (ACR Health RRH for LGBT Youth). We look forward to continuing this trend to diversify our CoC-funded project portfolio list based on ongoing reviews of local data and needs.

1B-3. How often does the CoC invite new members to join the CoC through a publicly Monthly

available invitation?

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. Does the CoC coordinate with Federal, State, Local, private and other entities serving homeless individuals and families and those at risk of homelessness in the planning, operation and funding of projects? Only select "Not Applicable" if the funding source does not exist within the CoC's geographic area.

Funding or Program Source	Coordinates with Planning, Operation and Funding of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Housing and service programs funded through Federal, State and local government resources.	Yes

1C-2. The McKinney-Vento Act, requires CoC's to participate in the Consolidated Plan(s) (Con Plan(s)) for the geographic area served by the CoC. The CoC Program Interim rule at 24 CFR 578.7 (c) (4) requires the CoC to provide information required to complete the Con Plan(s) within the CoC's geographic area, and 24 CFR 91.100(a)(2)(i) and 24 CFR 91.110 (b)(2) requires the State and local Con Plan jurisdiction(s) consult with the CoC. The following chart asks for the information about CoC and Con Plan jurisdiction coordination, as well as CoC and ESG recipient coordination.

CoCs can use the CoCs and Consolidated Plan Jurisdiction Crosswalk to assist in answering this question.

	Number
Number of Con Plan jurisdictions with whom the CoC geography overlaps	4
How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?	4
How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?	4
How many of the Con Plan jurisdictions are also ESG recipients?	3
How many ESG recipients did the CoC participate with to make ESG funding decisions?	2
How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities?	2

1C-2a. Based on the responses provided in 1C-2, describe in greater detail how the CoC participates with the Consolidated Plan jurisdiction(s) located in the CoC's geographic area and include the frequency and type of interactions between the CoC and the Consolidated Plan jurisdiction(s). (limit 1000 characters)

Both the City of Syracuse and Onondaga County have representatives that sit on the HHC Advisory Board and the County is the Collaborative Applicant for the CoC. The City ESG Administrator has daily communication with the CoC Coordinator and the ESG Administrator chaired the Veterans Workgroup for the CoC. Both City and County ESG Administrators sit on CoC committees. The Syracuse ESG Administrator and the City of Auburn Office of Planning and Economic Development Deputy Commissioner, who administers CDBG and writes the CAPER, sit on the Rating and Ranking Committee. Oswego County's Planning Department is actively engaged in Oswego's Homeless Coalition.

New York State Office of Temporary and Disability Assistance (OTDA) administers ESG funding for statewide Con Plan Jurisdictions. The CoC Coordinator is consulted on funding decisions by the OTDA representative and HMIS data is also used to make determinations (bed utilization rates, etc.).

1C-2b. Based on the response in 1C-2, describe how the CoC is working with ESG recipients to determine local ESG funding decisions and how the CoC assists in the development of performance standards and evaluation of outcomes for ESG-funded activities. (limit 1000 characters)

The CoC Coordinator sits on the Risk Analysis Committee for the City of Syracuse ESG/CDBG/HOME funding decisions and is consulted for the CAPER. Additionally, the City ESG Administrator sits on the Operations (Monitoring) Committee of the CoC and uses a similar monitoring tool to determine performance standards and evaluate outcomes. The CoC Coordinator and City ESG Administrator have done site visits together for projects that are dual CoC/ESG funded.

The CoC always provides, and publicly posts, all PIT and other HMIS data to the ESG/Con Plan recipients for the development and update to the Con Plan.

The CoC is consulted with the City of Auburn regarding CDBG funding and the CAPER. Oswego County is not an ESG recipient, but the CoC is consulted by NYS OTDA regarding funding decisions for counties in the CoC.

1C-3. Describe how the CoC coordinates with victim service providers and non-victim service providers (CoC Program funded and non-CoC funded) to ensure that survivors of domestic violence are provided housing and services that provide and maintain safety and security. Responses must address how the service providers ensure and maintain the safety and security of participants and how client choice is upheld. (limit 1000 characters)

All homeless service providers ensure victims of violence are provided confidential housing/services. Vera House, Oswego County Opportunities, Cayuga/Seneca Community Action Agency, and Cayuga Counseling Services (Victim Service Providers) are current/previous CoC Board Members. The CoC works with these providers to ensure survivors have pathways to permanent housing and are on the Coordinated Entry list.

DV advocates are stationed at DSS and survivors in shelter are provided specialized, confidential services. In Oswego and Cayuga Counties, transitional housing is funded by OVW and financial and case management support is provided to DV survivors.

Housing accommodations are secure and confidentiality is maintained in CoC-funded and non-CoC funded housing. Case managers take care to explain security in housing programs to determine if the client is comfortable with settings and the client ultimately determines the most appropriate option for their safety.

1C-4. List each of the Public Housing Agencies (PHAs) within the CoC's geographic area. If there are more than 5 PHAs within the CoC's geographic area, list the 5 largest PHAs. For each PHA, provide the percentage of new admissions that were homeless at the time of admission between July 1, 2015 and June 30, 2016 and indicate whether the PHA has a homeless admissions preference in its Public Housing and/or Housing Choice Voucher (HCV) program.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program from 7/1/15 to 6/30/16 who were homeless at entry	PHA has General or Limited Homeless Preference
Syracuse Housing Authority	100.00%	No
Auburn Housing Authority	25.00%	No
Christopher Community	3.00%	Yes-HCV
North Syracuse Housing Authority	30.00%	No

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

**1C-5. Other than CoC, ESG, Housing Choice Voucher Programs and Public Housing, describe other subsidized or low-income housing opportunities that exist within the CoC that target persons experiencing homelessness.
(limit 1000 characters)**

A master list created of all affordable housing in Onondaga County includes over 3,600 units, many of which target people experiencing homelessness. Medicaid Redesign subsidies, funded through the New York State (NYS) Office of Mental Health, Department of Health and NYS Office of Alcohol and

Substance Abuse Services, targets these populations and frequent users of systems. All counties in the CoC receive funding from NYS Office of Temporary and Disability Assistance for homeless housing beds and all funding requests for this requires a letter of support from the CoC. Also, Housing Visions is a multi-state agency headquartered in the CoC that partners with agencies to create low-income housing for this population. Partially due to their efforts, Onondaga declared Functional Zero for Veterans. Cayuga has 20 affordable housing developments that serve various populations, including homeless, in addition to 28 new subsidized units that will serve homeless families in 2017.

1C-6. Select the specific strategies implemented by the CoC to ensure that homelessness is not criminalized in the CoC's geographic area. Select all that apply.

Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input checked="" type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 1000 characters)	
Syracuse Police (SPD) attend CoC Meetings and Outreach meetings. SPD contacts the CoC to determine ways to get those they find living in places not meant for human habitation housed.	<input checked="" type="checkbox"/>
The Downtown Committee of Syracuse employs a retired police officer that also attends the Outreach Committee meetings and canvasses the area with outreach staff. Individuals who are panhandling are not ticketed and phone calls are made to outreach providers instead. Our CoC has active communication with law enforcement.	<input checked="" type="checkbox"/>
Panhandling bans are discussed from time to time but never implemented due to CoC advocacy efforts.	<input checked="" type="checkbox"/>

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Select the system(s) of care within the CoC's geographic area for which there is a discharge policy in place that is mandated by the State, the CoC, or another entity for the following institutions? Check all that apply.

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

1D-2. Select the system(s) of care within the CoC's geographic area with which the CoC actively coordinates with to ensure institutionalized persons that have resided in each system of care for longer than 90 days are not discharged into homelessness. Check all that apply.

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

1D-2a. If the applicant did not check all boxes in 1D-2, explain why there is no coordination with the institution(s) that were not selected and explain how the CoC plans to coordinate with the institution(s) to ensure persons

**discharged are not discharged into homelessness.
(limit 1000 characters)**

n/a

1E. Centralized or Coordinated Assessment (Coordinated Entry)

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The CoC Program Interim Rule requires CoCs to establish a Centralized or Coordinated Assessment System which HUD refers to as the Coordinated Entry Process. Based on the recent Coordinated Entry Policy Brief, HUD's primary goals for the coordinated entry process are that assistance be allocated as effectively as possible and that it be easily accessible no matter where or how people present for assistance.

**1E-1. Explain how the CoC's coordinated entry process is designed to identify, engage, and assist homeless individuals and families that will ensure those who request or need assistance are connected to proper housing and services.
(limit 1000 characters)**

Coordinated Entry (CE) starts at DSS and 211CNY which connects people to shelter/other needs as well as diversion assessments to determine other housing. People with long lengths of stay in shelter, high VI-SPDATs (administered by shelter/outreach) are on a by-name list case conferenced through the CoC's CE Workgroup to ensure prioritization on the CE's singular, streamlined waitlist (mandatory for CoC/ESG-funded housing programs) using HMIS to make referrals to this list. The CoC's CE Policies & Procedures Manual describes how the CoC will prioritize vulnerable people experiencing homelessness. HMIS identifies those with the longest length of time homeless/highest levels of vulnerability. This effort has housed dozens of people. Oswego and Cayuga County are working towards getting onto this system. Oswego (merged March 2015) just got onto HMIS and attends CE Workgroup meetings. Cayuga (merged May 2016) is getting onto HMIS by October. Both are working to get onto the CoC's 211.

1E-2. CoC Program and ESG Program funded projects are required to participate in the coordinated entry process, but there are many other organizations and individuals who may participate but are not required to do so. From the following list, for each type of organization or individual, select all of the applicable checkboxes that indicate how that organization or individual participates in the CoC's coordinated entry process. If there are other organizations or persons who participate but are not on this list,

enter the information in the blank text box, click "Save" at the bottom of the screen, and then select the applicable checkboxes.

Organization/Person Categories	Participate s in Ongoing Planning and Evaluation	Makes Referrals to the Coordinate d Entry Process	Receives Referrals from the Coordinate d Entry Process	Operates Access Point for Coordinate d Entry Process	Participate s in Case Conferenci ng	Does not Participate	Does not Exist
Local Government Staff/Officials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CDBG/HOME/Entitlement Jurisdiction	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Law Enforcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Jail(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EMT/Crisis Response Team(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Abuse Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Housing Developer(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Housing Authorities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-CoC Funded Youth Homeless Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School Administrators/Homeless Liaisons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-CoC Funded Victim Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street Outreach Team(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homeless or Formerly Homeless Persons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
211CNY (Local 211)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer Lawyers Project	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown Committee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1F-1. For all renewal project applications submitted in the FY 2016 CoC Program Competition complete the chart below regarding the CoC's review of the Annual Performance Report(s).

How many renewal project applications were submitted in the FY 2016 CoC Program Competition?	31
How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	8
How many renewal project application APRs were reviewed by the CoC as part of the local CoC competition project review, ranking, and selection process for the FY 2016 CoC Program Competition?	23
Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2016 CoC Competition?	100.00%

1F-2 - In the sections below, check the appropriate box(es) for each selection to indicate how project applications were reviewed and ranked for the FY 2016 CoC Program Competition. Written documentation of the CoC's publicly announced Rating and Review procedure must be attached.

Performance outcomes from APR reports/HMIS:	
% permanent housing exit destinations	<input checked="" type="checkbox"/>
% increases in income	<input checked="" type="checkbox"/>

Monitoring criteria:	
Utilization rates	<input checked="" type="checkbox"/>
Drawdown rates	<input checked="" type="checkbox"/>
Frequency or Amount of Funds Recaptured by HUD	<input checked="" type="checkbox"/>

Need for specialized population services:

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

1F-2a. Describe how the CoC considered the severity of needs and vulnerabilities of participants that are, or will be, served by the project applications when determining project application priority. (limit 1000 characters)

The Ranking & Ratings Committee prioritized projects based on PIT, SysPM, APR and monitoring data to determine severity/level of need to rank projects in our CoC which were ranked as follows: chronically homeless (CH) individuals, CH families, Veterans (one project focusing on dishonorably discharged), PSH families, RRH families, PSH youth, RRH youth, HMIS, PSH individuals only. Tier 2 included one lower performing project and bonus projects. The CoC continues to experience non-chronic family homelessness increasing and the need to end CH was prioritized due to low vacancies.

All projects participate in Coordinated Entry and prioritize turnover beds based on severity/level of need including, but not limited to, CH, victims of violence (i.e. domestic violence, sexual assault, human trafficking, etc.), Vets (particularly dishonorably discharged), reentry, seriously & persistently mentally ill, chronic health conditions, substance use disorders, LGBTQ, etc.

1F-3. Describe how the CoC made the local competition review, ranking, and selection criteria publicly available, and identify the public medium(s) used and the date(s) of posting. Evidence of the public posting must be attached. (limit 750 characters)

On July 18, 2016, the CoC released a local application with instructions for both renewal and new applications and Ratings & Rankings Protocol which is attached and details the process. The documents are posted on the HHC website (www.hhccny.org), emailed out to the HHC listserv, and distributed at meetings. The CoC also held a NOFA Workgroup meeting where details were provided about the process. In addition, the link to the website was featured in an article in the local newspaper (print and online), www.syracuse.com, which is distributed in all three counties in the CoC. The link was also posted to HHC social media sites (Facebook/Twitter).

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2016 CoC Consolidated Application that included the final project application ranking? (Written documentation of the public posting, with the date of the posting clearly visible, must be attached. In addition, evidence of communicating decisions to the CoC's full membership must be attached). 09/12/2016

1F-5. Did the CoC use the reallocation process in the FY 2016 CoC Program Competition to reduce or reject projects for the creation of new projects? (If the CoC utilized the reallocation process, evidence of the public posting of the reallocation process must be attached.) Yes

1F-5a. If the CoC rejected project application(s), on what date did the CoC and Collaborative Applicant notify those project applicants that their project application was rejected? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.) 08/10/2016

1F-6. In the Annual Renewal Demand (ARD) is the CoC's FY 2016 CoC's FY 2016 Priority Listing equal to or less than the ARD on the final HUD-approved FY2016 GIW? No

1G. Continuum of Care (CoC) Addressing Project Capacity

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1G-1. Describe how the CoC monitors the performance of CoC Program recipients. (limit 1000 characters)

The CoC Coordinator monitors all CoC program recipients annually by conducting site visits to review 5 files (4 open, 1 closed) to determine eligibility, service delivery, ensure compliance with HUD CFR, etc. while viewing apartments/HQS forms to determine habitability. The Coordinator reviews both submitted e-snaps and HMIS APRs in comparison to project applications, HMIS report cards, expedience of entry into HMIS and LOCCS submissions.

The CoC's Operations Committee, comprised of both CoC and non-CoC funded organizations including ESG Administrator and DSS Commissioner, assist in the creation of objective monitoring tools utilized in conjunction with site visits and evaluating the above mentioned documentation. Additionally, the CoC's Data Administrators Committee led by the HMIS Administrator provides monthly reports relative to performance goals, indicates areas that need improvement and works directly with projects/grantees relative to improvement strategies.

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

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2A-1. Does the CoC have a Governance Charter that outlines the roles and responsibilities of the CoC and the HMIS Lead, either within the Charter itself or by reference to a separate document like an MOU/MOA? In all cases, the CoC's Governance Charter must be attached to receive credit, In addition, if applicable, any separate document, like an MOU/MOA, must also be attached to receive credit. Yes

2A-1a. Include the page number where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document referenced in 2A-1. In addition, in the textbox indicate if the page number applies to the CoC's attached governance charter or attached MOU/MOA. 7, 10 - GC; 1, 12 - MOU

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? If yes, in order to receive credit the HMIS Policies and Procedures Manual must be attached to the CoC Application. Yes

2A-3. Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organization (CHOs)? Yes

2A-4. What is the name of the HMIS software ServicePoint Software

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

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

2B. Homeless Management Information System (HMIS) Funding Sources

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. Select the HMIS implementation Single CoC coverage area:

* 2B-2. In the charts below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

2B-2.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	\$164,380
ESG	\$0
CDBG	\$0
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$164,380

2B-2.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	\$0
Department of Health and Human Services	\$0
Department of Labor	\$0
Department of Agriculture	\$0
Department of Veterans Affairs	\$0
Other Federal	\$0
Other Federal - Total Amount	\$0

2B-2.3 Funding Type: State and Local

Funding Source	Funding
----------------	---------

City	\$0
County	\$0
State	\$0
State and Local - Total Amount	\$0

2B-2.4 Funding Type: Private

Funding Source	Funding
Individual	\$0
Organization	\$0
Private - Total Amount	\$0

2B-2.5 Funding Type: Other

Funding Source	Funding
Participation Fees	\$1,000
Other - Total Amount	\$1,000

2B-2.6 Total Budget for Operating Year	\$165,380
--	-----------

2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Enter the date the CoC submitted the 2016 HIC data in HDX, (mm/dd/yyyy): 04/29/2016

2C-2. Per the 2016 Housing Inventory Count (HIC) Indicate the number of beds in the 2016 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter "0" for all cells in that project type.

Project Type	Total Beds in 2016 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	505	77	428	100.00%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	314	13	301	100.00%
Rapid Re-Housing (RRH) beds	215	0	215	100.00%
Permanent Supportive Housing (PSH) beds	1,405	29	1,376	100.00%
Other Permanent Housing (OPH) beds	0	0	0	

2C-2a. If the bed coverage rate for any project type is below 85 percent, describe how the CoC plans to increase the bed coverage rate for each of these project types in the next 12 months. (limit 1000 characters)

n/a

2C-3. If any of the project types listed in question 2C-2 above have a coverage rate below 85 percent, and some or all of these rates can be attributed to beds covered by one of the following program types, please indicate that here by selecting all that apply from the list below.

VA Grant per diem (VA GPD):	<input type="checkbox"/>
VASH:	<input type="checkbox"/>

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

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

2D. Homeless Management Information System (HMIS) Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2D-1. Indicate the percentage of unduplicated client records with null or missing values and the percentage of "Client Doesn't Know" or "Client Refused" within the last 10 days of January 2016.

Universal Data Element	Percentage Null or Missing	Percentage Client Doesn't Know or Refused
3.1 Name	0%	0%
3.2 Social Security Number	1%	3%
3.3 Date of birth	1%	0%
3.4 Race	1%	0%
3.5 Ethnicity	1%	0%
3.6 Gender	1%	0%
3.7 Veteran status	0%	0%
3.8 Disabling condition	1%	0%
3.9 Residence prior to project entry	2%	0%
3.10 Project Entry Date	0%	0%
3.11 Project Exit Date	0%	0%
3.12 Destination	2%	2%
3.15 Relationship to Head of Household	2%	0%
3.16 Client Location	0%	0%
3.17 Length of time on street, in an emergency shelter, or safe haven	3%	0%

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

CoC Annual Performance Report (APR):	<input checked="" type="checkbox"/>
ESG Consolidated Annual Performance and Evaluation Report (CAPER):	<input checked="" type="checkbox"/>
Annual Homeless Assessment Report (AHAR) table shells:	<input checked="" type="checkbox"/>
Projects for Assistance in Transition from Homelessness (PATH)	<input checked="" type="checkbox"/>

None	<input type="checkbox"/>
------	--------------------------

2D-3. If you submitted the 2016 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR?

12

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

Monthly

2D-5. Select from the dropdown to indicate if standardized HMIS data quality reports are generated to review data quality at the CoC level, project level, or both.

Both Project and CoC

2D-6. From the following list of federal partner programs, select the ones that are currently using the CoC's HMIS.

VA Supportive Services for Veteran Families (SSVF):	<input checked="" type="checkbox"/>
VA Grant and Per Diem (GPD):	<input checked="" type="checkbox"/>
Runaway and Homeless Youth (RHY):	<input checked="" type="checkbox"/>
Projects for Assistance in Transition from Homelessness (PATH):	<input checked="" type="checkbox"/>
Housing Opportunities for Persons With HIV/AIDS (HOPWA)	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

**2D-6a. If any of the Federal partner programs listed in 2D-6 are not currently entering data in the CoC's HMIS and intend to begin entering data in the next 12 months, indicate the Federal partner program and the anticipated start date.
(limit 750 characters)**

n/a

2E. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The data collected during the PIT count is vital for both CoC's and HUD. HUD needs accurate data to understand the context and nature of homelessness throughout the country, and to provide Congress and the Office of Management and Budget (OMB) with information regarding services provided, gaps in service, and performance. Accurate, high quality data is vital to inform Congress' funding decisions.

2E-1. Did the CoC approve the final sheltered PIT count methodology for the 2016 sheltered PIT count? Yes

2E-2. Indicate the date of the most recent sheltered PIT count: 01/27/2016
(mm/dd/yyyy)

2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2016, was an exception granted by HUD? Not Applicable

2E-3. Enter the date the CoC submitted the sheltered PIT count data in HDX: 04/29/2016
(mm/dd/yyyy)

2F. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2F-1. Indicate the method(s) used to count sheltered homeless persons during the 2016 PIT count:

Complete Census Count:	<input checked="" type="checkbox"/>
Random sample and extrapolation:	<input type="checkbox"/>
Non-random sample and extrapolation:	<input type="checkbox"/>
Obtaining shelter data from domestic violence organization	<input checked="" type="checkbox"/>

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

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

2F-3. Provide a brief description of your CoC's sheltered PIT count methodology and describe why your CoC selected its sheltered PIT count methodology. (limit 1000 characters)

HMIS data is checked daily for accuracy and collects all subpopulation data. Provider staff are trained at the CoC's Data Administrators Committee meeting. The PIT report in ServicePoint is reviewed for accuracy. For discrepancies,

providers are contacted to confirm information. Clients are interviewed if shelter numbers aren't accurate. PIT 2016 was Oswego County's last year using PIT data manually calculated from numbers provided from DSS/other service providers who use day of and next day surveys with clients.

The PIT occurred before the merger with Cayuga. Cayuga provider staff were trained and forms were sent to providers where they were completed by staff doing a head count of who was staying in each program, checking client records to confirm sub-populations and running an HMIS report for that using Foothold Technology to confirm number of homeless persons in each program and sub-population information. Cayuga will be in the merged CoC's HMIS for the next PIT Count.

2F-4. Describe any change in methodology from your sheltered PIT count in 2015 to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to the implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the PIT count). (limit 1000 characters)

There was no change in the CoC's method.

2F-5. Did your CoC change its provider coverage in the 2016 sheltered count? No

2F-5a. If "Yes" in 2F-5, then describe the change in provider coverage in the 2016 sheltered count. (limit 750 characters)

n/a

2G. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2G-1. Indicate the methods used to ensure the quality of the data collected during the sheltered PIT count:

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

2G-2. Describe any change to the way your CoC implemented its sheltered PIT count from 2015 to 2016 that would change data quality, including changes to training volunteers and inclusion of any partner agencies in the sheltered PIT count planning and implementation, if applicable. Do not include information on changes to actual sheltered PIT count methodology (e.g. change in sampling or extrapolation methods). (limit 1000 characters)

There was no change to the way the Onondaga County implemented its sheltered PIT Count from 2015 to 2016. Oswego County does not have shelters in their County and relies on hotels/motels to shelter residents in a partnership between Oswego County Opportunities, Catholic Charities of Oswego County, Salvation Army and Oswego County Department of Social Services. All of these individuals and families were put in Oswego's data system. For next year's PIT Count, both Oswego and Cayuga Counties will be in the CoC's HMIS. Any domestic violence shelter residents are checked against the CoC's HMIS to determine any duplication because the CoC's domestic violence providers are not in the CoC's HMIS.

2H. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD requires CoCs to conduct an unsheltered PIT count every 2 years (biennially) during the last 10 days in January; however, HUD also strongly encourages CoCs to conduct the unsheltered PIT count annually at the same time that they conduct annual sheltered PIT counts. HUD required CoCs to conduct the last biennial PIT count during the last 10 days in January 2015.

2H-1. Did the CoC approve the final unsheltered PIT count methodology for the most recent unsheltered PIT count? Yes

2H-2. Indicate the date of the most recent unsheltered PIT count (mm/dd/yyyy): 01/27/2016

2H-2a. If the CoC conducted the unsheltered PIT count outside of the last 10 days of January 2016, or most recent count, was an exception granted by HUD? Not Applicable

2H-3. Enter the date the CoC submitted the unsheltered PIT count data in HDX (mm/dd/yyyy): 04/29/2016

2I. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2I-1. Indicate the methods used to count unsheltered homeless persons during the 2016 or most recent PIT count:

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

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

The CoC conducted trainings on the purpose/importance of PIT Counts and instructions on how to fill out PIT forms at the CoC general meeting and the Outreach Committee meeting. Several Onondaga/Cayuga CoC providers were out the night of the count canvassing locations not meant for human habitation such as encampments, highway underpasses, 24/7 locations like ERs, transportation sites and stores were canvassed and persons were interviewed to determine homelessness. Meal providers conducted next day surveys where they asked people where they spent the night. Additional people were found by using this method. HMIS verified any unsheltered persons that were sheltered the night of the count. The HMIS Administrator ran a PIT report later on to determine any discrepancies. Oswego distributed next day surveys at day programs/soup kitchens to determine where people stayed the night before.

2I-3. Describe any change in methodology from your unsheltered PIT count in 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the count). (limit 1000 characters)

There was a significant increase in canvassers the night of the PIT Count in Onondaga County allowing us to cover more locations. The Veterans Administration joined us for a second time this year as well as The Salvation Army Syracuse Area Services Barnabas Street Outreach Team who provides street outreach services to unaccompanied unsheltered youth. They assisted in canvassing the night of the PIT Count. Additionally, the Onondaga County RHY Coordinator's graduate student intern canvassed for the PIT Count.

2I-4. Has the CoC taken extra measures to identify unaccompanied homeless youth in the PIT count? Yes

2I-4a. If the response in 2I-4 was "no" describe any extra measures that are being taken to identify youth and what the CoC is doing for homeless youth. (limit 1000 characters)

n/a

2J. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2J-1. Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2016 unsheltered PIT count:

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

2J-2. Describe any change to the way the CoC implemented the unsheltered PIT count from 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016 that would affect data quality. This includes changes to training volunteers and inclusion of any partner agencies in the unsheltered PIT count planning and implementation, if applicable. Do not include information on changes in actual methodology (e.g. change in sampling or extrapolation method). (limit 1000 characters)

As mentioned before, there was a significant increase in partners participating in canvassing for unsheltered persons in Onondaga County. The Veterans Administration, street homeless providers including youth providers, the RHY Coordinator's graduate student intern, homeless shelters, and housing providers. This year, we were proudly able to hotel 3 couples found residing in abandoned buildings the night of the PIT Count. The couples had an aversion to staying in a shelter so they were hoteled that night and housed within a week of the PIT Count. This effort could not have been made possible without our

increase in partners participating for the PIT Count.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. Performance Measure: Number of Persons Homeless - Point-in-Time Count.

* 3A-1a. Change in PIT Counts of Sheltered and Unsheltered Homeless Persons

Using the table below, indicate the number of persons who were homeless at a Point-in-Time (PIT) based on the 2015 and 2016 PIT counts as recorded in the Homelessness Data Exchange (HDX).

	2015 PIT (for unsheltered count, most recent year conducted)	2016 PIT	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	922	867	-55
Emergency Shelter Total	644	563	-81
Safe Haven Total	0	0	0
Transitional Housing Total	262	277	15
Total Sheltered Count	906	840	-66
Total Unsheltered Count	16	27	11

3A-1b. Number of Sheltered Persons Homeless - HMIS.

Using HMIS data, enter the number of homeless persons who were served in a sheltered environment between October 1, 2014 and September 30, 2015 for each category provided.

	Between October 1, 2014 and September 30, 2015
Universe: Unduplicated Total sheltered homeless persons	5,484
Emergency Shelter Total	4,945
Safe Haven Total	0
Transitional Housing Total	539

3A-2. Performance Measure: First Time Homeless.

Describe the CoC's efforts to reduce the number of individuals and families who become homeless for the first time. Specifically, describe what the CoC is doing to identify risk factors of becoming homeless.

(limit 1000 characters)

62% of people entering the homeless system were homeless for the first time for the SysPM. In Onondaga, DSS/211CNY (after hours); in Oswego, DSS/Oswego County Opportunities (after hours); in Cayuga, DSS/Fingerlakes 211 (after hours) all serve as points of entry for people experiencing homelessness/at-risk. The CoC is working to get all counties on one 211 system.

All counties practice diversion at these access points as well as referring to ESG funded agencies for homeless prevention and within the shelter intake process to determine other places that people can reside, providing them with security deposits, rental assistance, utility payments, etc., and referring people to prevention assistance like legal services to assist with eviction orders, landlord/tenant mediation/foreclosure prevention. A gaps and needs analysis is conducted annually to identify risk factors and the CoC Coordinator has been engaging these systems to coordinate and implement prevention strategies.

3A-3. Performance Measure: Length of Time Homeless.

Describe the CoC's efforts to reduce the length of time individuals and families remain homeless. Specifically, describe how your CoC has reduced the average length of time homeless, including how the CoC identifies and houses individuals and families with the longest lengths of time homeless.

(limit 1000 characters)

The average length of time homeless is 42 days for the SysPM. DSS has contracts with shelters to ensure a less than 45 day stay and monitors people with longer than a 45 day length of stay, determining barriers to exiting shelter, and tracks these residents in HMIS. SPDAT assessments are conducted for all in shelter/unsheltered. Their score prioritizes them for PH and they are referred to one streamlined Coordinated Entry (CE) waitlist for all CoC/ESG housing providers to select them when there is a vacancy. Those who score a 3 or below are provided a housing locator and are further assessed to determine other supports. Those without a diagnosis are connected to a mobile team to assess and provide qualifying diagnoses for housing.

Oswego and Cayuga provide temporary shelter in hotels and have PSH/TH beds with funds to provide financial support. Oswego will be receiving PSH/RRH funding when the FY2015 funds are dispersed and both counties are working on getting onto this CE system.

*** 3A-4. Performance Measure: Successful Permanent Housing Placement or Retention.**

In the next two questions, CoCs must indicate the success of its projects in placing persons from its projects into permanent housing.

3A-4a. Exits to Permanent Housing Destinations:

Fill in the chart to indicate the extent to which projects exit program participants into permanent housing (subsidized or non-subsidized) or the retention of program participants in CoC Program-funded permanent supportive housing.

	Between October 1, 2014 and September 30, 2015
Universe: Persons in SSO, TH and PH-RRH who exited	582
Of the persons in the Universe above, how many of those exited to permanent destinations?	467
% Successful Exits	80.24%

3A-4b. Exit To or Retention Of Permanent Housing:

In the chart below, CoCs must indicate the number of persons who exited from any CoC funded permanent housing project, except rapid re-housing projects, to permanent housing destinations or retained their permanent housing between October 1, 2014 and September 31, 2015.

	Between October 1, 2014 and September 30, 2015
Universe: Persons in all PH projects except PH-RRH	1,413
Of the persons in the Universe above, indicate how many of those remained in applicable PH projects and how many of those exited to permanent destinations?	1,346
% Successful Retentions/Exits	95.26%

3A-5. Performance Measure: Returns to Homelessness: Describe the CoCs efforts to reduce the rate of individuals and families who return to homelessness. Specifically, describe strategies your CoC has implemented to identify and minimize returns to homelessness, and demonstrate the use of HMIS or a comparable database to monitor and record returns to homelessness. (limit 1000 characters)

This metric was 26% after two years for total returns to homelessness. The CoC's coordination with housing/homeless, financial, legal and support services helps deter evictions and rectify problems that could cause returns. Housing programs (CoC/non-CoC funded) provide a case manager to implement a service plan to assist with goals. All CoC-funded programs now ensure a Housing First service delivery and use trauma-informed, person-centered approaches. HMIS monthly reports entries/exits and the CoC Coordinator is made aware of discharges and intervenes when necessary based on HUD's Interim Rule that programs exercise judgment and examine circumstances in determining when violations are serious enough to warrant termination, so this occurs only in the most severe cases. DSS refers to CPS/APS when there are repeated episodes of homelessness. This metric was 50% for street outreach providers, but the CoC believes this is primarily due to data quality concerns which are being rectified.

3A-6. Performance Measure: Job and Income Growth.

**Performance Measure: Job and Income Growth. Describe the CoC's specific strategies to assist CoC Program-funded projects to increase program participants' cash income from employment and non-employment non-cash sources.
(limit 1000 characters)**

This metric was 51% for change in total income for adult system leavers. All CoC-funded programs assist participants to increase income from non-employment sources such as SSI/SSDI, SNAP benefits, VA benefits. The CoC Coordinator sits on a local Anti-Poverty Coalition which has a workforce development committee that is addressing employment and income issues.

DSS Jobs Plus, CNY Works, Housing Visions: Visions for Change, ACCESS V/R, Rescue Mission Willing to Work, Cayuga Works, Unity House, Ticket to Work, and Salvation Army's HALE RRH programs assist clients increase income through job training and help secure employment. Catholic Charities Project Joseph program employs clients with significant barriers to work with property management staff to care for the agency's properties/apartments. DSS Social Security Transition Unit provides SOAR assistance. The Reentry Task Force has a Ready, Set, Work Program that provides job readiness skills to people coming out of state prison.

**3A-6a. Describe how the CoC is working with mainstream employment organizations to aid homeless individuals and families in increasing their income.
(limit 1000 characters)**

This metric was at 16% for an increase in earned income in adult system leavers. In addition to the agencies mentioned in the previous response, others assist in increasing income through financial literacy classes/job training programs. 211CNY has a database of agencies which provide employment-related programs and referrals to support job-seeking efforts. SBH's CoC-funded KEES Programs provides PSH to individuals with disabilities. A case manager to assists in goals and enrolls them in the Talent, Education, and Development Program in coordination with Syracuse University to prepare for the workforce. Cayuga Works/CNY Works help formerly homeless individuals with job searches, resumes, mock interviews, readiness/preparation, employment. DSS assists all able bodied people through the Jobs Programs.

100% of the CoC's projects regularly connect participants with employment services to Jobs Plus, 20% CNY Works, 10% Visions for Change, 5% to ACCESS VR, 3% to Cayuga Works.

**3A-7. What was the the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoC's unsheltered PIT count?
(limit 1000 characters)**

No specific geographic areas were excluded. The Rescue Mission and In My Father's Kitchen in Onondaga County are both ESG funded street outreach providers who canvass the county daily building relationships, housing people, and are very well-versed on the locations of possible people who may be

experiencing street homelessness. They assisted greatly in the PIT canvass.

3A-7a. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. disasters)? No

3A-7b. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. deserts, wilderness, etc.)?
(limit 1000 characters)

n/a

3A-8. Enter the date the CoC submitted the system performance measure data into HDX. The System Performance Report generated by HDX must be attached. 08/15/2016
(mm/dd/yyyy)

3A-8a. If the CoC was unable to submit their System Performance Measures data to HUD via the HDX by the deadline, explain why and describe what specific steps they are taking to ensure they meet the next HDX submission deadline for System Performance Measures data.
(limit 1500 characters)

n/a

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

Objective 1: Ending Chronic Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

To end chronic homelessness by 2017, HUD encourages three areas of focus through the implementation of Notice CPD 14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status.

1. Targeting persons with the highest needs and longest histories of homelessness for existing and new permanent supportive housing;
2. Prioritizing chronically homeless individuals, youth and families who have the longest histories of homelessness; and
3. The highest needs for new and turnover units.

3B-1.1. Compare the total number of chronically homeless persons, which includes persons in families, in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons	86	62	-24
Sheltered Count of chronically homeless persons	83	60	-23
Unsheltered Count of chronically homeless persons	3	2	-1

**3B-1.1a. Using the "Differences" calculated in question 3B-1.1 above, explain the reason(s) for any increase, or no change in the overall TOTAL number of chronically homeless persons in the CoC, as well as the change in the unsheltered count, as reported in the PIT count in 2016 compared to 2015.
(limit 1000 characters)**

The CoC experienced a decrease in chronic homelessness due to the increase in PSH CH beds and Coordinated Entry efforts that housed dozens of people who were chronically homeless and had very long stays in emergency shelter and periods of being unsheltered. The CoC anticipates an end to chronic homelessness next year due to tightening up the Coordinated Entry process. The CoC is also improving data quality efforts since the update of the new HUD Chronic Homeless definition to be able to identify more individuals and families who are experiencing chronic homelessness.

3B-1.2. Compare the total number of PSH beds (CoC Program and non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count, as compared to those identified on the 2015 Housing Inventory Count.

	2015	2016	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	116	127	11

**3B-1.2a. Explain the reason(s) for any increase, or no change in the total number of PSH beds (CoC program funded or non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count compared to those identified on the 2015 Housing Inventory Count.
(limit 1000 characters)**

One 14 bed PSH CH program came online in Syracuse/Onondaga County and 7 PSH CH beds came online in Auburn/Cayuga County. The CoC anticipates additional 112 chronic beds coming online after the FY2015 funding has been received by the programs with an additional 45 chronic beds for the FY2016 Competition.

3B-1.3. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH as described in Notice CPD-14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status? Yes

3B-1.3a. If "Yes" was selected for question 3B-1.3, attach a copy of the CoC's written standards or other evidence that clearly shows the incorporation of the Orders of Priority in Notice CPD 14-012 and indicate the page(s) for all documents where the Orders of Priority are found. 8

3B-1.4. Is the CoC on track to meet the goal of ending chronic homelessness by 2017? Yes

This question will not be scored.

3B-1.4a. If the response to question 3B-1.4 was “Yes” what are the strategies that have been implemented by the CoC to maximize current resources to meet this goal? If “No” was selected, what resources or technical assistance will be implemented by the CoC to reach to goal of ending chronically homelessness by 2017? (limit 1000 characters)

The strategies that have been implemented by the CoC are reallocating underperforming projects to create more PSH chronic beds and through strict implementation of a Coordinated Entry process that requires all non-chronic PSH turnover beds to be prioritized for the chronically homeless. OrgCode's Iain DeJong recently came to Syracuse to do a full day workshop for our CoC and ESG providers on how to implement the Housing First philosophy and how to have a strong Coordinated Entry policy. OrgCode will be following up with the CoC Coordinator on developing these policies and implementation efforts. Additionally, H2 Collaborative came to Syracuse for a two day statewide (Upstate NY only) health care and housing integration workshop that was organized by the CoC Coordinator. The CoC is working on implementing that plan in conjunction with local DSS, DSRIP, hospitals, health departments, and other community agencies. The CoC sees both Coordinated Entry and creating a plan for people with chronic health conditions who are also experiencing chronic homelessness as a two part process for how to end chronic homelessness recognizing that the data shows people who are experiencing chronic homelessness also tend to have a chronic health condition.

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

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD will evaluate CoC's based on the extent to which they are making progress to achieve the goal of ending homelessness among households with children by 2020.

3B-2.1. What factors will the CoC use to prioritize households with children during the FY2016 Operating year? (Check all that apply).

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

**3B-2.2. Describe the CoC's strategies including concrete steps to rapidly rehouse every household with children within 30 days of those families becoming homeless.
(limit 1000 characters)**

Families are assessed using the Family SPDAT, placed on the Coordinated Entry list and priority is given to families who are most vulnerable and/or do not have income established for either PSH/RRH depending on both availability and level of need. Families who need a lower level of support will be rapidly rehoused within a maximum of 30 days of becoming homeless. In New York State, it takes 30 days for families to receive temporary assistance. The CoC is committed to expanding RRH programs for both individuals and families. One of the CoC's current RRH provider has just become Housing First and has lifted a policy wherein every family served had to be employed recognizing that this was a barrier to housing. In addition, NYS OTDA provides limited funding to prevent families from becoming homeless.

3B-2.3. Compare the number of RRH units available to serve families from the 2015 and 2016 HIC.

	2015	2016	Difference
RRH units available to serve families in the HIC:	0	215	215

3B-2.4. How does the CoC ensure that emergency shelters, transitional housing, and permanent housing (PSH and RRH) providers within the CoC do not deny admission to or separate any family members from other members of their family based on age, sex, gender or disability when entering shelter or housing? (check all strategies that apply)

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

3B-2.5. Compare the total number of homeless households with children in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

PIT Count of Homelessness Among Households With Children

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
--	--	------	------------

Universe: Total PIT Count of sheltered and unsheltered homeless households with children:	79	79	0
Sheltered Count of homeless households with children:	79	77	-2
Unsheltered Count of homeless households with children:	0	2	2

3B-2.5a. Explain the reason(s) for any increase, or no change in the total number of homeless households with children in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)

This is a slight reduction, but an increase in the unsheltered count. It should be noted that the two families in 2016 who were unsheltered were in Oswego County. This County lacks funding and training for street outreach and has requested additional funding from NYS for this service. Onondaga and Cayuga Counties are assisting in training Oswego in this effort. The CoC is seeking to end family homelessness and therefore we would like to further reduce this number by increasing RRH beds and enhancing the Coordinated Entry System across the CoC.

3B-2.6. From the list below select the strategies to the CoC uses to address the unique needs of unaccompanied homeless youth including youth under age 18, and youth ages 18-24, including the following.

Human trafficking and other forms of exploitation?	Yes
LGBTQ youth homelessness?	Yes
Exits from foster care into homelessness?	Yes
Family reunification and community engagement?	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	Yes
Unaccompanied minors/youth below the age of 18?	Yes

3B-2.6a. Select all strategies that the CoC uses to address homeless youth trafficking and other forms of exploitation.

Diversion from institutions and decriminalization of youth actions that stem from being trafficked:	<input checked="" type="checkbox"/>
Increase housing and service options for youth fleeing or attempting to flee trafficking:	<input checked="" type="checkbox"/>
Specific sampling methodology for enumerating and characterizing local youth trafficking:	<input checked="" type="checkbox"/>
Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:	<input checked="" type="checkbox"/>

Community awareness training concerning youth trafficking:	<input checked="" type="checkbox"/>
Human Trafficking Court in Syracuse, CoC Coordinator sits on local Youth Trafficking Committee, Dedicated Youth Street Outreach Team	<input checked="" type="checkbox"/>
N/A:	<input type="checkbox"/>

3B-2.7. What factors will the CoC use to prioritize unaccompanied youth including youth under age 18, and youth ages 18-24 for housing and services during the FY 2016 operating year? (Check all that apply)

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

3B-2.8. Using HMIS, compare all unaccompanied youth including youth under age 18, and youth ages 18-24 served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2014 (October 1, 2013-September 30, 2014) and FY 2015 (October 1, 2014 - September 30, 2015).

	FY 2014 (October 1, 2013 - September 30, 2014)	FY 2015 (October 1, 2014 - September 30, 2015)	Difference
Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:	50	87	37

**3B-2.8a. If the number of unaccompanied youth and children, and youth-headed households with children served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2015 is lower than FY 2014 explain why.
(limit 1000 characters)**

N/A

3B-2.9. Compare funding for youth homelessness in the CoC's geographic area in CY 2016 and CY 2017.

	Calendar Year 2016	Calendar Year 2017	Difference
Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded):	\$2,518,528.00	\$2,377,628.00	(\$140,900.00)
CoC Program funding for youth homelessness dedicated projects:	\$875,982.00	\$645,482.00	(\$230,500.00)
Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):	\$1,642,546.00	\$1,732,146.00	\$89,600.00

3B-2.10. To what extent have youth services and educational representatives, and CoC representatives participated in each other's meetings between July 1, 2015 and June 30, 2016?

Cross-Participation in Meetings	# Times
CoC meetings or planning events attended by LEA or SEA representatives:	17
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:	25
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):	34

3B-2.10a. Based on the responses in 3B-2.10, describe in detail how the CoC collaborates with the McKinney-Vento local educational authorities and school districts. (limit 1000 characters)

The Onondaga County RHY Coordinator sits on the CoC Advisory Board who has facilitated meetings with the CoC Coordinator, DSS, HMIS Administrator and McKinney-Vento local education liaisons as well as foster care representatives. McKinney-Vento local education liaisons state that there are over 2,000 children in Onondaga County since the start of the 2016-2017 school year that are experiencing homelessness under the Department of Education homeless definition. DSS and the CoC lead continue to meet with them to develop strategies to assist these families. There are connections between probation/juvenile justice and McKinney-Vento School Liaisons to ensure that youth's educational needs are being met.

The CoC RHY Coordinator also hosts a bimonthly RHY meeting where youth providers, McKinney-Vento Liaisons, the CoC Coordinator and HMIS Administrator identify gaps and needs in RHY related issues and develop evidenced based strategies from USICH/HUD/HHS to address them.

3B-2.11. How does the CoC make sure that homeless individuals and families who become homeless are informed of their eligibility for and

FY2016 CoC Application	Page 48	09/14/2016
------------------------	---------	------------

**receive access to educational services? Include the policies and procedures that homeless service providers (CoC and ESG Programs) are required to follow.
(limit 2000 characters)**

CoC/ESG monitoring ensures that each funded family/youth program has a school liaison to ensure that the program is getting children enrolled and attending school. Family shelter case managers work with the McKinney-Vento liaisons in schools to ensure that transportation is arranged and children are seamlessly enrolled. As part of the intake and assessment process, staff inform participants of their rights and opportunities to receive education from their school of origin. Staff work closely with school liaisons to enroll children, resolve educational concerns and arrange transportation for participants to and from school. Presentations are provided at schools with information regarding homeless programs for when a student is identified as being homeless or at-risk of becoming homeless. Service providers who work with youth and homeless families are educated on the McKinney-Vento Act, the role of school liaisons and are provided with their contact information.

**3B-2.12. Does the CoC or any HUD-funded projects within the CoC have any written agreements with a program that services infants, toddlers, and youth children, such as Head Start; Child Care and Development Fund; Healthy Start; Maternal, Infant, Early Childhood Home Visiting programs; Public Pre-K; and others?
(limit 1000 characters)**

The Salvation Army's Emergency Family Shelter (EFS) has a partnership with The Salvation Army Day Care and Early Head Start programs to provide immediate childcare to homeless families with children staying in shelter. Onondaga County DSS provides funding for this service. Additionally, EFS houses a Community Health Worker, funded by the Bureau of Maternal and Child Health, to take referrals directly for homeless families in need of this support.

Onondaga County's Healthy Families' Home Visiting Program recently made a presentation to the CoC on the services that they provide in addition to Healthy Start. Many CoC agencies have requested smaller presentations for their agency.

Additionally, Oswego County Opportunities and Cayuga Seneca Community Action Agency have Head Start programs. Oswego County Opportunities also has a Maternal, Infant Community Health Collaborative Project to serve all women of reproductive age and their families in Oswego County.

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

Objective 3: Ending Veterans Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

Opening Doors outlines the goal of ending Veteran homelessness by the end of 2016. The following questions focus on the various strategies that will aid communities in meeting this goal.

3B-3.1. Compare the total number of homeless Veterans in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT count of sheltered and unsheltered homeless veterans:	17	25	8
Sheltered count of homeless veterans:	17	25	8
Unsheltered count of homeless veterans:	0	0	0

3B-3.1a. Explain the reason(s) for any increase, or no change in the total number of homeless veterans in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)

The number is slightly higher because Cayuga County's data was newly added and there was a slight increase in Onondaga County's PIT. The number continues to fluctuate throughout the year and the CoC sees a spike in the winter. As of August 31, 2016, there are 13 Vets in shelter. The CoC's Veterans Workgroup meets monthly and is comprised of the CoC Coordinator, HMIS Administrator, VA, SSVF, shelter providers and outreach workers to ensure shelters and outreach are rapidly rehousing Veterans and prioritizing them for housing while preventing homelessness after they are housed. The CoC has received and continues to receive TA on how to sustain efforts. It should be noted that efforts and our ability to communicate around Veterans experiencing homelessness have greatly improved after the Veterans Administration privacy policy update which took place after the PIT Count.

3B-3.2. Describe how the CoC identifies, assesses, and refers homeless veterans who are eligible for Veteran's Affairs services and housing to appropriate resources such as HUD-VASH and SSVF. (limit 1000 characters)

Every person that enters the shelter or met outdoors from street outreach workers, or enters via DSS or 211CNY is asked if they have ever served in the military and if yes, they are asked to sign a release of information for these entities to be able to communicate with the VA. The shelter or outreach worker immediately refers to the local VASH coordinator and the local SSVF coordinator who then determines if they are a Vet by requesting a DD-214 and/or looking them up in SQUARES. If the Veteran does not qualify for VASH or SSVF, they are referred to the Coordinated Entry process where they are given priority for a PSH or RRH bed depending on availability and level of need.

Additionally, it should be noted that one of the CoC's street outreach providers recently hired a Veteran to conduct street outreach efforts understanding cultural competency and knowing how to relate to this population. The VA also receives referrals through the National Hotline for Homeless Veterans.

3B-3.3. Compare the total number of homeless Veterans in the CoC and the total number of unsheltered homeless Veterans in the CoC, as reported by the CoC for the 2016 PIT Count compared to the 2010 PIT Count (or 2009 if an unsheltered count was not conducted in 2010).

	2010 (or 2009 if an unsheltered count was not conducted in 2010)	2016	% Difference
Total PIT Count of sheltered and unsheltered homeless veterans:	26	25	-3.85%
Unsheltered Count of homeless veterans:	3	0	-100.00%

3B-3.4. Indicate from the dropdown whether you are on target to end Veteran homelessness by the end of 2016. Yes

This question will not be scored.

3B-3.4a. If "Yes", what are the strategies being used to maximize your current resources to meet this goal? If "No" what resources or technical assistance would help you reach the goal of ending Veteran homelessness by the end of 2016? (limit 1000 characters)

Syracuse/Onondaga County has declared an end to Veteran homelessness in

November 2015 per USICH. Oswego and Cayuga Counties are very small rural counties and have absorbed Onondaga County's Functional Zero Plan should there be any Veterans experiencing homelessness in these counties.

4A. Accessing Mainstream Benefits

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4A-1. Does the CoC systematically provide information to provider staff about mainstream benefits, including up-to-date resources on eligibility and program changes that can affect homeless clients? Yes

4A-2. Based on the CoC's FY 2016 new and renewal project applications, what percentage of projects have demonstrated they are assisting project participants to obtain mainstream benefits? This includes all of the following within each project: transportation assistance, use of a single application, annual follow-ups with participants, and SOAR-trained staff technical assistance to obtain SSI/SSDI?

FY 2016 Assistance with Mainstream Benefits

Total number of project applications in the FY 2016 competition (new and renewal):	35
Total number of renewal and new project applications that demonstrate assistance to project participants to obtain mainstream benefits (i.e. In a Renewal Project Application, "Yes" is selected for Questions 2a, 2b and 2c on Screen 4A. In a New Project Application, "Yes" is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A).	35
Percentage of renewal and new project applications in the FY 2016 competition that have demonstrated assistance to project participants to obtain mainstream benefits:	100%

4A-3. List the organizations (public, private, non-profit and other) that you collaborate with to facilitate health insurance enrollment, (e.g., Medicaid, Medicare, Affordable Care Act options) for program participants. For each organization you partner with, detail the specific outcomes resulting from the partnership in the establishment of benefits. (limit 1000 characters)

The contracted providers of Health Navigator Services that facilitate health insurance enrollment for program participants/community members for the three counties in the CoC through the NYS of Health Marketplace are The Salvation Army, Syracuse Northeast Community Center, ACR Health, Oswego County Opportunities, and Cayuga Seneca Community Action Agency. Partnership activities include contributing to HMIS and voting membership in the CoC. Outcomes are to get 50% of program participants access to affordable health insurance and currently 54% of people leaving shelter gain access. The CoC is

working with navigators to increase this percentage to 85% for the next 12 months. Accessibility is key with many enrollment sites throughout the counties and interpreting assistance for individuals with limited English proficiency. Navigators provide presentations and receive referrals from programs and also visit shelters and meet unsheltered people to gain access to health insurance.

4A-4. What are the primary ways the CoC ensures that program participants with health insurance are able to effectively utilize the healthcare benefits available to them?

Educational materials:	<input checked="" type="checkbox"/>
In-Person Trainings:	<input checked="" type="checkbox"/>
Transportation to medical appointments:	<input checked="" type="checkbox"/>
Health Home providers	<input checked="" type="checkbox"/>
Health Care Enrollers/Navigators	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
Not Applicable or None:	<input type="checkbox"/>

4B. Additional Policies

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4B-1. Based on the CoCs FY 2016 new and renewal project applications, what percentage of Permanent Housing (PSH and RRH), Transitional Housing (TH), and SSO (non-Coordinated Entry) projects in the CoC are low barrier?

FY 2016 Low Barrier Designation

Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2016 competition (new and renewal):	36
Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2016 competition:	36
Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2016 competition that will be designated as "low barrier":	100%

4B-2. What percentage of CoC Program-funded Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), SSO (non-Coordinated Entry) and Transitional Housing (TH) FY 2016 Projects have adopted a Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

FY 2016 Projects Housing First Designation

Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2016 competition (new and renewal):	36
Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2016 competition:	36
Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2016 competition that will be designated as Housing First:	100%

4B-3. What has the CoC done to ensure awareness of and access to housing and supportive services within the CoC's geographic area to persons that could benefit from CoC-funded programs but are not currently participating in a CoC funded program? In particular, how does the CoC reach out to for persons that are least likely to request housing or services in the absence of special outreach?

Direct outreach and marketing:	<input type="checkbox"/>
--------------------------------	--------------------------

Use of phone or internet-based services like 211:	<input checked="checked" type="checkbox"/>
Marketing in languages commonly spoken in the community:	<input checked="checked" type="checkbox"/>
Making physical and virtual locations accessible to those with disabilities:	<input checked="checked" type="checkbox"/>
Onondaga DSS offers kiosk access on the Temporary Assistance Unit to prevent long waits for benefits and will be revamping this unit to be more accessible to those in need.	<input checked="checked" type="checkbox"/>
Cross training and monthly presentations from providers at CoC meetings which garner over 50 agencies attending	<input checked="checked" type="checkbox"/>
	<input type="checkbox"/>
Not applicable:	<input type="checkbox"/>

4B-4. Compare the number of RRH units available to serve populations from the 2015 and 2016 HIC.

	2015	2016	Difference
RRH units available to serve all populations in the HIC:	0	80	80

4B-5. Are any new proposed project applications requesting \$200,000 or more in funding for housing rehabilitation or new construction? No

4B-6. If "Yes" in Questions 4B-5, then describe the activities that the project(s) will undertake to ensure that employment, training and other economic opportunities are directed to low or very low income persons to comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3) and HUD's implementing rules at 24 CFR part 135?

(limit 1000 characters)

n/a

4B-7. Is the CoC requesting to designate one or more of its SSO or TH projects to serve families with children and youth defined as homeless under other Federal statutes? No

4B-7a. If "Yes", to question 4B-7, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons

defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan. (limit 2500 characters)

n/a

4B-8. Has the project been affected by a major disaster, as declared by the President Obama under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (Public Law 93-288) in the 12 months prior to the opening of the FY 2016 CoC Program Competition?

No

4B-8a. If "Yes" in Question 4B-8, describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD. (limit 1500 characters)

n/a

4B-9. Did the CoC or any of its CoC program recipients/subrecipients request technical assistance from HUD since the submission of the FY 2015 application? This response does not affect the scoring of this application.

Yes

4B-9a. If "Yes" to Question 4B-9, check the box(es) for which technical assistance was requested.

This response does not affect the scoring of this application.

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

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

4B-9b. Indicate the type(s) of Technical Assistance that was provided, using the categories listed in 4B-9a, provide the month and year the CoC Program recipient or sub-recipient received the assistance and the value of the Technical Assistance to the CoC/recipient/sub recipient involved given the local conditions at the time, with 5 being the highest value and a 1 indicating no value.

Type of Technical Assistance Received	Date Received	Rate the Value of the Technical Assistance
CoC Governance	02/09/2016	5
Vets @Home	10/01/2015	5
Under-performing program	02/29/2016	5
Coordinated Entry	06/15/2016	5
HMIS	12/15/2015	5

4C. Attachments

Instructions:

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

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	Agency Letters to...	09/09/2016
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes	FY2016 Public Pos...	09/12/2016
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	CoC NY-505 Local ...	09/13/2016
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	Public Posting Ev...	09/12/2016
05. CoCs Process for Reallocating	Yes	CoC NY-505 Rankin...	09/13/2016
06. CoC's Governance Charter	Yes	CoC NY-505 Operat...	09/11/2016
07. HMIS Policy and Procedures Manual	Yes	CNY HMIS Policies...	08/17/2016
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	PHA Administrativ...	09/08/2016
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	CoC NY-505 HMIS MOU	08/17/2016
11. CoC Written Standards for Order of Priority	No	CoC NY-505 Coordi...	09/12/2016
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	SYSPM for Syr/Ono...	08/17/2016
14. Other	No	CoC NY-505 Local ...	09/13/2016
15. Other	No	CoC NY-505 Ten Ye...	09/13/2016

Attachment Details

Document Description: Agency Letters to Reallocated or Reduced Projects

Attachment Details

Document Description: FY2016 Public Posting Evidence

Attachment Details

Document Description: CoC NY-505 Local Application Instructions for FY2016 NOFA

Attachment Details

Document Description: Public Posting Evidence for Rating and Review Procedure FY2016

Attachment Details

Document Description: CoC NY-505 Ranking Protocol FY2016 NOFA

Attachment Details

Document Description: CoC NY-505 Operational Guidelines

Attachment Details

Document Description: CNY HMIS Policies and Procedures Manual CoC
NY-505

Attachment Details

Document Description:

Attachment Details

Document Description: PHA Administrative Plans in CoC

Attachment Details

Document Description: CoC NY-505 HMIS MOU

Attachment Details

Document Description: CoC NY-505 Coordinated Entry Policy and
Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: SYSPM for Syr/Onondaga/Oswego Only per
AAQ

Attachment Details

Document Description: CoC NY-505 Local New and Renewal
Applications for FY2016

Attachment Details

Document Description: CoC NY-505 Ten Year Plan to End
Homelessness

Submission Summary

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

Page	Last Updated
1A. Identification	08/11/2016
1B. CoC Engagement	09/08/2016
1C. Coordination	09/14/2016

FY2016 CoC Application	Page 63	09/14/2016
------------------------	---------	------------

1D. CoC Discharge Planning	08/11/2016
1E. Coordinated Assessment	09/08/2016
1F. Project Review	09/08/2016
1G. Addressing Project Capacity	09/07/2016
2A. HMIS Implementation	09/13/2016
2B. HMIS Funding Sources	08/31/2016
2C. HMIS Beds	09/07/2016
2D. HMIS Data Quality	09/12/2016
2E. Sheltered PIT	09/07/2016
2F. Sheltered Data - Methods	09/07/2016
2G. Sheltered Data - Quality	09/07/2016
2H. Unsheltered PIT	08/24/2016
2I. Unsheltered Data - Methods	09/11/2016
2J. Unsheltered Data - Quality	09/07/2016
3A. System Performance	09/13/2016
3B. Objective 1	09/10/2016
3B. Objective 2	09/13/2016
3B. Objective 3	09/13/2016
4A. Benefits	09/14/2016
4B. Additional Policies	09/14/2016
4C. Attachments	09/13/2016
Submission Summary	No Input Required



www.hhccny.org
housingandhomelesscoalition@gmail.com
@hhccofcny f facebook.com/hhccny
315-435-2985 x 7162

August 11, 2016

YWCA; Women's Residence Permanent Supportive Housing Program
To: Fanny Villarreal
Sent via Email

Dear Fanny:

The Ranking and Rating Committee met today and decided to reallocate the YWCA Women's Residence Permanent Housing project at the full amount of \$177,649.

As you know, on Tuesday, May 24, 2016, I monitored this project and found the project to have significant findings of people in the project not meeting the HUD homeless definition which is people coming directly from shelter or a place not meant for human habitation (streets, cars, abandoned buildings) per HUD guidelines. Some of the files reviewed came from your transitional housing (TH) program, but were not HUD homeless before entering TH. Some people in the PSH project who did not enter through TH, were not HUD homeless at all. When I monitored the project in 2014, there were individuals not meeting the disability criteria.

Regarding this topic, when reviewing your HMIS APR, a very high percentage of people in the permanent supportive housing (PSH) program had been through your non-Housing First TH program as sort of a "graduation" when the CoC would like to see PSH projects adhering to the Coordinated Entry Policy and Procedures Manual (approved by the CoC in July 2015) which states that individuals and families coming from shelter or places not meant for human habitation and have high levels of vulnerability and/or chronically homeless are prioritized for PSH. This concern was brought up in last year's monitoring visit as well.

Additionally, the Ranking and Rating Committee was concerned about the low HMIS Report Card grade of an F and the HUD FY2013 APR was submitted 8 months after the due date and was submitted late in FY2012.

The Ranking and Rating Committee as well as the HHC Advisory Board have concerns about the YWCA's ability to manage this project, understanding the regulations, and being equipped to have good data entry quality over the past few years.

If you choose, you can appeal this funding decision. The first step in the appeal process, per the CoC's Ranking and Ratings Protocol (attached to this email), is to appeal to the HHC Advisory Board in an in-person meeting. **Per our conversation regarding your decision to appeal, the meeting will be scheduled tomorrow, August 12, 2016 at 9am in the United Way Board**

Room, 518 James St., Suite 200, Syracuse, New York 13203. We realize that this is a tight turn-around, but we need to adhere to the NOFA instructions to have projects apply 30 days before the NOFA deadline of September 14, 2016.

Should you remain in your decision to appeal, you can apply as a solo applicant and the full instructions are in the NOFA beginning on page 45.

I would like to advise you to contact your other funding streams, most of whom were on the Ranking and Ratings Committee, to determine where the individuals and families will be housed when your grant expires on 7/31/2017.

This was a difficult decision to make and I apologize for this loss in funding. We appreciate the YWCA's participation in our CoC and hope that this continues despite this funding loss. Please let me know if you have any questions.

Sincerely,

Melissa A. Marrone, MSW
Housing & Homeless Coalition of Syracuse & Onondaga County Coordinator
Syracuse/Auburn, Onondaga, Oswego & Cayuga Counties Continuum of Care (CoC) NY-505
Collaborative Applicant
John H. Mulroy Civic Center
421 Montgomery St., 12th Floor
Syracuse, NY 13202
Melissa.Marrone@dfa.state.ny.us



www.hhccny.org
housingandhomelesscoalition@gmail.com
@hhccofcny f facebook.com/hhccny
315-435-2985 x 7162

August 15, 2016

YWCA; Women's Residence Permanent Supportive Housing Program

To: Fanny Villarreal; Executive Director

Cc: Denise Valdes; YWCA Board Chair

Sent via Email

Dear Fanny:

Thank you for attending a meeting with the Advisory Board today regarding the Ranking and Rating Committee's decision to reallocate the YWCA Women's Residence Permanent Housing project at the full amount of \$177,649. As you know, this meeting was requested per the HHC Ranking Protocol. The Advisory Board Members, who do not have a conflict of interest per the HHC Ranking Protocol, came to a unanimous decision to move forward with the reallocation decision.

Should you remain in your decision to appeal, you can apply as a solo applicant and the full instructions are in the HUD CoC FY2016 NOFA Section X-Appeals beginning on page 45.

I would like to advise you to contact your other funding streams to determine where the individuals and families will be housed when your grant expires on 7/31/2017.

This was a difficult decision to make and we understand how serious the loss of funding is for your organization. We appreciate the YWCA's participation in our CoC and hope that this continues despite this funding loss and would like to advise you that you may be eligible to apply for new CoC funding in the 2017 HUD CoC NOFA Competition (should a new funding opportunity was made available by HUD). Please let me know if you have any questions.

Sincerely,

Melissa A. Marrone, MSW

Housing & Homeless Coalition of Syracuse & Onondaga County Coordinator

Syracuse/Auburn, Onondaga, Oswego & Cayuga Counties Continuum of Care (CoC) NY-505

Collaborative Applicant

John H. Mulroy Civic Center

421 Montgomery St., 12th Floor

Syracuse, NY 13202

Melissa.Marrone@dfa.state.ny.us



August 10, 2016

CNY Services Permanent Supportive Housing Programs

To: John Warren

Cc: Donna Cruz, Tracey Lord-Mortas

Sent via Email

Dear John:

The Ranking and Rating Committee met today and decided to reallocate Central New York Services Genesee Street, Homestead, and Gateway Single Room Occupancy (SRO) projects. In addition, the Committee reviewed the funding utilization rates for the three permanent supportive housing (PSH) programs and decided to reallocate 25% of the unspent funds from the last grant cycle. Below is a chart reflecting the reallocated portions from CNY Services.

Agency	Project	Request	Unspent Funds	Reallocated Amount
CNYS	RPSHP II	\$152,560.00	\$ 16,079.00	\$3,770
CNYS	Gateway SRO 3	\$109,242		\$109,242
CNYS	RPSHP I	\$311,291	\$ 43,922.00	\$10,981
CNYS	Genesee Street SRO 2	\$95,587		\$95,587
CNYS	Homestead SRO 4	\$109,242		\$109,242
CNYS	Susan's Place	\$120,163	\$ 7,457.00	\$1,864

As you know, on Friday, June 9 and Tuesday, June 13, 2016, I monitored CNY Services' Permanent Supportive Housing Program that are funded by the HUD Continuum of Care NY-505.

I found the all of the programs except Genesee Street, Gateway, and Homestead to have no significant findings and have generally scored well overall. I have had conversations with Donna, Joe and yourself related to the Congregate Care Level II being considered program fees and over the Fair Market Rent Rates under the HUD SHP-CoC program.

Additionally, the SROs do not operate under a Housing First model which is the evidenced based practice and would have, ultimately, cost the project 10 points per project.

It was also mentioned that the SROs tended to have poor expedience of entry into HMIS.

If you choose, you can appeal and apply as a solo applicant. The full instructions are in the NOFA beginning on page 45. I would like to advise you to contact your other funding streams to determine how the program will sustain its funding when your grants expire:

Central New York Services, Inc.	Gateway SRO 3	NY0071L2C051508	10/31/2017
Central New York Services, Inc.	Genesee Street SRO 2	NY0072L2C051508	8/31/2017
Central New York Services, Inc.	Homestead SRO 4	NY0695L2C051506	4/30/2017

This was a difficult decision to make and I apologize for this loss in funding. We appreciate the CNY Service's participation in our CoC and hope that this continues despite this funding loss. Please let me know if you have any questions.

Sincerely,

Melissa A. Marrone, MSW
Housing & Homeless Coalition of Syracuse & Onondaga County Coordinator
Syracuse/Auburn, Onondaga, Oswego & Cayuga Counties Continuum of Care (CoC) NY-505
Collaborative Applicant
John H. Mulroy Civic Center
421 Montgomery St., 12th Floor
Syracuse, NY 13202
Melissa.Marrone@dfa.state.ny.us



www.hhccny.org
housingandhomelesscoalition@gmail.com
@hhcofcny f facebook.com/hhccny
315-435-2985 x 7162

August 10, 2016

The Salvation Army Syracuse Area Services

To: Linda Wright

Cc: Paula Cerio, Tom Roshau

Sent via Email

Dear Linda:

The Ranking and Rating Committee met today and decided to reallocate \$2,863 from the State Street Apartments project for the FY2016 HUD CoC Competition. Please be advised that you will be eligible to apply for \$245,843. The Committee decided to make this change due to the incomplete utilization of the grant funds and HUD recapturing \$11,452 in FY2013 and \$11,865 in FY2012. The Committee chose to reallocate 25% of the unspent funds for this year in good faith that this problem would not present itself in the future.

The Ranking and Rating Committee understands that this is largely due to staff turnover as mentioned in your local application and we are always interested in working with your agency to remedy this problem. Next year, we would like to see this program utilizing at least 95% of the grant's funds.

Please let me know if you have any questions.

Sincerely,

Melissa A. Marrone, MSW
Housing & Homeless Coalition of Syracuse & Onondaga County Coordinator
Syracuse/Auburn, Onondaga, Oswego & Cayuga Counties Continuum of Care (CoC) NY-505
Collaborative Applicant
John H. Mulroy Civic Center
421 Montgomery St., 12th Floor
Syracuse, NY 13202
Melissa.Marrone@dfa.state.ny.us



August 31, 2016

Melissa A. Marrone, MSW
Housing & Homeless Coalition of Central New York
Coordinator

John H. Mulroy Civic Center
421 Montgomery St., 12th Floor
Syracuse, NY 13202

RE: Samaritan Project (Hickory House)

Dear Ms. Marrone:

In accordance with the NOFA required documentation, please accept this letter as Syracuse Behavioral Healthcare's (SBH) written notification of the re-allocation of the Samaritan Project (Hickory House). SBH has opted to self-reallocate the braided funded project during this NOFA competition round. It is our understanding that the reallocation of this project would strengthen the NY-505 application, in which funding would lend to Rapid Rehousing and Chronic Permanent Supportive Housing units in the community in support of the *Housing First* model.

As one of the leading housing providers in Syracuse, SBH remains committed to improving the delivery of care to people in recovery, and ensuring safe and quality housing is available to people in need in our community. If any further information is needed please do not hesitate to reach out to us.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Klemanski', is written over a faint, horizontal line.

Jeremy Klemanski
President & CEO

Executive Leadership Office

329 North Salina St., Suite 200
Syracuse, NY 13203

P: 315.474.5506
F: 315.474.1554

www.sbh.org

Recovering Lives



Cayuga/Seneca Community Action Agency, Inc.

89 York Street, Suite 1, Auburn, New York 13021
Telephone: (315) 255-1703 • Fax: (315) 252-3397
www.cscaa.com



September 6, 2016

Melissa A. Marrone, MSW
John H. Mulroy Civic Center
421 Montgomery St., 12th Floor
Syracuse, NY 13202

Dear Melissa,

This letter is to confirm that Cayuga/Seneca Community Action Agency, Inc. has chosen to reallocate the Permanent Housing Bonus Project 1 and 2 programs in the 2016 funding year and apply for Rapid Rehousing funds. The grant amount that is being reallocated is \$35,544. The Agency has chosen to reallocate these funds based on the need for a rapid rehousing program for families in our community.

If you have any questions, please contact me at (315)255-1703 ext. 123.

Sincerely,

Laurie A. Piccolo
Executive Director

SITE II

1 BROOKFIELD PLACE
AUBURN, NY 13021
(315) 252-0038

SITE III

4 GARFIELD STREET
AUBURN, NY 13021
(315) 252-0038

SENECA OFFICE

23 CENTER STREET
WATERLOO, NY 13165
(315) 539-5647

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.



Housing and Homeless Coalition <housingandhomelesscoalition@gmail.com>

FY2016 NOFA

1 message

HHC <housingandhomelesscoalition@gmail.com>

Mon, Sep 12, 2016 at 12:41 PM

Bcc: hudsona@upstate.edu, Adam Bushey <adamjbushey@gmail.com>, Alexandra Butterfield <alexandra.butterfield@sjhsyr.org>, Allison Brooks <Allison.Schlicke@use.salvationarmy.org>, Amy Caputo <amy@jhfw.org>, Amy McCluskey <AmyMcCluskey@ongov.net>, Andrea Hahn <ahahn@cnyworks.com>, Andrea Nagle <andrea_c_nagle@uhc.com>, Andrew Steele <asteel@ocmsinc.org>, Angela Alvarez <aalvarez@syracuseymca.org>, Anne Costa <acosta@auroraofcny.org>, Arnim Amador <aamador@acrhealth.org>, Assemblyman Bill Magnarelli <magnarw@assembly.state.ny.us>, Assemblyman Gary Finch <finchg@assembly.state.ny.us>, Babette Baker <babsbaker42@gmail.com>, Barrie Gewanter <bgewanter@ongov.net>, Barry Vaughn <barry@jhfw.org>, Beata Karpinska-Prehn <bkarpinska@ariseinc.org>, Bethany Stewart <Bethany.Stewart2@va.gov>, Betty Cummings <bcummings@liberty-resources.org>, Brian Nicholas <briann@sbh.org>, Brian Tompkins <btompkins@snccsyr.org>, Cameron Hudson <chudson@accesscny.org>, Carmelita Sapp-Walker <cSapp-Walker@ci.syracuse.ny.us>, Carol Schaffer <cschaffer@ccoc.us>, Catherine Green <cgreen@liberty-resources.org>, Cheryl Pusztai <cpusztai@syracuseymca.org>, Chris Curry <ccurry@ccoc.us>, Chris Munn <cmunn@cnysservices.org>, Christina Cornell <ChristinaM.Cornell@mail.house.gov>, Christine Abate <csabate@communityalternatives.org>, Christine Ecker <Christine.Ecker@dfa.state.ny.us>, Colleen O'Brien <cobrien@verahouse.org>, Craig French <CraigFrench@twcny.rr.com>, Craig Wilson <cwilson@nysenate.gov>, Cristy King <cking@oco.org>, Crystal Doody <cdoody@lscny.org>, Dan Altwarg <daltwarg@wnylc.com>, Dan DeBrucker-Cota <ddebrucker@gmail.com>, Dan Sieburg <Dan.Sieburg@rmsyr.org>, Daniel Kelley <dkelley@oco.org>, David Carr <david.carr2@va.gov>, David Hewitt <hewitt@assembly.state.ny.us>, Deb Montroy <dmontroy@scsd.us>, Debbie Carter <debbie.carter@rmsyr.org>, Deborah Willis <dwillisredcross@yahoo.com>, Debra Lewis <DebraLewis@ongov.net>, Debra Persons <e3mfounder@gmail.com>, Dennis Huff <dennish@pyhit.org>, Derek English <denglish@onvlp.org>, Diane Cooper-Currier <dcurrier@oco.org>, Donna Cruz <dcruz@cnysservices.org>, Dyana Morrow <Dyana.Morrow@sjhsyr.org>, Eileen Carr <eacarr@live.com>, Elisa Morales <housingsupervisor@laligaupstateny.org>, Elizabeth Nolan <enolan@hillside.com>, Elizabeth Thompson <ethompson@oco.org>, Emily Cooper <ecooper@tacinc.org>, Emily North <enorth@wnylc.com>, Eric Boye <eboy@accesscny.org>, Eric Stone <eric.stone@sjhsyr.org>, Erika Barry <ebarry@hillside.com>, Fanny Villarreal <fvillarrealwca@cnyemail.com>, Frank Bratjan <Frank.Bratjan@dfa.state.ny.us>, Frank Procopio <Frankipro@yahoo.com>, Gary Mann <Gary.Mann@rmsyr.org>, Gary Smith <garysmith@ongov.net>, Harry Hyland <HarryBHyland@yahoo.com>, Helen Hudson <hhudson@syrgov.net>, Hilary Weyant <Hilary.Weyant@use.salvationarmy.org>, Hillary Bilford <hillary.bilford@sjhsyr.org>, James Breslin <james.breslin@rmsyr.org>, James Taylor <jmjtaylor@yahoo.com>, Jan Moag Killam <jmoag@ongov.net>, Jean Kessner <jkessner@ci.syracuse.ny.us>, Jeanette O'Connor-Shanley <JOConnorShanley@acrhealth.org>, Jenni Gratien <jennig@chadwickresidence.org>, Jennifer Bordonaro <Jennifer.L.Bordonaro@omh.ny.gov>, Jennifer Cook <JCook@acrhealth.org>, Jennifer Creighton <jcreighton@housingvisions.org>, Jennifer Shaw <jshaw@verahouse.org>, Jeremy Klemanski <JeremyK@sbh.org>, Jessica Allen <JAllen@acrhealth.org>, Jessica DeCerce <jessica.decerce@exec.ny.gov>, Jessica Perusse <Jessica.Perusse@va.gov>, Jesus Rolon <housingspecialist@laligaupstateny.org>, Joe King <joeeking@ongov.net>, Joe Maslak <jmaslak@wnylc.com>, Joe Simko <jsimko@cnysservices.org>, John and Leigh-Ann Tumino <inmyfatherskitchen@gmail.com>, John Eberle <John@cnycf.org>, John McBride <mcbride@nysenate.gov>, John Warren <jwarren@cnysservices.org>, John Zegarelli <John.N.Zegarelli@hud.gov>, Joseph Smythe <uumcoutreach@twcny.rr.com>, Julie Gilbert <casemanagement@samcenter.org>, Julie Sprague <Julies@sbh.org>, Karen Mauro <KarenMauro@crouse.org>, Karen Parrillo <kparrillo42@gmail.com>, Kat Freeman <kathleen.freeman@cloudburstgroup.com>, Katey Castro <katey06us@yahoo.com>, Kathleen Hayden <khayden@ccoc.us>, Katie Bova <ks1@totalcareny.com>, Kerry Bequer <kbequer@acrhealth.org>, Khalid Bey <kbey@syrgov.net>, Kianna Cole <kiannacole@gmail.com>, Kim Gleason <kg2@totalcareny.com>, "Kimberly Morrell, Esq." <kmorrell@lscny.org>, Kristian Allen <kallen@ccoc.us>, Kristin LaBarge <klabarge@oco.org>, Kristin Reed <kreed@liberty-resources.org>, Lanessa Owens <Lowens@onvlp.org>, Laura Zocco <lzocco@liberty-resources.org>, Lavergne Harden-Danzy <slhardenywca@centralny.twcba.com>, Lewis Liebler <lliebler@wnylc.com>, Liddy Hintz <lhintz@bowmansystems.com>, Lindsey McNeilly <Lindsey.Mcneilly@use.salvationarmy.org>, Lisa Mancini <lisam@sbh.org>, Liz Page <bluegill1st@gmail.com>, Liz Vuillemot <liz66@centralny.twcba.com>, Loretta Zolkowski <lzolkowski@hslccny.org>, Lori Rhoads <lorirhoads@yahoo.com>, Luke Dougherty <ldougherty@unitedway-cny.org>, Lynn Chapman <lynn.chapman@omh.ny.gov>, Maria Sweeney <msweeney1217@gmail.com>, Marilyn Woyciesjes <mwoyciesjes@gmail.com>, Marissa Rice <mrice@acrhealth.org>, Marissa Saunders <niacommunity@yahoo.com>, Mark Buttiglieri <BUTTIGLM@upstate.edu>, Mark Horvath <mark@invisiblepeople.tv>, Marlene Klock <marlene.klock@dfa.state.ny.us>, Marnie Annese <AnneseM@upstate.edu>, Marnie Eisenstadt <meisenstadt@syracuse.com>, Marta Durkin <mdurkin@liberty-resources.org>, Marty Gosh <mgosh@ocmsinc.org>, Mary Panighetti <Mary.Panighetti@dfa.state.ny.us>, Megan Stuart <MStuart@ccoc.us>, Melissa Marrone <melissa.marrone@dfa.state.ny.us>, Michael Collins <mcollins@snccsyr.org>, Michael Hagmaier

<mhagmaier@wesoldieron.org>, Michelle Haab <mhaab@syrhousing.org>, Mike Melara <mmelara@ccoc.us>, Mike Milholland <mmilholland@ccoc.us>, Monica Brown <monica.brown@dfa.state.ny.us>, Nader Maroun <naderpmaroun@gmail.com>, Naqia Edwards <naqiaedwards@gmail.com>, Nathan Rauscher <nathanr@sbh.org>, Nick Wilkinson <csa@laligaupstateny.org>, Nicole Fink <NFink@ocmsinc.org>, Patricia McBride <PMcBride@syrhousing.org>, Patricia Waelder <pwaelder@twcny.rr.com>, Patrick King <pking@interfaithworkscny.org>, Patrick Waite <pwaite@oco.org>, Patti Jackson <patti.jackson@rmsyr.org>, Paul Driscoll <psdriscoll@ci.syracuse.ny.us>, Phil Prehn <pprehn@ariseinc.org>, Phyllis Riles <phyllisr@chadwickresidence.org>, Rachel Tarr <rtarr@contactsyracuse.org>, Raymond Wright <RaymondW@sbh.org>, Rebecca Livengood <rlivengood@syrhousing.org>, Rebecca Newman <rnewman@housingvisions.org>, Richard Shoff <rshoff@syracusepolice.org>, Richard Turk <rturk@syracuseymca.org>, Rita Paniagua <rpaniagua@laligaupstateny.org>, Roberto Alvarez <Roberto.Alvarez@va.gov>, Ross Loucy <Ross.Loucy@omh.ny.gov>, Ryan McMahon <ryanmcmahon@ongov.net>, Sally Curran <scurran@onvlp.org>, Sally Santangelo <ssantangelo@cnyfairhousing.org>, Sarah Merrick <Sarah.Merrick@dfa.state.ny.us>, Sarah Paul <sarahlepus@gmail.com>, Sarah Schutt <sarah.schutt@dfa.state.ny.us>, Sarah Walton <swalton@snccsyr.org>, Sharon Sherman <SyracuseTenant@aol.com>, Sheena Solomon <sheena@giffordfoundation.org>, Sheria Dixon <sheria.dixon@use.salvationarmy.org>, Sonja Gottbrecht <sgottbrecht@ccoc.us>, Stephanie Busby <sbusbyywc@centralny.twcba.com>, Stephanie Dean <sidean@contactsyracuse.org>, Stephanie Lewis <slewis@contactsyracuse.org>, Stephanie Pasquale <SPasquale@syr.gov.net>, Steve C <steveC@pyhit.org>, Steve Piasecki <spiasecki@shnny.org>, "Stuccio, Donna" <stucciod@sunyocc.edu>, Susan Boyle <SBoyle@syr.gov.net>, Susan Griffith <sgriffith@wnylc.com>, Susan Grossman <SusanGrossman@ongov.net>, Susan Horn <srhorn@wnylc.com>, Susan McMahon <smcmahon@syr.gov.net>, Susan Medienbauer <Smeidenbauer@cnysservices.org>, Teresa Bales <Teresa_Bales@flpps.org>, Terri Robinson <trobenson@liberty-resources.org>, Thomas Grigson <tgrigson@eastersealsny.org>, Todd Young <todd.young@rmsyr.org>, Tom Posecznick <tposecznick@syrhousing.org>, Tom Roshau <Tom.Roshau@use.salvationarmy.org>, Tyler Gilyard <tgilyard@acrhealth.org>, Victoria Coit <evokechange@gmail.com>, Wendy Whigham-Maida <WMaida@acrhealth.org>, William Brown <wbrown@wesoldieron.org>, Yvette Borne <yborne@hillside.com>

Good afternoon -

We are requesting that you all please take a look FY2016 HUD CoC NOFA and view the documents here on our website: <http://www.hhccny.org/2016-nofa/>. Please review the FY2016 Project Priority Listings and the FY2016 Consolidated Application. Please let me know if you have any comments, questions or concerns. We will be submitting on Wednesday, September 14, 2016 per the HUD NOFA due date.

Thank you for all your help on this!

Melissa

Melissa A. Marrone, MSW

Housing & Homeless Coalition of Central New York Coordinator

Syracuse/Onondaga, Oswego & Auburn/Cayuga Counties Continuum of Care (CoC) NY-505 Lead

John H. Mulroy Civic Center

421 Montgomery St., 12th Floor

Syracuse, NY 13202

Office: 315-435-2985 (ext. 7162)

www.hhccny.org



2016 NOFA

Posted on July 19, 2016 by homelesscallition

The HHC coordinates the process that selects the local projects that will be moved forward to the federal HUD CoC Program Competition. The local application (both renewal and bonus) have to be submitted in response to the Request For Proposal (RFP) released by the HHC. Projects will be reviewed and ranked by the Rating and Ranking Committee. Projects that make the selection list will advance to the federal application process.

Please see below for the Application Instructions, the Final CoC New and Renewal Applications for the FY2016 HUD CoC Competition and timeline.

- [FY2016 Consolidated Application](#)
- [FY2016 Project Priority Listings](#)
- [COC NY-505 FY2016 Application Instructions Final](#)
- [COC NY-505 FY2016 New Application Final](#)
- [COC NY-505 FY2016 Renewal Application Final](#)

Search

Recent News & Info

- 2016 NOFA
- We Changed Our Name!
- Auburn/Cayuga Merger (COC NY-502)
- Welcome our new HMIS Administrator!
- Syracuse and Onondaga County has reached Functional Zero!
- 2015 NOFA Submitted
- Instructions for Bonus and New Project Applications

Applicant: Syracuse, Auburn/Onondaga, Oswego, Cayuga Counties CoC
Project NY-505 CoC Registration FY2016

NY-505
COC_REG_2016_135438

Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

- Reviewing the FY 2016 CoC Program Competition NOFA in its entirety for specific application and program requirements.
- Using the CoC Application Detailed Instructions while completing the application in e-scrap.
- Answering all questions in the CoC application. It is the responsibility of the Collaborative Applicant to ensure that all imported and new responses in all parts of the application are fully reviewed and completed. When doing this keep in mind:
- This year, CoCs will see that a few responses have been imported from the FY 2015 CoC Application.
- For some of the questions HUD has provided documents to assist Collaborative Applicants in completing responses.
- For other questions, the Collaborative Applicant must be aware of responses provided by project applications in their Project Applications.
- Some questions require the Collaborative Applicant to attach a document to receive credit. This will be identified in the question.
- All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

For CoC Application Detailed Instructions click here.

Applicant: Syracuse, Auburn/Ontario, Oswego, Cayuga Counties CoC
Project: NY-505 CoC Registration FY2016

NY-505
CoC_REG_2016_135438

Before Starting the Project Listings for the CoC Priority Listing

The FY 2016 CoC Consolidated Application requires TWO submissions. Both this Project Priority Listing AND the CoC Application MUST be submitted prior to the CoC Program Competition deadline as required by the FY 2016 CoC Program Competition NOFA.

The FY 2016 CoC Priority Listing includes the following:

- Reallocation forms – must be fully completed if the CoC is reallocating eligible renewal projects to create new permanent housing – permanent supportive housing or rapid rehousing, new HMIS, or new SSO specifically for Coordinated Entry projects.
- New Project Listing – lists all new project applications created through reallocation and the permanent housing bonus that have been approved and ranked or rejected by the CoC.
- Renewal Project Listing – lists all eligible renewal project applications that have been approved and ranked or rejected by the CoC.
- UFA Costs Project Listing – applicable and only visible for Collaborative Applicants that were designated as a United Funding Agency (UFA) during the FY 2016 CoC Program Registration process. Only 1 UFA Costs project application is permitted and can only be submitted by the Collaborative Applicant.
- CoC Planning Project Listing – Only 1 CoC planning project is permitted per CoC and can only be submitted by the Collaborative Applicant.
- Grant Inventory Worksheet (GIW) – Collaborative Applicants must attach the final HUD-approved GIW.
- HUD-2991, Certification of Consistency with the Consolidated Plan – Collaborative Applicants must attach an accurately completed, signed, and dated HUD-2991.

Things to Remember:

- All new and renewal projects must be approved and ranked or rejected on the Project Listings.
- Collaborative Applicants are responsible for ensuring all project applications are accurately appearing on the Project Listings and there are no project applications missing from one or more Project Listings.
- Collaborative Applicants are strongly encouraged to list all project applications on the FY 2016 CoC Ranking Tool located on the FY 2016 CoC Program Competition: Funding Availability page on the HUD Exchange as this will greatly simplify and assist Collaborative Applicants while ranking projects in e-steps by ensuring no rank numbers or duplicated and that all rank numbers

**Onondaga/Oswego/Cayuga Counties
Continuum of Care 2016 Local Application**

APPLICATION INSTRUCTIONS

Introduction

The Onondaga/Oswego/Cayuga Continuum of Care (CoC), representing the City of Syracuse, County of Onondaga, City of Auburn, County of Cayuga and the County of Oswego (NY-505), will submit a CoC Program Consolidated Application for funding from the U.S. Department of Housing and Urban Development (HUD) in the upcoming FY 2016 Continuum of Care Homeless Assistance Program Competition. These instructions describe the local application submission and review process.

The CoC will accept Renewal grants for Permanent Supportive Housing (PSH), Rapid Rehousing Housing (RRH) and Homeless Management Information System (HMIS). The CoC will also accept New Re-Allocation and Bonus Applications for Permanent Supportive Housing for Chronically Homeless Individuals and Families, and Rapid Re-Housing for Individuals and Families. A CoC Planning Grant and HMIS grant will be accepted as non-competitive. All applications will be scored together according to CoC Local Priorities, HUD Goals, Policies and Performance Measures.

CoC Local Priorities:

- | | |
|-------------------|--|
| Priority 1 | Chronically Homeless |
| Priority 2 | Families |
| Priority 3 | Youth |
| Priority 4 | Re-Entry |
| Priority 5 | Veterans – Declared Functional Zero per United States |
- Interagency Council on Homelessness in November 2015**

HUD Goals as articulated in its Strategic Plan and *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, are as follows:

1. Meet the Need for Quality Affordable Rental Homes: End homelessness and substantially reduce the number of families and individuals with severe housing needs
2. End chronic homelessness
3. End veteran homelessness
4. End family and youth homelessness
5. End All homelessness

HUD Policy Priorities

1. Create a systemic response to homelessness
2. Strategically allocate resources
3. End chronic homelessness
4. End family homelessness
5. End youth homelessness
6. End veteran homelessness
7. Using a housing first approach
8. Performance Measures

HUD Performance Measures

1. Length of Time Homeless
2. Returns to Homeless
3. Number of Homeless persons
4. Employment and income growth

5. Person homeless for the first time
6. Homeless prevention and housing placements (no data collected this year)
7. Successful placement for street outreach
8. Successful placement for RRH

Time Line

Tuesday, June 28, 2016	HUD CoC NOFA Application Available
Monday, July 18, 2016, 11am	Rating and Ranking Committee Meeting 11am (United Way)
Wednesday, July 20, 2016, 10am	NOFA Workgroup Meeting 10am (United Way) Mandatory- <i>Applicant rep must attend one Application Workshop</i> (Additional Workshops may be announced depending on interest to the RFP – please contact Melissa.Marrone@dfa.state.ny.us or 315-435-2985 ext. 7162 for more information)
Monday, August 1, 2016, 5pm	Local Applications Due (Renewals and New) to HHC Coordinator for Ranking and Rating Committee to Review
Tuesday, August 2, 2016, 5pm	NOFA Workgroup/Operations Committee meeting (United Way) Purpose: To review Consolidated Application as well as assign reviewers for Renewal Applications
Tuesday, August 9, 2016, 1pm	HHC Advisory Board Meeting (United Way) Discussion around the NOFA
Wednesday, August 10, 2016, 10am	Rating and Ranking Committee Meeting 11am (United Way) 'Renewal/Re-Allocation/Bonus Funding Amount Locally Approved to Apply For in ESNAPS' Notification
Thursday, August 11, 2016, 2pm	NOFA Workgroup Meeting (United Way) Purpose: To review Consolidated Application as well as assign reviewers for New Applications
Monday, August 15, 2016, 5pm	All Projects Submitted in E-SNAPS (to allow time to review and amend for any changes)
Thursday, August 18, 2016 1:30pm	Rating and Ranking Committee Meeting (United Way) All projects ranked and notification from Committee to projects
Tuesday, August 30, 2016, 2pm	NOFA Workgroup Meeting (United Way) – To review Consolidated Application and any last final edits Deadline to Appeal – See page 31 of NOFA for instructions. https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-NOFA.pdf
Wednesday, September 14, 2016	NOFA Application due to HUD – submitted on E-SNAPS

Application Review

The Ranking and Rating Committee is the entity that will review, score, and recommend to the Board the rank of proposals. It consists of individuals without conflicts of interest who either sit on the Advisory Board or are representatives of the community at large. Members of the Ranking and Rating Committee are not employees, owners, stakeholders, directors, officers, or board members of, or independent contractors to, any organization that submits or will benefit from a local application

that is being reviewed, scored, and ranked.

The Ranking and Rating Committee will evaluate the application based on the attached **Scoring Rubric**. The Scoring Rubric was designed by a review process committee made up of homeless service providers, CoC Board and staff members, Homeless Services Network representatives, and formerly homeless representatives. The Review process committee brought the recommended Rubric to the Board and after a rigorous review and discussion, the following recommendations were approved:

1. The process shall be transparent and fair
2. The process will include the right to Appeal for any non-funded agencies
3. The Renewal and New Applications will be scored using the Scoring Rubric (attached)
4. The Renewal and New applications should be reviewed and ranked together (example: a new application could score Tier 1, Number 1)
5. The Re-allocation amount should be based on efficiency of programs (up to 70% of unused funds over a three-year period average are eligible for reduction and re-allocation to funded new programs).

Review Committee members are not employees, owners, stakeholders, directors, officers, or board members of, or independent contractors to, any organization that submits or will benefit from a local application that is being reviewed, scored, and ranked. The Grant Application Review committee reserves the right to make decisions that are aligned with the HUD principles, guidelines, and funding limitations outlined in the NOFA subsequent to the local application process.

The following assurances shall be required by all applicants:

1. Chronically homeless prioritization (Chronically homeless persons must be given priority whenever there is a turnover bed. This policy is required across the Continuum and is a prerequisite to funding.)
2. Match of 25% is required by every project.
3. Renewal Applicants must report on drawdown funds expended in FY 2013-2015.

❖ **Application Scoring**

The **Scoring Rubric** used by the Rating and Ranking Committee will score all applications by specific criteria and a point allocation system guided by the following HUD Policy Priorities.

Housing First	10 points
Measuring System Performance, Ending Youth, Vet, Family, and All Homelessness	25 points
Ending Chronic Homelessness	9 points
Local Priorities	15 points
Systemic Response to Homelessness	18 points
Strategically Allocating Resources	18 points
Narrative, Pilot Questions points	5 points

100 total possible points

❖ **Allowable New Applications**

Allowable new projects in Onondaga/Oswego/Cayuga Counties Continuum of Care (NY-505):

CoCs may create new permanent supportive housing projects where all beds will be dedicated for use by chronically homeless individuals and families, as defined in 24 CFR 578.3.

CoCs may create new rapid rehousing projects that will serve homeless individuals and families coming directly from the streets or emergency shelters, and include persons fleeing domestic violence situations and other persons meeting the criteria of paragraph (4) of the definition of homelessness.

c. CoCs may create a new Supportive Services Only project specifically for a centralized or coordinated assessment system.

d. CoCs may create a new dedicated Homeless Management Information System (HMIS) project for the costs at 24 CFR 578.37(a)(2) that can only be carried out by the HMIS Lead, which is the recipient or subrecipient of an HMIS grant, and that is listed on the HMIS Lead form in the CoC

Applicant Profile in e-snaps. See <https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-NOFA.pdf> at point (3) on page 10.

❖ **HUD will continue the Permanent Housing Bonus**

CoCs may create new projects through the permanent housing bonus up to 5 percent of the CoC's FPRN for the following types of new projects:

a. CoCs may create new permanent supportive housing projects that will serve 100 percent chronically homeless individuals and families, and

b. CoCs may create new rapid rehousing projects that will serve homeless individuals and families coming directly from the streets or emergency shelters, and include persons fleeing domestic violence situations and other persons meeting the criteria of paragraph (4) of the definition of homelessness. See <https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-NOFA.pdf> at point 4 on page 10.

❖ **New Funding Available – Updated August 8, 2016 per HUD Exchange Updated ARD Email**

The Annual Renewal Demand funding for our CoC is \$8,276,132. Thus, there will be approximately **\$413,807** available in the 5% *bonus* noted in the 2016 HUD CoC Program Registration. There is **\$719,349** available for new projects created through reallocation (updated on August 10, 2016 after Rating and Rankings Committee meeting).

Application Checklist

The following checklist identifies the components that constitute a complete application for local ranking and allowable funding amount for the HUD CoC Program. **Incomplete applications will not be reviewed and will not be considered for funding.**

1. Renewal/New Local Application (**All**)
2. Match Documentation (**All**)
3. Budget Workbook (**All**)
4. Policies as outlined in Application (**All**)
 - a. Policies B,C,D,F,G,H,O,N (**New**)
 - B: Housing First Policy
 - C: Chronic Homeless Prioritization Policy
 - D: Client-Centered Policy
 - F: HMIS policy
 - G: Exits to/ Remaining in PH policy
 - H: Mainstream Resources Policy
 - N: Efficiency Plan
 - b. Policies B,C, O,P (**Renewals**)
 - B: Housing First Policy
 - C: Chronic Homeless Prioritization Policy
 - D: Client-Centered Policy
 - P: Efficiency Corrective Plan

Applications should be submitted in **Word**. Budget Workbooks should be submitted in **Excel**. Match documentation, and Policies should be submitted in **Adobe PDF**. Policies can be submitted together as a single PDF with each Policy in the PDF labeled correctly.

Application Submission

*To be reviewed and considered for funding, completed applications, including all required documentation, must be submitted electronically by **5:00pm on Monday, August 1, 2016.*** All components of an application must be transmitted at the same time via email at melissa.marrone@dfa.state.ny.us. For all renewal applications, projects may only be considered if a Grant Inventory Worksheet form was completed for the project. *Questions about the local application should be directed to Melissa Marrone at melissa.marrone@dfa.state.ny.us or 315-435-2985 ext. 7162.*

HUD References

- All applicants must complete or renew their registration in the Central Contractor Registration (CCR)/System for Award Management (SAM) registration. Those project applicants who have not yet registered with Dun and Bradstreet (DUNS) must do so. In addition, each project applicant should begin verifying and updating the information in its *e-snaps* Project Applicant File. Taking these steps now will ensure that organizations are ready to apply for funding via *e-snaps* once the HUD application becomes available.
- *CoC Program Interim Rule (24 CFR part 578)*
https://www.hudexchange.info/resources/documents/CoCProgramInterimRule_FormatVersion.pdf
- *FY 2016 CoC Program Registration*
<https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-Registration-Notice.pdf>
- **The 2016 CoC Program Notice of Funding Availability** has not yet been released, but all Renewal and New Applicants must also comply with the rules, regulations, and guidance in the NOFA once it is released.
- <https://www.hudexchange.info/resources/documents/Housing-First-Permanent-Supportive-Housing-Brief.pdf>
- <https://www.hudexchange.info/resources/documents/Housing-First-Permanent-Supportive-Housing-Brief.pdf>
- <https://www.hudexchange.info/resources/documents/Rapid-Re-Housing-Brief.pdf>
- <https://www.hudexchange.info/resource/2889/rapid-rehousing-esg-vs-coc/>


[About Us](#)
[Calendar](#)
[Coalition Members](#)
[Contact](#)
[Continuum of Care \(CoC\)](#)
[Coordinated Entry](#)
[News](#)
[Reports](#)
[Resources & Links](#)

2016 NOFA

Posted on July 19, 2016 by homelesscoalition

The HHC coordinates the process that selects the local projects that will be moved forward to the federal HUD CoC Program Competition. The local application (both renewal and bonus) have to be submitted in response to the Request For Proposal (RFP) released by the HHC. Projects will be reviewed and ranked by the Rating and Ranking Committee. Projects that make the selection list will advance to the federal application process.

Please see below for the Application Instructions, the Final CoC New and Renewal Applications for the FY2016 HUD CoC Competition and timeline.

[CoC NY-505 FY2016 Application Instructions Final](#)

[CoC NY-505 FY2016 New Application Final](#)

[CoC NY-505 FY2016 Renewal Application Final](#)

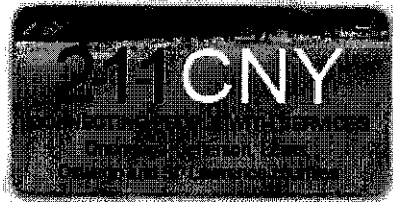
[Ranking Protocol – Updated FY2016](#)

Tuesday, June 28, 2016	HUD CoC NOFA Application Available

Search

Recent News & Info

- 2016 NOFA
- We Changed Our Name!
- Auburn/Cayuga Merger (CoC NY-502)
- Welcome our new HMIS Administrator!
- Syracuse and Onondaga County has reached Functional Zero!
- 2015 NOFA Submitted
- Instructions for Bonus and New Project Applications

Monday, July 18, 2016, 11am	Rating and Ranking Committee Meeting 11am (United Way)	<ul style="list-style-type: none"> • The 2015 HUD Continuum of Care Notice of Funding Availability has been released • Emergency Solutions Grant 2015 Request for Proposals Released • Final 2015 Monitoring Tool
Wednesday, July 20, 2016, 10am	NOFA Workgroup Meeting 10am (United Way) <i>Mandatory- Applicant rep must attend one Application Workshop</i> (Additional Workshops may be announced depending on interest to the RFP – please contact Melissa.Marrone@dfa.state.ny.us or 315-435-2985 7162 for more information)	
Monday, August 1, 2016, 5pm	Local Applications Due (Renewals and New) to HHC Coordinator for Ranking and Rating Committee to Review	
Tuesday, August 2, 2016, 5pm	NOFA Workgroup/Operations Committee meeting (United Way) Purpose: To review Consolidated Application as well as assign reviewers for Renewal Applications	
Tuesday, August 9, 2016, 1pm	HHC Advisory Board Meeting (United Way) Discussion around the NOFA	
Wednesday, August 10, 2016, 10am	Rating and Ranking Committee Meeting 11am (United Way) 'Renewal/Re-Allocation/Bonus Funding Amount Locally Approved to Apply For in ESNAPS' Notification	
Thursday,	NOFA Workgroup Meeting (United Way)	

August 11, 2016, 2pm	Purpose: To review Consolidated Application as well as assign reviewers for New Applications
Monday, August 15, 2016, 5pm	All Projects Submitted in E-SNAPS
Thursday, August 18, 2016 1:30pm	Rating and Ranking Committee Meeting (United Way) All projects ranked and notification from Committee to projects
Tuesday, August 30, 2016, 2pm	NOFA Workgroup Meeting (United Way) – To review Consolidated Application and any last final edits Deadline to Appeal – See page 31 of NOFA for instructions. https://www.hudexchange.info/resources/documents/FY-2016-CoC-Program-NOFA.pdf
Wednesday, September 14, 2016	NOFA Application due to HUD – submitted on E-SNAPS

◀ We Changed Our Name!

Posted in Uncategorized

CNY agencies can apply for \$400,000 to help homeless



A man asks for money in downtown Syracuse. Agencies seeking to help the homeless are encouraged to apply this month for up to \$413,775 in federal funding. (Michael Greenlar)



By **Tim Knauss** | tknauss@syracuse.com

Email the author | **Follow on Twitter**

on July 20, 2016 at 4:03 PM, updated July 21, 2016 at 8:24 AM

SYRACUSE, N.Y. – If your agency is looking for funding to help the homeless, now is the time to ask.

The Housing and Homeless Coalition of Central New York this week put out a call for applicants seeking all or part of some \$413,775 in federal funding that is up for grabs in this region.

To qualify, applicants must either be a nonprofit organization or a government agency in Onondaga, Oswego or Cayuga county. Applicants can ask for all or part of the money.

The money is to be used "to create permanent supportive housing for the chronically homeless" or for "rapid rehousing for individuals, families, unaccompanied youth under age 24, and persons fleeing domestic violence."

The deadline to apply is Aug. 1.

The money is part of some \$8.2 million that the U.S. Department of Housing and Urban Development made available this year in Central New York under its Continuum of Care program to fight homelessness.

The Housing and Homeless Coalition is urging new applicants to seek funding.

Application forms and more information are available at the [coalition's website](#).

For more information, or to apply, contact

Melissa Marrone, Continuum of Care (CoC) Collaborative Applicant via email: melissa.marrone@dfa.state.ny.us.

Marrone also can be reached by phone at **315-435-2985 (ext. 7162)**.

Website: <http://www.hhccny.org/2016-nofa/>

Registration on or use of this site constitutes acceptance of our **User Agreement** and **Privacy Policy**

© 2016 Syracuse Media Group. All rights reserved (**About Us**).

The material on this site may not be reproduced, distributed, transmitted, cached or otherwise used, except with the prior written permission of Syracuse Media Group.

Community Rules apply to all content you upload or otherwise submit to this site.

► **Ad Choices**

Home

About

Photos

Reviews

Likes

Videos

Events

Posts

Notes

Community

Manage Tabs

+ Add Shop Section

Create a Page



Housing and Homeless Coalition of Central New York

Published by Melissa A. Marrone 📅 July 20 · 🌐

The FY2016 NOFA was just released and we have our local application as well as instructions in this link here. There is bonus funding available in the amount of \$413,775 to create permanent supportive housing for the chronically homeless and rapid rehousing for individuals, families, unaccompanied youth under 24 and people fleeing domestic violence. Additionally, the renewal application is included in this link. The applications are due by August 1, 2016 at 5pm to melissa.marrone@dfa.state.ny.us.

2016 NOFA | The Housing and Homeless Coalition of Syracuse and Onondaga County

The HHC coordinates the process that selects the local projects that will be moved forward to the federal HUD CoC Program Competition. The local application (both renewal and bonus) have to be submitted in response to the Request For Proposal (RFP) released by the HHC. Projects will be reviewed and ...
HHCCNY.ORG

21 people reached

Boost Post

👍 Like 📝 Comment ➦ Share





Housing and
Homeless
Coalition of
Central New
York

@hhccny

Home

About

Photos

https://www.facebook.com/hhccny/?ref=bookmarks#



Housing and Homeless Coalition of Central New York

Published by Melissa A. Marrone [?] · July 20 · 🌐

More information about our bonus funding that is available. Please go to
<http://www.hhccny.org/2016-nota/> for more information.



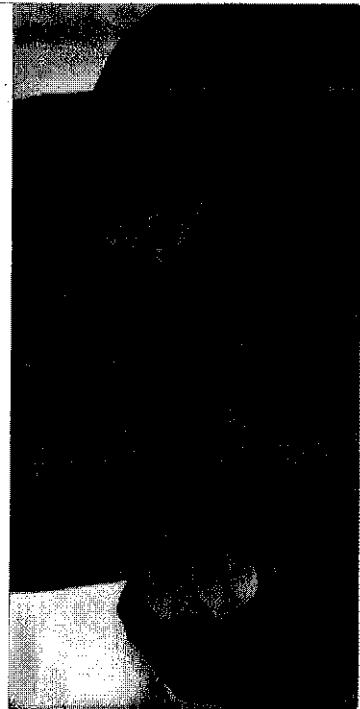
CNY agencies can apply for \$400,000 to help homeless

The deadline to apply is Aug. 1.

SYRACUSE.COM | BY TIM KNAUSS

You Retweeted

S [@syracusedotcom](https://twitter.com/syracusedotcom) Jul 20
CNY agencies can apply for \$400,000 to help homeless



CNY agencies can apply for \$400,000 to help homeless
The deadline to apply is Aug. 1.
syracuse.com

👍 2 🍷 2 ...

hmc [@hhccofny](https://twitter.com/hhccofny) · Jul 20
FY2016 NOFA is out. Please click link for funding details available for \$413,775 to create PSH/RRH hhccofny.org/2016-nofa/

👍 2 🍷 2 ...



www.hhccny.org
housingandhomelesscoalition@gmail.com
@hhccofeny facebook.com/hhccny
315-435-2985 X 7162

HHC MONTHLY MEETING

United Way of Central New York
Rosamond Gifford Room
518 James Street, Syracuse, NY 13203

July 20, 2016

2:00 - 3:30pm

WELCOME AND COMMENTS

Dan Sieburg

FY2016 NOFA

Melissa Marrone & Sarah Schutt

NOFA came out 6/28/16, due 9/14/16

MELISSA: Permanent Supportive Housing for the Chronically Homeless and Rapid Rehousing for Individuals, Families and Unaccompanied Youth and People Fleeing Domestic Violence is available in Bonus Funding for \$413,775. Reallocation funding is still to be determined. Local applications due 8/1/16. PowerPoint Presentation on the NOFA was done. On 8/10/16 at 10 AM the Ranking and Ratings Committee meets to determine funding.

SARAH: System Performance Measures due 8/1/16; wants each agency to run own measures in system independently. Not just those receiving HUD funding, it is any program that identifies as street outreach, shelters, rapid rehousing, any permanent/supportive housing program, etc. Also asking ESG programs to enter funding sources into the system.

PRESENTATIONS:

Home Visiting Program

Mary Donahue & Beth Machan; Onondaga County Healthy Families

Case managers, nurse staff, provide home visits to parenting and pregnant families with a child under 2 years old.

Work with incarcerated mothers as well. Family health care is provided through case management. The Mitch grant made it possible for them to work with females that are not pregnant or parenting yet. Also working with men, fatherhood program (John). Syracuse health start fatherhood worker – working with men that want to be better fathers and need resources in the community. Early intervention part of Special Children's Services – children in need of a MH evaluation are coordinated with one and case managed until they are 3 years old and then they are referred to the local school district. NURSING: 20 public health nurses visiting pregnant and parenting women. Try to follow from before 28 weeks gestation until the baby is 2 years old. Help with supplies and education for pregnant women. Some short term inventions as well: followed from 28 weeks gestation to 6 months old. Case management also provides assistance with finding housing, preventative care, etc. Referrals are on paper and online (website).

&

Onondaga County Resource Center

JoAnne Spoto Decker; Onondaga County Department of Adult and Long-Term Care

POWERPOINT PRESENTATION: Take phone calls and provide information about services for the aging population. When you call you speak to an aging services specialist. They will talk about the services they have and the ones they sub contract. Referrals for whatever services they need; legal help, financial help, etc. PAGE 4: Caregiver services program; they have respite programs. Free classes for care givers: I Care Institute. No cost to the

community but some ask for a contribution. Non-medical home care program for people 60 years older who need help with activities of daily living. 350 people enrolled in the program, 10 pay full cost, and 50% pay nothing, and the rest fall in between. Senior meal sites are available for anyone over 60 years old. PAGE 6: Housing counseling, transportation services, meal services, neighborhood advisors (outreach team that go to the homes and complete benefits checklist at no cost to the participant). LAST PAGE: With rescue mission they set up a system where if someone comes into a shelter and appear to need long term care they can contact NY Connects and they will schedule that appointment and provide transportation. They complete health assessments, and home visits. Can service people on Medicaid as well. **Contact by E-mail: Joannedecker@ongov.net**

REPORTS & UPDATES

County DSS Report – Rescue Mission 166 people 122 men 44 women

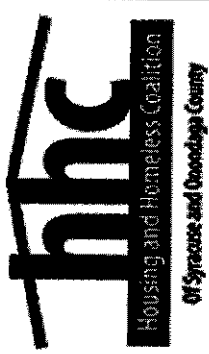
Catholic Charities Dorothy Day 5 openings & 2 family rooms

Salvation Army RHY: 4 shelter beds full, 6 of 7 apartment full

SA: 90% capacity family shelter, 13/15 beds are full for women's shelter

- **County Community Development Office Report**
- **City Neighborhood & Business Development Office Report**
- **Committee Progress/Status Reports**
- **1. Operations Committee – Tuesday 8/2/16 2 PM, United Way of Central New York - go over renewal applications. Each program reviewed each others' applications.**
- **2. Data Administrators Committee – 7/7/16** they met and discussed system performance measures, importance of fixing the data. Working with Cayuga County on the transfer of the grant from HUD. Uploading their information into HMIS. Cayuga county agencies are in HMIS; do not send referrals to Cayuga County through HMIS yet.
- **3. Strategic Initiatives Committee –** No updates
- **4. Housing Service Providers Workgroup –** No updates
- **5. Runaway and Homeless Youth Workgroup –** postponed last meeting and is rescheduled for Friday 9/2/16 at 9 Am DCFS 8th floor conference room. Notice will be sent in 2 weeks.
- **6. Outreach Workgroup –** Met last Wed. Next meeting is 8/10/16 2 or 3 PM on 8th floor civic center. Gary Mann – contact for this meeting information. Downtown Committee of Syracuse presented an award to Rescue Mission and In My Father's Kitchen for "perfect partnership" on street outreach efforts.
- **7. Coordinated Entry Workgroup –** The coordinated entry wait list is used to refer highest level of care and need to rapid rehousing and permanent supportive housing programs. Programs need to make referrals through HMIS in order for this to work. CoC is working to get SPOA on. 13 individuals on waitlist right now. VI-SPDAT needs to be completed in HMIS to be referred (3 different kinds). Offering trainings for agencies to complete the vulnerability indexes. There are no more individual waitlists to pick and choose from. Individuals will be ranked by their VI score. Referrals report to access wait list – Sarah has instructions and provided trainings on how to do so.
- **8. Veterans Workgroup –** 15 homeless veterans currently. Not Oswego or Cayuga County. Next meeting on 7/22/16 at 1230 PM on 5th Floor of city commons. 1 PM phone call with NYS comptroller's office. Veterans Day report coming – acknowledging work done.
- **Other quick updates from members (i.e. What's new at your agency?)**
- Residence Supervisor Coordinator – Vera House New staff
- Landlord training on Tuesday, 7/26/16, \$50.00
- Marnie A. SUNY Upstate – Day of Service on 9/11/16 Sunday. Looking for places for students to do 2.5-3 hours of service (10-15 students per site) Contact e-mail: annesem@upstate.edu
- Joe King DCFS youth bureau – 9/20/16 930 to 1230 Liverpool public library – networking and information opportunity. Flyer at next HHC meeting.

- New attorney for volunteer lawyers project – Lanessa Owens
- Liberty Resources – PSH for chronically homeless will be starting 8/1/16.
- Liberty recourse – 2 openings at palmer house (male), and 2 bedroom townhouse opening soon.
- Arise- workshops every Monday morning 10-1230 to learn how to locate housing and other resources. Please RSVP 671-2929 or 2924.
- Hutchings mobile team - integrated medical clinic open now – not open to community yet.
- ACR Health – Welcome Tyler, new staff for rapid rehousing 18-24 year old youth for LGBTQ.
- ACR health- Wendy- financial assistance for clients with HIV or AIDS for security deposit or first month's rent.
- Luke D. United Way – 2017-2020 funding cycle coming up.
- CNY Fair Housing - Agency looking at discrimination issues for people receiving SSI and finding housing or being denied housing.
- SA Pathways to Independence program – Diane new housing specialist staff – rental assistance, new referrals Vera Thompson 479-3615.



About Us | Calendar | Coalition Members | Contact | Continuum of Care (CoC) | Coordinated Entry | News | Reports | Resources & Links

2016 NOFA

Posted on July 19, 2016 by homelesscoalition

The HHC coordinates the process that selects the local projects that will be moved forward to the federal HUD CoC Program Competition. The local application (both renewal and bonus) have to be submitted in response to the Request For Proposal (RFP) released by the HHC. Projects will be reviewed and ranked by the Rating and Ranking Committee. Projects that make the selection list will advance to the federal application process.

Please see below for the Application Instructions, the Final CoC New and Renewal Applications for the FY2016 HUD CoC Competition and timeline.

CoC NY-505 FY2016 Application Instructions Final

CoC NY-505 FY2016 New Application Final

CoC NY-505 FY2016 Renewal Application Final

Ranking Protocol – Updated FY2016

Search

search...

Recent News & Info

- 2016 NOFA
- We Chaired Our Nemet
- Auburn/Cayuga Merger (CoC NY-502)
- Welcome our new HHCIS Administrator
- Syracuse and Onondaga County has reached Functional Zero!
- 2015 NOFA Submitted
- Instructions for Bonus and New Project Applications



About Us | Calendar | Coalition Members | Contact | Continuum of Care (CoC) | Coordinated Entry | News | Reports | Resources & Links

Continuum of Care (CoC)

CoC NOFA-Related Documents

- Ranking Protocol – Updated FY2016
- CoC NY-505 FY2016 Renewal Application Final
- CoC NY-505 FY2016 New Application Final
- CoC NY-505 FY2016 Application Instructions Final
- FY2016 NOFA Registration
- FY2016 GIW
- FY 2016 Monitoring Tool Final
- Final 2016 Scoring Tool

Search

Recent News & Info

- 2016 NOFA
- We Changed Our Name!
- Auburn/Cayuga Merger (CoC NY-502)
- Welcome our new HMIS Administrator!
- Syracuse and Onondaga County has reached Functional Zero!
- 2015 NOFA Submitted
- Instructions for Bonus and New Project Applications



www.hhccny.org
housingandhomelesscoalition@gmail.com
@hhccny f facebook.com/hhccny
315-435-2985 x 7162

Continuum of Care Written Standard for Rankings and Ratings Protocol

NY-S05 Syracuse/Auburn, Onondaga, Oswego and Cayuga Counties

I. Purpose: The Housing and Homeless Coalition of Central New York (HHC) NOFA protocols for the Continuum of Care (CoC) establishes a transparent framework for the decision-making process guiding the annual CoC NOFA scoring, ranking and approval process. In order to best serve our community members through provision of effective projects and capturing the maximum funds available, projects which most closely align with the HUD and CoC priorities will be prioritized for funding.

A preliminary, quantitative review of each local application (new/bonus and renewal) submitted will be completed by the Ranking and Ratings Committee. The Committee will be comprised of non CoC-funded members who are familiar with the CoC projects and process and are community stakeholders. These members include: Onondaga County Department of Social Services – Economic Security Deputy Executive Commissioner, City of Syracuse Neighborhood and Business Development Deputy Commissioner, City of Syracuse Emergency Solutions Grant (ESG) Coordinator, Onondaga County Single Point of Access (SPOA) Coordinator, Oswego County Department of Social Services, Oswego County COACH (Homeless Coalition) Board Member, CoC Immediate Past Chair, United Way of Central New York Community Impact Director, Onondaga County RHY Coordinator, City of Auburn Neighborhood and Business Development Director, Cayuga County Department of Social Services Deputy Commissioner, Volunteer Lawyers Project Executive Director, CoC Consumer Advocate Board Member, HMIS Administrator (non-voting), and the CoC Coordinator (non-voting).

The Committee will be convened for the purpose of reviewing and ranking new bonus project proposals and renewal applications for the NOFA. This review will include:

- Confirm that application was submitted on time

Continuum of Care Written Standard for Rankings and Ratings Protocol

NY-505 Syracuse/Auburn, Onondaga, Oswego and Cayuga Counties

I. Purpose: The Housing and Homeless Coalition of Central New York (HHC) NOFA protocols for the Continuum of Care (CoC) establishes a transparent framework for the decision-making process guiding the annual CoC NOFA scoring, ranking and approval process. In order to best serve our community members through provision of effective projects and capturing the maximum funds available, projects which most closely align with the HUD and CoC priorities will be prioritized for funding.

A preliminary, quantitative review of each local application (new/bonus and renewal) submitted will be completed by the Ranking and Ratings Committee. The Committee will be comprised of non CoC-funded members who are familiar with the CoC projects and process and are community stakeholders. These members include: Onondaga County Department of Social Services – Economic Security Deputy Executive Commissioner, City of Syracuse Neighborhood and Business Development Deputy Commissioner, City of Syracuse Emergency Solutions Grant (ESG) Coordinator, Onondaga County Single Point of Access (SPOA) Coordinator, Oswego County Department of Social Services, Oswego County COACH (Homeless Coalition) Board Member, CoC Immediate Past Chair, United Way of Central New York Community Impact Director, Onondaga County RHY Coordinator, City of Auburn Neighborhood and Business Development Director, Cayuga County Department of Social Services Deputy Commissioner, Volunteer Lawyers Project Executive Director, CoC Consumer Advocate Board Member, HMIS Administrator (non-voting), and the CoC Coordinator (non-voting).

The Committee will be convened for the purpose of reviewing and ranking new bonus project proposals and renewal applications for the NOFA. This review will include:

- Confirm that application was submitted on time
- Confirm that all required attachments were submitted
- Calculate performance scores
- Confirm matching fund requirements are met

II. Evaluation Process for (Scoring and Ranking Overview)

A. Evaluation Process

Performance measures and relative scoring is developed annually based on HUD priorities and national and local objectives. As approved by the HHC Advisory Board and General Membership, the scoring mechanism is established.

1. New projects



On behalf of the CoC, the HHC will issue a local application for new projects soon after the NOFA is released by HUD. Each agency considering applying for a new project will be required to submit an application to the HHC Coordinator. The timing of submitting the application will be determined by the Ranking and Ratings Committee and determined by the timing of the NOFA application, but no less than 10 days from the release of the application. The Ranking and Ratings Committee then reviews applications for adherence to the following of HUD and local threshold criteria:

- Project eligibility for the HUD bonus for permanent housing activities (Permanent Housing for Persons with Disabilities or Shelter Plus Care);
- Project ability to meet basic HUD criteria (e.g. serve eligible populations, meet cash match requirements, etc.);
- Project ability to meet local priorities (populations include chronically homeless, families, and unaccompanied youth under 25) and local threshold criteria (utilization of grant funds, submitting APRs within 90 days of program year ending, quarterly drawdowns in LOCCS);
- Demonstrate that the agency is able to meet project quality threshold criteria are met within the time frame specified by HUD.

2. Renewal Projects

All projects requesting renewal funding will be evaluated via a local application sent to the HHC Coordinator and reviewed by the Rating and Ranking Committee to determine their effectiveness in achieving the stated goals of the project and in addressing local and federal priorities; including meeting the HUD System Performance Measurements (noted by *). The Ranking and Rating Committee will be reviewing the System Performance Measures when determining projects' eligibility to apply for renewal funds.

- HHC meeting participation
- Adults exiting with cash resources and entered the project without cash resources*
- Adults exiting with non-cash benefits and entered the project without non-cash benefits*
- Adults exiting into permanent housing*
- Adults exiting with employment*
- Must be involved with the CoC's Coordinated Entry System or willing to be involved. Involvement is defined by signing on to the Coordinated Entry Policy and Procedures Manual located on the [HHC website](#), accepting referrals through HMIS or otherwise by street outreach providers, shelter and transitional housing programs and attending Coordinated Entry Workgroup meetings.
- Demonstrating a plan in the renewal application for reaching homeless individuals and families (population applicant serves). Provide information that demonstrates that 100 percent of the geographic area is considered, and that describes the specific outreach procedures in place that



are used by the homeless service agencies to identify and engage homeless individuals and families, including their efforts to provide meaningful outreach to persons with disabilities and persons with limited English proficiency. Programs must describe the procedures they will use to market their housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or disability, who are least likely to apply in the absence of special outreach.

- Other general project overview
 - Project overview
 - Grant amount, uses and changes over past year
 - HUD priorities – Housing First, ending Chronic, Family and Youth homelessness; must include a chronic prioritization policy in the local application showing that projects are prioritizing the chronically homeless first when they have a turnover bed
 - Target populations: outreach, engagement, geographic coverage
 - Efforts to access mainstream resources – documenting these efforts via a policy required in the local application showing that the program will connect participants to mainstream resources and documenting ways that they are currently accomplishing this and any future efforts
 - Use of HMIS – enters all HUD Universal Data Elements (UDE) and maintains a report card grade of an A in HMIS
 - Collaboration – works with other agencies to provide services for the individuals and families receiving services in the project; participates in Coordinated Entry and collaborates with shelters and outreach providers to house the most vulnerable individuals and families.
 - Community involvement - participates in the CoC, maintains 60% HHC meeting attendance
 - Movement toward self-sufficiency – showing evidence that people in the project are exhibiting growth and able to move on from PSH resources.
 - Program participant driven services – documenting person-centered treatment in the project via the requirement of a policy attached to the local application showing that participants are actively engaged in their goals/objectives and time in the project
 - Project budget – must provide a project budget for the funding request fiscal year
 - Match (no leverage in FY2016 NOFA) – Demonstrates 25% match for all projects via match letters

The HHC's Operations Committee reviews and updates the monitoring/scoring tool used to score renewal projects on effectiveness and compliance annually. The monitoring/scoring tool is available on



the [HHC website](http://www.hhccny.org). The Committee is comprised of representatives from CoC and ESG-funded agencies as well as representatives from County (DSS) and City (ESG/CDBG) government. Once the tool is completed and voted on by members of the Committee, the tool is then sent to the HHC Advisory Board for review and then for final review and by the entire Coalition. The HHC Coordinator conducts monitoring visits to CoC-funded programs annually. Five client files (one open and one closed) are reviewed on-site and the Coordinator also visits housing projects and reviews APR data submitted to HUD and APR data from ServicePoint (the CoC's HMIS System). Performance and HMIS data are heavily weighted measures used by HUD in determining the overall CoC Application scores of local Continuums. Data taken from our CoC (from both funded and non-funded projects such as shelters/street outreach providers) will be submitted to HUD and used to calculate the overall CoC systems performance in moving to permanent housing, housing stability, and obtaining mainstream resources and employment resources. It is important that each project is working to achieve these goals.

Additionally, performance data collected helps the CoC to better define local homelessness issues and help to achieve the goal of ending homelessness. Participation in HMIS and quality data entry is mandatory for those agencies seeking new and renewal CoC funds. System Performance Measures provide an objective evaluation of current program performance. It provides the quantitative basis for scoring the performance of renewal projects in the CoC's local application process and is used by the CoC to assess the system-wide progress of the region in meeting established benchmarks.

The HHC Coordinator scores the projects accordingly from the monitoring/scoring tool with oversight by the Operations Committee Chair and HHC Board Chair. Total scores for each project are determined by adding up points in each section. The completed tools are provided to the programs and a score listing is generated by the Coordinator and sent to the Advisory Board along with any issues presented. Additionally, a letter from the HHC Coordinator is sent to the Executive Director of the agency to inform them of the scoring and any issues. All project types (i.e., PSH and RRH) are judged together in Ranking and Ratings Committee meetings, both new and renewals.

The HHC Coordinator may include low-scoring renewal applications in the CoC HUD application so as not to create service gaps within the CoC. However, low-scoring projects (scoring below the 50% threshold) may work with HHC to develop a Project Improvement Plan. A project working under a Project Improvement Plan will need to demonstrate progress toward identified outcomes to remain competitive in future NOFA competitions.

Scores from the local application will also be factored into this process this year. This is a new requirement to document to the Ranking and Ratings Committee that projects are fully understanding of the local and HUD priorities and documenting their ability to provide the best service to the most



vulnerable individuals and families in our community. This is especially helpful for projects who were newly funded and do not have funding nor participants in the projects and were not eligible for a monitoring visit this year.

C. Ranking protocol

A project ranking list is then generated, in alignment with HUD and local CoC priorities and with recommendation and guidance from the HHC Coordinator who has monitored the projects.

Projects will be recommended based upon the project application and monitoring scores that fall within the final pro rata share for the CoC, split between Tiers 1 and 2, according to HUD's NOFA. Projects will be ranked and placed into Tier 1 until all Tier 1 funds are allocated.

The remaining projects selected for funding will be ranked and placed into Tier 2 until all Tier 2 funds are allocated.

Renewal projects that are recommended for funding but did not meet the 50% threshold may work with HHC to develop a Project Improvement Plan. The CoC will work with these projects to develop a plan to improve program performance and monitor the progress with these efforts. If these efforts are not successful, appropriate measures will be taken, such as a reduction in funding or reallocation of the project in future NOFA competitions.

There also may be new projects which fail to meet the requirements that will be held out of the competition. These projects may request that the CoC provide them with technical assistance to assist them in improving their interest in submitting an application for future competitions. This process ensures that organizations that may lack the current capacity to receive a federal grant, can build their capacity for a future year.

New Projects will be ranked in conjunction with Renewal Projects to ensure that the best applications are forwarded to the federal competition. The CoC HMIS grant will be placed into Tier 1. The Planning Grant will not be ranked for the FY2016 NOFA.

For the FY2016 NOFA Competition, the Ranking and Ratings Committee determined to rank and prioritize all projects in the following order, based on PIT, SysPM, APR and monitoring data to determine severity/level of need to rank projects in our CoC,: chronically homeless (CH) individuals, CH families, Veterans (one project focusing on dishonorably discharged), PSH families, RRH families, PSH youth, RRH youth, HMIS, PSH individuals only.



All projects are also reviewed based on severity/level of need including, but not limited to, CH, victims of violence (i.e. domestic violence, sexual assault, human trafficking, etc.), Vets (particularly dishonorably discharged), reentry, seriously & persistently mentally ill, chronic health conditions, substance use disorders, LGBTQ, etc.

III. Appeals Process

Once the HHC Coordinator in conjunction with the Ranking and Ratings Committee have ranked applicants' renewal applicants, the preliminary ranking will be emailed to all member agencies with specific scoring forwarded to the related applicant.

The Ratings and Rankings Committee's recommendation will be presented to the HHC Advisory Board for approval. An applicant may challenge the Ranking and Ratings' recommendation to the Board by emailing the HHC Coordinator a Notice of Appeal. The appellant must attend the HHC Advisory Board meeting. The appellant will be allowed to make a 10 minute presentation to the Board. The Board's decision on the slate is final. No Board Member with a conflict of interest may participate in the discussion or vote on the slate.

NOTE: Appeals will only be considered in cases where applicants have concerns specific to the review process and scoring of their application. Appeals specific to the ranking or funding recommendation will not be considered. All notices of appeal must be based on the information submitted by the application due date. No new or additional information will be considered. Omissions to the application cannot be appealed.

Should the project decide to pursue a formal appeal to HUD, the applicant will be referred to page 45 of the FY2016 NOFA Section X to follow HUD's appeals process for submitting a solo application outside of the CoC.

Tier 1 and Tier 2 structures will be reviewed with the Ratings and Rankings Committee and HHC Advisory Board and, at the next general membership or a special meeting called to ensure voting is accomplished 15 days prior to the submission deadline for the CoC Application, approved by the HHC membership.

The recommendation of the HHC Coordinator with General Membership approval will be final.

IV. Reallocation protocol:

The CoC may use the reallocation process to shift funds in whole or part from existing renewal projects to new project applications without decreasing the CoC's annual renewal demand. HUD strongly encourages CoCs to take advantage of this option.



The funds may be reallocated to develop new permanent supportive housing projects, new rapid re-housing projects, HMIS funds, or Support Services Only (SSO) for Coordinated Assessment. The CoC has decided not to apply for the SSO for Coordinated Assessment in this fiscal year.

Upon recommendation by the HHC Coordinator and the Ranking and Ratings Committee, agencies with the lowest performing projects will be notified of the recommendation for either reallocation or development of a Project Improvement Plan. In the event that an agency has failed to make progress on a Project Improvement Plan, the agency will be notified of the recommendation for funding reduction, or non-renewal and reallocation.

Projects may be reallocated if they no longer meet HUD and/or local priority.

New Project Applications from Reallocated Dollars

When the NOFA is released, the HHC Ratings and Rankings Committee will convene to develop the local application and review the score listing from the monitoring tools along with discussing HUD priorities for the current NOFA application and deliberate whether projects should be reallocated. Once the Committee decides to reallocate the funding from the CoC-funded agency, the Advisory Board is immediately notified by the HHC Coordinator along with the agency whose funding has been deemed as necessary to reallocate. The appeals process previously discussed will be applicable to the reallocation process. Agencies with projects that have been reallocated are highly encouraged to apply for the reallocated funds to be made available and will receive an additional 5 points on their local application for self-reallocation, however the funds will be competitive and subject to the local application process similar to the bonus funding application process. The timing of submitting the local application will be determined by the Ranking and Ratings Committee and determined by the timing of the NOFA application. The Rankings and Ratings Committee reviews applications for adherence to the following of HUD and local threshold criteria (see page 2 for more information on this criteria):

- Project eligibility for permanent housing activities (Permanent Housing for Persons with Disabilities, prioritizing chronically homeless, target populations of chronic, families and unaccompanied youth);
- Project ability to meet basic HUD criteria (e.g. serve eligible populations, meet match requirements, etc.);
- Project ability to meet local priorities and local threshold criteria;
- Demonstrate that the agency is able to meet project quality threshold criteria are meet within the time frame specified by HUD.



www.hhccny.org
housingandhomelesscoalition@gmail.com
@hhcofcny facebook.com/hhccny
315-435-2985 X 7162



Operational Guidelines

**HUD Continuum of
Care: NY-505**

Table of Contents:

1) Article I: Name and Service Area.....	2
2) Article II: Mission, Vision, Purpose.....	2-3
3) Article III: Membership.....	3
4) Article IV: Meetings.....	3-7
5) Article V: Voting.....	7
6) Article VI: Leadership Structure.....	7-10
7) Article VII: Committees and Workgroups.....	10-12
8) Article VIII: Amendment of Guidelines.....	12
9) Article VIII: Conflict of Interest Policy & Disclosure Statement.....	12-17

ARTICLE I: NAME AND SERVICE AREA

- A. Name: The name of this Continuum of Care shall be the Housing and Homeless Coalition of Central New York hereinafter referred to as the “coalition” or “HHC”.
- B. Service Area: The coalition currently serves the City of Syracuse and Auburn, the County of Onondaga, the County of Oswego and the County of Cayuga including the HUD Geo-codes: 366376, 369067, 361256, 369075, 360300, and 369011. HHC is the Continuum of Care (CoC) identified by HUD as NY-505. In March 2015, Oswego County CoC (NY-509) merged with NY-505. In May 2016, Cayuga/Auburn CoC (NY-502) merged with NY-505.

ARTICLE II: MISSION, VISION, PURPOSE

- A. Mission: To assess community needs and to develop a comprehensive community strategy to reduce, prevent and ultimately end homelessness and housing vulnerability in our community.
- B. Vision: A community with a comprehensive and effective network of services to reduce, prevent and ultimately end homelessness.
- C. Purpose: The HHC will serve as the community coalition to address homelessness and housing vulnerability. The HHC promotes inclusion and facilitates both informal networking and formal linkages between service providers and individuals who currently or previously experienced homelessness. The HHC provides a regular forum for ongoing dialogue, which enables participants to enhance understanding, coordination and cooperation regarding the multi-faceted problems of homelessness and housing vulnerability. The HHC further engages the participants in planning for future services through an outcome-oriented process that eliminates overlapping planning processes and unnecessary duplication of effort.

The HHC will work to alleviate homelessness by:

- 1. Assessing community needs as they relate to homelessness and housing vulnerability;
- 2. Developing an easily accessible continuum of services for individuals and families experiencing homelessness;
- 3. Coordinating local resources to avoid duplication of services and unnecessary gaps in the service system;

4. Collaborating to access funding opportunities;
5. Providing a forum for communication between service recipients and service providers;
6. Educating the general community on the needs of persons experiencing homelessness and the services available;
7. Contributing information and participating in the community Consolidated Planning Process with the City of Syracuse and Onondaga County and the City of Auburn (ESG; CDBG; HOME);
8. Developing and bringing together stakeholders to form and implement plans to end homelessness (i.e. 10 year plans, etc.).

ARTICLE III: MEMBERSHIP

- A. HHC Membership is open to the public. All individuals, especially those who are currently or formerly experiencing homelessness, and representatives from all sectors interested in learning about or addressing homelessness, housing vulnerability or other issues relevant to the mission, vision and purpose of the HHC are welcome to participate.
- B. HHC Membership is comprised of CoC and ESG-funded organizations and other interested parties. Members are welcomed and encouraged to participate in committees and workgroups.
- C. Members will be required to provide key contact information. An agency, organization or association that has many representatives must designate a primary and secondary member to act as contact persons for voting purposes and to serve as the recipients of mail correspondence, e-mail and phone communications.
- D. There is no fee for membership.

ARTICLE IV: MEETINGS

- A. HHC General Meeting:
 1. Frequency: The HHC holds General Meetings year-round on the 3rd Wednesday of each month, unless otherwise determined and communicated. The meetings are scheduled for a time during the regular business day at a place that offers a central location with access to public transportation.
 2. Agenda: The HHC Coordinator and Advisory Board Chair, with input from the coalition members, will determine the HHC General Meeting agenda and the order of the meeting. Agenda items include committee reports, agency updates, ending homelessness reports, legislative updates, and various presentations/trainings related to better serving those experiencing homelessness and identifying housing for vulnerable populations. The Agenda is distributed via the HHC email listserv. To request to receive mail notifications from the HHC, please contact housingandhomelesscoalition@gmail.com.
 3. Minutes: Minutes of the proceedings of the HHC General Meeting and any special meeting of the HHC are kept (by a scribe appointed by the HHC Coordinator) and shall include at a minimum the date, time, place of the meeting, agency updates, announcements, reports, and any issues or topics raised for discussion and any action taken. Minutes are distributed via the HHC email listserv. To request to receive mail notifications from the HHC, please contact housingandhomelesscoalition@gmail.com.

4. Attendance: Meeting attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation and to maintain “good standing” status (see Article V-B). The HHC Coordinator takes attendance and maintains attendance records.

B. HHC Operations Committee Meetings:

1. Frequency: The Operations Committee meets monthly on the first Tuesday of every month at 2pm at Catholic Charities House of Providence on West Onondaga Street in Syracuse, unless otherwise communicated.
2. Agenda: The Operations Committee Chair creates the agenda with input from the HHC Coordinator, ESG Administrator and the HMIS Administrator and committee members. The agenda is emailed out to committee members one week prior to meetings.
3. Minutes: The Operations Committee Chair takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.
4. Attendance: Required for all CoC-funded agencies and for ESG Program Administrator. Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

C. HHC Data Administrators Committee Meetings:

1. Frequency: The Data Administrators Committee meets bimonthly on the first Thursday at 9:30am at CNY Works on James Street in Syracuse, unless otherwise communicated.
2. Agenda: The HMIS Administrator creates the agenda with input from the HHC Coordinator and committee members. The agenda is emailed out to committee members one week prior to meetings.
3. Minutes: The HMIS Administrator takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.
4. Attendance: Required for all CoC and ESG-funded agencies and for ESG Program Administrator. Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

D. HHC Strategic Initiatives Committee Meetings:

1. Frequency: The Strategic Initiatives Committee meets bimonthly on the fourth Thursday of the month at 9:30am at SBH, 329 North Salina Street, unless otherwise communicated.
2. Agenda: The Strategic Initiatives Chair creates the agenda with input from the HHC Coordinator and committee members. The agenda is emailed out to members one week prior to meetings.
3. Minutes: The Strategic Initiatives Chair takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.
4. Attendance: Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

E. HHC Community Relations Committee Meetings:

1. Frequency: Community Relations Committee meetings are held quarterly on the third Friday of the month at 1pm at CNY Fair Housing on James St. in Syracuse, unless otherwise communicated.
2. Agenda: The agenda is created with input from the HHC Coordinator and from committee members. The agenda is emailed out to the committee one week prior to meetings.
3. Minutes: The Community Relations Chair takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.
4. Attendance: Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

F. HHC Coordinated Entry Workgroup Meetings:

1. Frequency: Coordinated Entry Workgroup meetings are held monthly on the first Wednesday of every month at 2pm at Contact Community Services on Court Street in East Syracuse, unless otherwise communicated.
2. Agenda: The agenda is created with input from shelter providers, the HMIS Administrator and the HHC Coordinator. The agenda is emailed out to the workgroup one week prior to meetings.
3. Minutes: The HMIS Administrator takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to workgroup members.
4. Attendance: Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

G. HHC Veteran Workgroup Meetings:

1. Frequency: Veteran Workgroup meetings are held monthly on the fourth Friday of the month at 11am at City Hall Commons in Syracuse, unless otherwise communicated.
2. Agenda: The agenda is created with input from the SSVF Coordinator, the VA Representative, the ESG Administrator, the HHC Coordinator and from committee members. The agenda is emailed out to the committee one week prior to meetings.
3. Minutes: The ESG Administrator takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.
4. Attendance: Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

H. HHC Runaway and Homeless Youth Workgroup Meetings:

1. Frequency: RHY Workgroup meetings are held quarterly on the second Friday of month at 9am at the Civic Center, 8th Floor in Syracuse, unless otherwise communicated.
2. Agenda: The agenda is created with input from the McKinney-Vento Liaisons, RHY providers, the HHC Coordinator and from workgroup members. The agenda is emailed out to the committee one week prior to meetings.
3. Minutes: The RHY Coordinator takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.

4. Attendance: Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

I. HHC Outreach Workgroup Meetings:

1. Frequency: Outreach Workgroup meetings are held monthly on the second Wednesday of every month at 2pm at the Civic Center, 8th floor in Syracuse, unless otherwise communicated.
2. Agenda: The agenda is created with input from the Outreach providers, HHC Coordinator and from committee members. The agenda is emailed out to the committee one week prior to meetings.
3. Minutes: The Outreach Chair takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.
4. Attendance: Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

J. HHC Housing Service Providers Workgroup Meetings:

1. Frequency: Housing Service Providers Workgroup meetings are held monthly on the fourth Friday of every month at 9:30am at Catholic Charities House of Providence on West Onondaga St. in Syracuse, unless otherwise communicated.
2. Agenda: The agenda is created with input from the HHC Coordinator and from committee members. The agenda is emailed out to the committee one week prior to meetings.
3. Minutes: The Housing Service Providers Chair takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.
4. Attendance: Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

K. Rating and Ranking Workgroup Meetings:

1. Frequency: The Rating and Ranking Workgroup is an ad-hoc workgroup that only meets around the Notice of Funding Availability season. It will meet during that season as much as required – typically 3-4 times.
2. Agenda: The agenda is created by the HHC Coordinator with input from workgroup members.
3. Minutes: A volunteer of the Rating and Ranking Workgroup takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.
4. Attendance: Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

L. Nominations Workgroup Meetings:

1. Frequency: The Nominations Workgroup is an ad-hoc workgroup that only meets around board election season beginning in November. It will meet during that season as much as required – typically twice.

2. Agenda: The agenda is created by the HHC Coordinator with input from workgroup members.
3. Minutes: A volunteer of the Nominations Workgroup takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.
4. Attendance: Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

M. NOFA Workgroup Meetings:

1. Frequency: The NOFA Workgroup is an ad-hoc workgroup that only meets around the Notice of Funding Availability season. It will meet during that season as much as required – typically 3-4 times.
2. Agenda: The agenda is created by the HHC Coordinator with input from workgroup members.
3. Minutes: A volunteer of the NOFA Workgroup takes minutes of meetings and retains a copy of these minutes for review. Minutes are emailed out to committee members.
4. Attendance: Attendees are required to sign the meeting attendance sheets which serve as the formal document confirming participation.

ARTICLE V: VOTING

A. Voting:

1. An agency or organization gets one vote. An individual not associated with an agency or organization gets one vote. In order to be in good standing to vote, the individual or organization must have attended at least 7 of the last 12 scheduled HHC General Meetings. The agency or organization can determine the representative who will vote at each meeting.
2. Organizations and individuals who were previously attending NY-509 and NY-502 who were in good standing (per their original CoC requirements) will be assumed to have entered NY-505 in good standing.
3. Items or decisions requiring a vote must be made known to Members in good standing at least 5 business days prior to the vote and whenever possible, the HHC will give as much notice as possible. Members must be notified utilizing the current listing of Membership Contact Information which is via email through the HHC listserv. Members who do not have email access may request any correspondence via USPS Mail. Notification must include the date, time, location and voting item.
4. Quorum is defined as 2/3 of members in good standing for voting purposes. Any action by this quorum shall be considered an act of the full membership. A vote may only take place if a quorum of voting members is present.
5. Voting is to be conducted in a manner that protects the anonymity of the vote being cast by those participating in the vote. Ballots are distributed to eligible members at the HHC meeting at the end of the presentation of the voting topic. Ballots are then collected when voting is completed and tallied. The outcome of the vote will be shared in a group session with the present members of the HHC.

ARTICLE VI: LEADERSHIP STRUCTURE

- A. The HHC General Membership will choose the CoC Collaborative Applicant and HMIS Lead. The current Collaborative Applicant and HMIS Lead is Onondaga County. HHC Members are

responsible for approving Advisory Board members, the final CoC Consolidated Application for submission by the HHC Coordinator and any other additional responsibilities as determined by the HHC Advisory Board.

- B. The HHC Advisory Board, operating as the CoC Board, will be formed to include elected and appointed representatives of the coalition who will meet regularly and year-round to address critical matters of importance for the HHC. They will bring recommendations to the full coalition for consideration. They serve as the administrative and formal leadership body (Board) for the HHC. The Advisory Board will coordinate with the standing committees to ensure that information is disseminated to HHC.
- C. The chairs and/or the Collaborative Applicant may call an Advisory Board meeting at any time to address immediate needs.
- D. Recommendations from the Advisory Board shall go to HHC to be voted on at the next regular meeting.
- E. For immediate, emergency, or time sensitive decisions regarding the CoC Application Process, or for other specific decisions as assigned by HHC, the Advisory Board has the authority from HHC to make appropriate decisions. In all other matters, the Advisory Board can only make recommendations to HHC.
- F. Any such decisions made by the Advisory Board shall be reported back to the HHC at the next regular meeting and by email or posting on the HHC website.
- G. The annual review, including the compensation, of the HHC Coordinator will be completed by the voting members of the Advisory Board.
- H. Resignation and Removal: Any Board Member may resign at any time during their time of service, or may be removed with cause upon the request and vote of the general membership. HHC Advisory Board Members are expected to attend (in person or via technology) all Advisory Board meetings unless otherwise excused. If an Advisory Board Member has missed more than two consecutive meetings or more than six (6) occurrences in a twelve-month period (unless excused for medical leave or otherwise), the Advisory Board will vote on the removal of the Board Member. The HHC Coordinator will track attendance via sign-in sheets.
- I. The Advisory Board is responsible for approving the Planning and HMIS grants including the budget.
- J. Advisory Board Composition: The HHC Advisory Board shall be composed of at least twelve (12) voting members and two (2) non-voting members:
 - HHC Chair (Elected)
 - HHC Chair Elect (Elected)
 - HHC At-Large Member (Elected)
 - HHC Immediate Past Chair
 - Operations Committee Chair (Appointed)
 - Strategic Initiatives Committee Chair (Appointed)
 - Community Relations Committee Chair (Appointed)
 - Consumer Advocate (Appointed)
 - Onondaga County Department of Social Services Representative
 - City of Syracuse Department of Neighborhood and Business Development Representative (ESG Jurisdiction)

- Onondaga County Department of Community Development Representative (ESG Jurisdiction)
 - HHC Coordinator (Non-voting Member)
 - HMIS Administrator (Non-voting Member)
 - Oswego County Department Representative
 - Oswego County Representative
 - Cayuga County Department Representative
 - City of Auburn Representative
 - RHY Coordinator
1. HHC Chair: The HHC Chair is an elected representative with a one-year term and the option to renew for one additional term. Duties of the Chair include facilitating HHC Advisory Board and General Meetings, and special meetings when needed or required; making committee/workgroup chair appointments and assigning liaisons to other community coalitions that address issues related to homelessness and; acting as an ex-officio member of all committees; acting as the signatory for the HHC with the approval of the Advisory Board. All other duties usually pertaining to the office of Chair and as determined by the HHC.
 2. HHC Chair Elect: The Chair Elect is an elected representative with a one-year term and the option to renew for one additional term. This person will preside at HHC General Meetings and special meetings when needed or required in the absence of the Chair, assist the Chair in making committee assignments, and perform all other duties usually pertaining to the office of Chair-Elect and as determined by the HHC.
 3. HHC At Large Member: The At Large Member is an elected representative with a one-year term and the option to renew for one additional term. This person represents the interests of the general membership and may conduct projects or be assigned other duties by the HHC Chair.
 4. HHC Immediate Past Chair: The Immediate Past Chair will remain a member of the Advisory Board for the one year term immediately following the fulfillment of their term as HHC Chair. This person will assist the Advisory Board as needed to ensure a smooth leadership transition.
 5. Committee Chairs: Advisory Board Members appoint Committee Chairs for a one-year term with the option to renew for a one additional term. They are responsible for holding Committee Meetings at least quarterly, keeping minutes, reporting to the Advisory Board and at HHC General Meetings and completing tasks as assigned.
 6. Consumer Advocate(s): Advisory Board Members appoint the Consumer Advocate(s) for a one year term with the option to renew for a one additional term. This person is able to pull from personal experiences with homelessness represent the voice of those receiving services.
 7. City and County Representatives: Representatives provide information and updates relevant to HHC activities as they relate to their respective departments. Advisory Board Members appoint these representatives for a one year term with the option to renew for one additional term.
 8. Oswego Representative

9. Runaway and Homeless Youth Coordinator

10. Cayuga Representative

11. HHC Coordinator: The Advisory Board will interview and select the HHC Coordinator. This person acts as the staff of the Collaborative Applicant and completes and submits the annual CoC application and other directives as assigned by the Advisory Board to meet HUD requirements. This includes leading the CoC NOFA workgroup, delegating writing and editing to appropriate persons and ensuring all individual project applications are submitted. The Coordinator reports to the Advisory Board and is not a voting member.

12. HMIS Administrator: The Advisory Board and the HHC Coordinator will interview and select the HMIS Administrator. This person acts as the staff of the Collaborative Applicant and manages the CoC's HMIS in addition to coordinating a bimonthly Data Administrators Committee. Other duties include assisting in organizing and submitting the Point in Time Count (PIT Count), the Housing Inventory Count (HIC), the Annual Homeless Assessment Report (AHAR) and any other responsibilities involving HMIS data.

K. Nominations and Elections: Nominations for the Chair, Chair Elect and At-Large Member will be accepted annually each November. All nominees must be members in "good standing" and will be required to submit a letter of interest for consideration by the Advisory Board to the Nominations Workgroup. The Nominations Workgroup consisting of three (3) to five (5) members will be elected by the membership at the October meeting. The workgroup will prepare a final slate of nominees that will be presented to the membership for a vote at the December meeting.

ARTICLE VII: COMMITTEES and WORKGROUPS

A. The HHC Advisory Board may establish committees and shall specify the duties of each committee. Committees develop recommendations for consideration by the general membership and do not have decision making authority unless explicitly granted by a vote of the general membership. The following standing committees have been established to comply with HUD requirements:

1. Operations Committee (Required for CoC Member Agencies and ESG Program Administrator, open to all members) responsible for:
 - Performing annual reviews of HUD Annual Performance Reports (APRs)
 - Identifying and soliciting potential applicants for annual HUD CoC Competition (CoC Application and project applications)
 - Developing eligibility and ranking procedures for reviewing grant applications
 - Directing and monitoring performance evaluation activities including but not limited to:
 - i. Establishing performance targets appropriate for population and program type in consultation with recipients and subrecipients
 - ii. Monitoring recipient and subrecipient performance
 - iii. Evaluating outcomes for CoC and ESG
 - Providing qualitative feedback and support to the HHC Coordinator and Advisory Board for strengthening programs
 - Identifying new funding resources to meet identified community needs
 - CoC Coordinator and ESG Program Administrator will communicate program and project outcomes at to this Committee
 - Conducting Gaps & Needs Assessments

2. Data Administration Committee (Required for CoC/ESG Member Agencies, open to all members) responsible for:
 - Organizing, overseeing, and compiling counts of the population and subpopulations of people experiencing homelessness
 - Helping to plan, organize, promote and carry out the Point-In-Time (PIT) Count
 - Working with the HHC Coordinator to provide education, feedback, and support to the membership on improving data quality
 - Working with the HHC Coordinator to review Homeless Management Information System (HMIS) and Annual Homeless Assessment Report (AHAR)
 3. Strategic Initiatives Committee Responsible for:
 - Reviewing and familiarizing themselves with the details of the 10-Year Plan
 - Assessing and monitoring progress of the plan
 - Identifying strategic initiatives and assigning workgroups to implement initiatives
 - Drafting Annual Reports to the community
 4. Community Relations Committee Responsible for:
 - Developing and maintaining the website
 - Writing press releases and developing community outreach strategies
 - Planning special events
 - Reviewing letters of support for member agencies
 - Planning agendas and programming for General Meetings
- B. Workgroups may be established based on community needs and the HHC Board Chair will appoint and unappoint workgroup leads while specifying the duties of each workgroup.
1. Current workgroups include:
 - Coordinated Entry Workgroup – ensures that the CoC is prioritizing the chronically homeless and other vulnerable individuals for housing. See Coordinated Entry Policy and Procedures Manual on our website for more information:
<http://www.hhccny.org/coordinated-entry/>
 - Outreach Workgroup – meets monthly to review a list generated by HMIS with all individuals that are unsheltered
 - Veterans Workgroup – meets weekly or twice a month depending upon availability to review a list generated by HMIS with all Veterans in shelter to ensure they are housed
 - Housing Service Providers Workgroup – meets monthly to share information about programs and services available to individuals and families
 - Runaway and Homeless Youth Workgroup – meets quarterly to discuss new developments in the RHY population and standards; includes McKinney-Vento School Liaisons
 2. Current Ad-Hoc committees/workgroups include:
 - Nominations Committee – reviews the letters of interest for chair, chair-elect and at-large positions for the Advisory Board and determines eligibility based on HHC general meeting attendance
 - Ratings and Rankings Committee – meets during the annual NOFA competition to determine reallocation, review bonus applications and rank all bonus, new and renewal applications. The Ranking and Ratings Committee composition is determined by the HHC

Advisory Board. The meeting is closed to the public, but decisions regarding ranking and funding are communicated to the HHC General Membership and widely posted to the public.

- NOFA Workgroup – meets during the annual NOFA competition to assist with parts of the Collaborative Application

- C. The work of allied community groups that exist to address issues that are aligned with the mission and vision of the HHC/CoC are considered essential components of the local effort to eliminate homelessness. HHC members who are participants in community groups not specifically formed or overseen by the HHC/CoC are invited to share updates on the work of the group and may invite HHC/CoC members to participate in their initiatives.

ARTICLE VIII: AMENDMENT OF GUIDELINES

The Operational Guidelines may be amended at a regular or special meeting of the Housing and Homeless Coalition of Central New York (HHC) by a two-thirds affirmative vote of the members in good standing present, given that the amendments were put forward to the membership in writing at least five business days, or sooner if possible, prior to the meeting for review and comment. The Operational Guidelines will be reviewed annually and every five years, the Board Selection Process will be reviewed.

ARTICLE VIII. CONFLICT OF INTEREST POLICY

A. PURPOSE: The HHC has adopted this *Conflict of Interest Policy* in order to openly and effectively manage the actual and potential conflicts that may well arise when HHC Advisory Board and Committee members, in the performance of their official duties and planning activities, engage in deliberations that might result in decision-making that could directly or indirectly benefit the private interests of the member or the organization that the member represents. Provided that conflicts are recognized, properly disclosed, and well-managed to eliminate bias and to promote impartiality, this policy will further serve to protect the integrity of the HHC's decision-making process and enable the HHC's constituencies to have trust and confidence in the resulting outcomes.

B. Definitions: A *conflict of interest* exists when a board member or committee member, has a personal/professional interest that is in conflict with the interests of the organization, such that he or she may be influenced by this personal/professional interest when making a decision for the organization. Conflicting interests may include both financial and nonfinancial concerns, although the law is most concerned with, and this policy is focused on, financial interests. A conflict of loyalty (duality of interest), is best addressed in a broader ethical context. Typically, it involves situations where the member may have an affiliation as a board member of an entity that may have an advantage or disadvantage from their involvement with the HHC. For the purposes of this policy, a person with a conflict of interest is referred to as an "*interested person*".

1. Interested person: Any HHC Advisory Board or Committee Member with board-delegated powers, who has direct or indirect *financial interest* and, whose actions may result or have the appearance of resulting in personal, professional or organizational gain, is defined as an interested person.
2. Financial Interest: Involves any "financial interest" that is held by an entity, which, considering the specific circumstances, is significant enough that it would, or reasonably could, affect an interested person's judgment with respect to contracts or transactions to which the entity, or their family member, is a party to and acting in an official capacity. Service

in an official capacity shall include service as an employee, owner, director, board member, consultant, or officer who represents any such entity or organization which is seeking funding or other support through the HHC (primarily as the collaborative applicant for the CoC process).

3. Contract or Transaction: Is any agreement or relationship involving the sale or purchase of goods or services, the approval or provision of a loan or grant, the establishment of any other type of financial relationship, or the exercise of control over another organization.

C. PROVISIONS: There are two basic provisions for addressing conflicts of interest: (a) a person with a conflict (or who thinks they may have a conflict) has a *duty to disclose* the conflict/potential conflict, and (b) if determined to be an “interested person”, should be *excluded* from discussion and voting on any matter that gives rise to a conflict between their personal interests and the organization’s interests.

1. Duty to Disclose: The HHC Advisory Board and Committee Members shall have a duty to disclose any known or potential conflicts of interest by responding to a “conflict disclosure statement” that is signed and dated at the beginning of their term of service. The questionnaire shall be reviewed annually thereafter for the disclosure of any conflicts that may evolve in the future.

During the course of their term, in the event that a matter that raises a potential conflict of interest comes before the HHC Advisory Board or its Committees for consideration, recommendation and decision, the member shall disclose the conflict of interest as soon as they become aware of it. In the event that it is unclear whether or not a conflict of interest exists, the member with the potential conflict should explain the circumstances to the HHC Chair, or the Chair's designee, to determine if the conflict is relevant to this policy or to decide if full board discussion is warranted.

2. Exclusion/Recusal of Self: Any HHC Advisory Board or Committee Member may recuse (disqualify) themselves at any time from involvement in any discussion or decision in which they believe they are an interested person without going through the process of determining whether a conflict of interest exists. In some instances, a member may be asked to recuse themselves from sensitive discussions when a conflict is perceived or identified so as not to unduly influence the discussion. Should this occur, the HHC Advisory Board Chair will request the individual to recuse themselves from involvement.
3. Voting: All votes are conducted in accordance with the Conflict of Interest Policy (see below). The HHC Advisory Board adopted a Conflict of Interest Policy and Disclosure Statement establishing the procedures for the disclosure and the management of real or potential conflicts. Any HHC member with a stake in a decisive matter put before the membership for a vote will be responsible for disclosing any actual or perceived conflicts of interest for consideration by the members. If there is a conflict of interest, the member will abstain from voting. A Disclosure Statement is completed at the beginning of the members’ term of service and reviewed annually thereafter. In the course of business, disclosures should occur at the earliest possible opportunity and, preferably, before the discussion of any such matter.

D. PROCEDURES: It is expected that no HHC Board or Committee Member shall knowingly take action to influence the conduct of the HHC in such a way as to confer any financial benefit on such member, or their family members, spouse/partner, or any organization in which the member, or their family members, spouse/partner serves in an official capacity. No HHC Advisory Board or Committee Member shall vote on a matter for which he, she, or his or her member organization has a stake.

For each interest disclosed, the HHC Chair or, if appropriate, the full board, will determine the best course of action based on the circumstances and policy implications: (a) take no action or; (b) disclose the situation more broadly and invite discussion/resolution by the full board as to what action to take, or; (c) refrain from taking action and otherwise avoid the conflict. In most cases, the broadest disclosure possible is advisable so that decision-makers can make informed decisions that are in the best interests of the organization.

When the interested party is a key decision-maker, they must fully disclose the conflict to all other decision-makers. They may not be involved in the decision of what action to take or participate in a vote but they may serve as a valuable resource and provide other decision-makers with information based on the best interests of the HHC.

When a conflict is determined to exist, the interested person shall not be present or participate in the vote, but may be counted for purposes of determining the existence of a quorum.

When practicable, the HHC Advisory Board Chair, with approval of the full board, may appoint a disinterested person(s) or form an ad hoc committee of disinterested persons to investigate alternatives to the proposed transaction or arrangement.

The minutes of the meeting should record the action taken. The minutes should reflect when a board or committee member discloses that they have a conflict of interest and how the conflict was managed, such as that there was a discussion on the matter with or without the board member in the room, and that a vote was taken but that the "interested" board member abstained.

D. CONFIDENTIALITY: Each HHC Board and Committee Member is expected to respect and preserve the confidentiality of privileged information and exercise discretion in the handling of sensitive information acquired in connection with disclosures of conflicts of interest or potential conflicts. In addition, members must not use information related to the disclosures for their personal, professional or organizational advantage or for the benefit of their family members. No member will face retaliation in any form if he or she reports a conflict of interest concern to the HHC Board.

E. REMEDIES FOR NON-COMPLIANCE: Any HHC Board or Committee Member who fails to comply with this Conflict of Interest Policy may, at the discretion of the HHC Advisory Board, be censured or subject to disciplinary action up to and including termination or removal from the board or committee.

F. REVIEW OF POLICY: At the beginning of their term of service, and annually thereafter, each HHC Advisory Board and Committee member shall be provided with a copy of the Operational Guidelines, which includes the Conflict of Interest Policy, for review and will acknowledge by their signature that they have read and understand the content. Furthermore, each member shall complete a Conflict of Interest Disclosure Statement for the express purpose of identifying and documenting any relationships, positions or circumstances in which they, or their family member, spouse/partner are involved that they believe could constitute a real or perceived conflict of Interest.

The disclosure statement shall generally be made available to the HHC Chair and HHC Coordinator. The information will be treated as confidential except to the extent additional disclosure is necessary in connection with the implementation of this policy.

Disclosure Statement

Name: _____ Date: _____

I read and understand the Housing and Homeless Coalition (HHC) Conflict of Interest Policy Statement. Except for the matters listed below, there is no situation in which I am involved in which my decision on behalf of the HHC may be influenced by my personal, organizational or professional interests for gain or advantage, financial or otherwise.

Please describe below any relationships, transactions, or positions you hold (volunteer or otherwise), or circumstances that you believe could create a conflict of interest, now or in the future, between the HHC and your personal, organizational or professional interests, financial or otherwise:

_____ I have no conflict of interests to report.

_____ I have the following conflict of interests, or potential conflicts of interests, to report:

I understand that it is my obligation to promptly disclose any conflict of interest, or appearance of a conflict, to the Chair of the Advisory Board and to the HHC Coordinator, and that for transactions in which I am determined to be an interested person; I will be excluded from the discussion and abstain from voting on the matter involving the conflict.

Signature: _____ Date: _____

Position: _____

**Central New York Homeless Management Information System
(CNY HMIS)
Policies and Procedures**



**The Housing & Homeless Coalition of Central New York
Civic Center 12th Floor
420 Montgomery St.
Syracuse, NY 13202
(315)435-2585 ex 7450**

*Effective: October 1, 2009
Revised: June 17, 2016*

Table of Contents

Introduction	4
Governing Principles	5
Definitions	6
Section One: Contractual Requirements and Roles	7
1.1 CNY HMIS Contract Requirements	8
1.2 CNY HMIS Governing Structure and Management	9
1.3 Data Analysis	10
1.4 System Administration, Security, and User Accounts	11
1.5 Agency Executive Director	12
1.6 Agency Administrator	13
1.7 User	14
Section Two: Participation Requirements	15
2.1 Participation Requirements	16
2.2 System Requirements	17
2.3 Participation Agreement Requirements	18
2.4 Implementation Requirements	19
2.5 Confidentiality and Informed Consent	20-21
2.6 Minimum Data Elements	22
2.7 Program Specific Data Elements	23
2.8 Data Security Policy	24
2.9 Implementation Connectivity	25
2.10 Maintenance of Onsite Computer Equipment	26
Section Three: Training	27
3.1 Training Schedule	28
3.2 User, Administrator, and Security Training	29
Section Four: User, Location, Physical and Data Access	30
4.1 Access Privileges to CNY HMIS	31
4.2 Access Levels for System Users	32
4.3 Location Access Privileges to System Server	33
4.4 Access to Data	34
4.5 Access to Client Paper Records	35
4.6 Physical Access Control	36
4.7 Unique Username and Password	37
4.8 Right to Deny User and Agency Access	38
4.9 Data Access Control	39
4.10 Auditing: Monitoring and Violations	40
4.11 Local Data Storage	41
4.12 Transmission of Client Level Data	42
Section Five: Technical Support and System Availability	43
5.1 Planned Technical Support	44
5.2 Participating Agency Service Request	45
5.3 Hours of System Operation	46
5.4 Planned Interruption to Service	47
5.5 Unplanned Interruption to Service	48
Section Six: Data Release Protocols	49
6.1 Data Release Authorization and Distribution	50
6.2 Client Audit and Deletion Request	51
6.3 Right to Deny Access to Client Identifying Information	52

Section Seven: Data Quality Controls**53**

7.1 Client Naming Convention

54

Section Eight: Attachments**55**

Attachment I: List of Participating agencies

56

Attachment II: Agency Participation Agreement

attached

Attachment III: User Policy Agreement

attached

Attachment IV: CNY HMIS Notice of Uses and Disclosures

attached

Attachment V: Posted Data Privacy Notice

attached

Attachment VI: Client Fact Sheet

attached

Attachment VII: Client Consent Form

attached

Attachment VIII: Service Point Access Matrix

attached

Attachment IX: Monitoring Checklist

attached

Attachment X: Collaborango Software Requirements

attached

Attachment XI: User Role Log

attached

Attachment XII: Client Audit & Deletion Request form

attached

Section Nine: Appendices

Appendix I: HMIS Data and Technical Standards Final Notice

attached

Appendix II: Clarification for Domestic Violence Provider Shelters

attached

Introduction:

The Housing and Homeless Coalition of Central New York (HHC of CNY) through a HUD contract supported by the Continuum of Care NY-505 administers the Central New York Homeless Management Information System (CNY HMIS). The project utilizes Internet-based technology to assist homeless service and public service organizations across the County to capture information about the clients that they serve. The HMIS System Administrator provides technology, training and technical assistance to users of the system throughout Onondaga, Oswego, & Cayuga Counties. The goal of CNY HMIS is to inform public policy about the extent and nature of homelessness in the Continuum of Care and as a tool for other public service organizations to complete Outcome Based Performance Measures reporting. This is accomplished through analysis and release of data that are grounded in the actual experiences of homeless and at-risk persons and the service providers who assist them throughout the Continuum of Care. Information that is gathered through intakes, conducted by service providers with consumers, is analyzed for an unduplicated count, aggregated (void of any identifying client level information) and made available to policy makers, service providers, advocates, and consumer representatives.

The Continuum of Care is committed to understanding the gaps in services to consumers of the human service delivery system in an attempt to end homelessness and to provide more effective public services. The CoC is committed to balancing the interests and needs of all stakeholders involved.

Benefits for Case Managers and Clients:

Case managers can use the software as they assess their clients' needs to inform clients about services offered either on site or elsewhere throughout Onondaga, Oswego, and Cayuga Counties, available through referrals. Case managers and clients can use on-line resource information to learn about resources that help clients find and keep permanent housing or meet other goals clients have for themselves. Service coordination can be improved when information is shared among case management staff within one agency and with staff in other agencies (with written client consent) who are serving the same clients.

Benefits for Agency and Program Managers:

Aggregated information can be used to garner a more complete understanding of clients' needs and outcomes, and to advocate for additional resources, complete grant applications, conduct evaluations of program services, and report to funders such as United States Department of Housing and Urban Development (HUD) and the State of New York. The software has the capability to generate required reports including the HUD Annual Progress Report (APR), Emergency Services Grant (ESG) Monthly Statistical Report, and other reports as requested.

Benefits for Community-wide Continua of Care and Policymakers:

Involvement in CNY HMIS provides the capacity to programs within a Continuum of Care to generate aggregate reports that can assist in completion of the HUD required gaps chart and to utilize the aggregate data to inform policy decisions aimed at addressing and ending homelessness at local, state, and federal levels. This document provides the policies, procedures, guidelines, and standards that govern CNY HMIS, as well as, roles and responsibilities for HHC, participating agencies and staff. Participating agencies will receive all relevant portions of the complete document.

Governing Principles:

Described below are the overall governing principles upon which all other decisions pertaining to CNY HMIS are based.

Data Integrity:

Data is the most valuable asset of CNY HMIS. It is our policy to protect this asset from accidental or intentional unauthorized modification, disclosure, or destruction. All CNY HMIS participants are also required to input at least the minimum data requirements as prescribed by Homeless Management Information Systems (HMIS); Data and Technical Standards Final Notice (FR 4848-N-02) (See Appendix I).

Access to Client Records:

The Client Records Access Policy is designed to protect against the recording of information in unauthorized locations or systems. Only staff who work directly with clients or who have administrative responsibilities will receive authorization to look at, enter, or edit client records. Additional privacy protection policies include:

- Except as permitted by State law or regulations, no client records will be shared electronically with another agency without written consent;
- Client has the right to not answer any question unless entry into a service program requires it;
- Client has the right to know who has added to, deleted from, or edited their client record;
- Client information transferred from one authorized location to another over the web is transmitted through a secure encrypted connection.

Application Software:

Only tested and controlled software should be installed on networked systems. Use of unevaluated and untested software outside an application development environment is prohibited.

Computer Crime:

Computer crimes violate state and federal law as well as the CNY HMIS Policies and Procedures. They include but are not limited to: unauthorized disclosure, unauthorized modification or destruction of data, programs, or hardware; illegal copying of software; invasion of privacy; theft of hardware, software, peripherals, data, or printouts; misuse of communication networks; promulgation of malicious software such as viruses; and breach of contract. Perpetrators may be prosecuted under state or federal law, held civilly liable for their actions, or both. The HMIS System Administrator and authorized agencies must comply with license agreements for copyrighted software and documentation. Licensed software must not be copied unless the license agreement specifically provides for it. Copyrighted software must not be loaded or used on systems for which it is not licensed.

End User Ethics:

Any action taken with a specific intent that adversely affects the resources of any participating organization or institution or employees is prohibited. Any action taken with a specific intent that adversely affects any individual is prohibited. Users are prohibited to use CNY HMIS computing resources for personal purposes. Users must not attempt to gain physical or logical access to data or systems for which they are not authorized. Users must not attempt to reverse-engineer commercial software. Users are prohibited to load unauthorized programs or data onto CNY HMIS. Users should scan all computer programs and data for viruses before logging onto CNY HMIS.

Definitions:**HMIS Staff:**

- HMIS Compliance Officer- oversight of CNY HMIS, compliance with internet confidentiality and privacy policies
- HMIS System Administrator- is responsible for the implementation, training and technical assistance and reporting functions.

COC (Continuum of Care – NY 505)

- COC data administrators group makes recommendations to the CoC; otherwise known as the HHC of CNY who have the final decision for all Policies and Procedures regarding CNY HMIS

Agency Staff :

- Participating Agency- is any agency that receives federal funding or state for homeless services or any public service that is in need of performance based outcome measures.
- Agency Executive Director- is responsible for all agency staff that have access to CNY HMIS.
- Agency Administrator- is responsible for the administration of the software for his or her agency.
- End User- is responsible for data input, data security, and data integrity.

Section One:
Contractual Requirements and Roles

1.1 CNY HMIS Contract Requirements

Policy: The HMIS staff shall provide technical assistance to all Participating Agencies.

The HMIS staff is committed to providing quality service to existing and new participating agencies. All existing and new agencies participating in CNY HMIS that are funded through the United States Department of Housing and Urban Development (HUD) and the Emergency Solutions Grant will have user licenses and technical assistance covered under their current contracts. Please note: Participating Agencies are responsible for all costs associated with maintenance, personnel, and internet access. In order to participate in CNY HMIS, all existing and new participating agencies must sign an Agency Participation Agreement (Attachment I) with the CNY HMIS System Administrator.

The CNY HMIS license costs will be covered for agencies funded through the United States Department of Housing and Urban Development (HUD) and the Emergency Solutions Grant (ESG), and the licenses costs for non-mandated participants will be covered as budget constraints allow. Non-mandated participants will be required to cover their CNY HMIS licensing costs if CNY HMIS must reallocate the license funds due to budget restraints or the addition of a participating agency that is funded by HUD or ESG.

CNY HMIS License Allocation Priorities:

1. SHP (HUD CoC) funded
2. ESG funded
3. RHY HHS funded
4. SSVF funded
5. Emergency Shelter/ Department of Social Services funded
6. HOPWA Funded
7. Non-mandated participating agency

*All agencies selected to be a part of HMIS must meet one or more of the CNY HMIS Goals mentioned in the Agency Partnership Agreement. (See Attached document)

** The cost of a User license is approximately \$350 a year and each license purchase will be prorated based upon the grant funding year, which is July 1st to June 30th.

Effective Date: 08/01/2016

1.2 CNY HMIS Governing Structure and Management

Policy: The System Administrator @ The Housing and Homeless Coalition of Central New York (HHC of CNY) shall manage the structure that supports CNY HMIS and the CoC shall make final policy decisions with advice from the data administrators group.

The HHC of CNY advises and supports CNY HMIS operations in the following programmatic areas: resource development; consumer involvement; and quality assurance/accountability. The HMIS System Administrator of CNY HMIS shall be:

- HHC of CNY HMIS System Administrator
- HHC of CNY Coordinator

The CNY HMIS management structure will adequately support the operations of the CNY system according to the Guiding Principles described in the Introduction. The HMIS System Administrator is responsible for oversight of all day-to-day operations including: technical infrastructure; planning, scheduling, and meeting project objectives; supervision of staff, including reasonable divisions of labor; and orientation of new agency staff to program operations, and developing and enforcing the Policies and Procedures.

The HHC of CNY is responsible for the overall direction and ongoing oversight of CNY HMIS operations and usage of the application Service Point, CoC has assigned The Housing and Homeless Coalition of Central New York as the designated HMIS lead agency below are the listed responsibilities and duties which include:

- Implementing CNY HMIS to CNY CoC Participating Agencies
- Coordination of CNY HMIS grant writing applications and technical submissions
- Providing technical assistance and troubleshooting as needed
- Providing technical assistance in generating required reports
- Plans project schedules, coordinates efforts between departments and clients
- Plans and coordinates configurations and operations of all CNY HMIS personal computers.
- Designs and implements training program for all end users
- Provide technical assistance and troubleshooting as needed and generating required reports

The HHC of CNY Membership shall be the decision maker of all policies and procedures by which CNY HMIS is governed, and shall receive recommendations from The CNY HMIS Advisory Council.

- The CNY HMIS Data Administrators Group will be the official advisory body that recommends governance of the CNY HMIS Policies and Procedures. The Data Administrators will meet every other month and will consist of one agency representative from each of the agencies that are submitting data as well as the CoC lead and any other interested agency that has data reporting requirements to the CoC.
- The Policy and Procedure Manual will be updated annually and revisions will be made as required by HUD HMIS Standards or changes to the current functioning of CNY HMIS.

Effective Date: 08/01/2016

1.3 Data Analysis

Policy: The HMIS system administrator shall be responsible for Data Analysis.

Data analysis is as follows:

- Providing data quality queries to Participating Agencies on a regular basis
- Providing detailed reports on families and individuals accessing services
- Providing data analysis and reports for Continuum of Care

Effective Date: 08/01/2016

1.4 System Administration, Security, and User Accounts:

Policy: System security and integrity shall be reviewed on a regular basis.

THE HMIS SYSTEM ADMINISTOR has a contract with Bowman Internet Systems, LLC (Service Point) to host the central server (located in Shreveport, Louisiana). They will have overall responsibility for the security of the system. See Appendix III: Bowman Internet Systems, LLC Disaster Recovery Options for a full policy review.

The HMIS System Administrator will review all network and security logs regularly. All Agency Administrators and Agency staff user accounts are the responsibility of the HMIS SYSTEM ADMINISTRATOR staff. The Agency Administrator is responsible for reviewing his or her agencies accounts on a regular basis.

Effective Date: 08/01/2016

1.5 Agency Executive Director

Policy: The Executive Director of each Participating Agency shall be responsible for all agency staff that has access to CNY HMIS.

The Executive Director of each Participating Agency will be responsible for oversight of all agency staff that generate or have access to client-level data stored in CNY HMIS. The Executive Director holds final responsibility for the adherence of his or her agency's personnel to the CNY HMIS Policies and Procedures outlined in this document. The Participating Agency's Executive Director is responsible for all activity associated with agency staff access and use of the Service Point data system. The Executive Director shall establish and monitor agency procedures that meet the criteria for access to the Service Point data system, as detailed in the Policies and Procedures outlined in this document. The Executive Director will ensure that the Agency and its staff fully comply with Attachment II: User Policy Agreement and hereby agrees to fully indemnify and hold harmless HHC from any unauthorized use, improper use, or misuse of the software and the system by the Agency and/or its staff, or any violation of law arising out of or in connection with the acts or omissions of the Agency and its staff and the Agency's participation in the CNY HMIS reporting process. The Executive Director agrees to limit access to the Service Point software system to staff who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities.

Each Agency must ensure that each user of the software and system obtains a unique user license. Only those with a user license may access and use the software and system. Sharing of usernames and passwords is expressly forbidden. In addition, each user of the software and system must agree to Attachment II: User Policy Agreement. The Executive Director also oversees the implementation of data security policies and standards and will:

- Assume responsibility for integrity and protection of client-level data entered into CNY HMIS
- Establish business controls and practices to ensure organizational adherence to the CNY HMIS Policies and Procedures
- Communicate control and protection requirements to agency custodians and users
- Authorize data access to agency staff and assign responsibility for custody of the data
- Monitor compliance and periodically review control decisions

Effective Date: 08/01/2016

1.6 Agency Administrator

Policy: Every Participating Agency must designate at least one person to be the Agency Administrator.

Each Agency must ensure that each user of the software and system obtains a unique user license. Only those with a user license may access and use the software and system. Sharing of usernames and passwords is expressly forbidden. In addition, each user of the software and system must agree to Attachment II: User Policy Agreement located in this document. The designated Agency Administrator holds responsibility for the administration of the system software in his or her agency. This person will be responsible for:

- Editing and updating agency profile information
- Reviewing with new staff persons on the uses of the Service Point software system including review of the Policies and Procedures in this document and any agency policies which impact the security and integrity of client information
- Ensuring that access to the Service Point system be granted to authorized staff members only after they have received training from a designated trainer.
- Notifying all users in their agency of interruptions in service
- The Agency Administrator is also responsible for implementation of Data Security Policy, including
- Administering agency-specified business and data protection controls
- Administering and monitoring access control
- Detecting and responding to violations of the Policies and Procedures or agency procedures

Effective Date: 08/01/2016

1.7 User

Policy: Staff requiring legitimate access to CNY HMIS shall be granted such access.

All individuals at HHC of CNY and at the Participating Agency levels who require legitimate access to the software system will be granted such access. Individuals with specific authorization can access the system software application for the purpose of conducting data management tasks associated with their area of responsibility. The HMIS System Administrator agrees to authorize use of the Service Point Software system only to users who need access to the system for technical administration, report writing, data analysis and report generation, back-up administration or other essential activity associated with carrying out CNY HMIS responsibilities.

The Participating Agency agrees to authorize use of the Service Point Software system only to users who need access to the system for data entry, editing of client records, viewing of client records, report writing, administration or other essential activity associated with carrying out participating agency responsibilities.

Users are any persons who use the Service Point software for data processing services. They must be aware of the data's sensitivity and take appropriate measures to prevent unauthorized disclosure. Users are responsible for protecting institutional information to which they have access and for reporting security violations. Users must comply with the Agency's Data Security Policy as described in these Policies and Procedures. They are accountable for their actions and for any actions undertaken with their username and password.

The Participating Agency will designate the end users and communicate the end user's name and level of access to THE HMIS SYSTEM ADMINISTRATOR before the user can begin using the system. The communication can be made in the form of and e-mail, fax, or mail.

All Users' shall sign a User Policy Agreement (Attachment II) prior to obtaining access to CNY HMIS. The User Policy Agreement (Attachment II) shall be signed annually on the first day of October. Only staff who work directly with clients or who have administrative responsibilities can look at, enter, or edit client records.

Effective Date: 08/01/2016

Section Two:
Participation Requirements

2.1 Participation Requirements

Policy: The CoC shall communicate all requirements for participation in CNY HMIS.

The CoC will work to ensure that all Participating Agencies receive the benefits of the system while complying with all stated Policies and Procedures.

Effective Date: 08/01/2016

2.2 System Requirements

Policy: Each computer accessing CNY HMIS shall meet Minimum System Requirements. This includes, but is not limited to, the appropriate system for running the software, appropriate internet connection, etc. that allows the proper and safe use of CNYHMIS.

*Please see attached document from Bowman Systems 4.0 Specifications (Attachment X)

Effective Date: 08/01/2016

2.3 Participation Agreement Requirements

Policy: Each Participating Agency shall comply with Participation Agreement Requirements.

- Identification of Agency Administrator
- The Agency Administrator and designated staff persons must commit to attending all training(s) prior to accessing the system online
- Interagency Data Sharing Agreements must be established between any service programs where sharing of client level information is to take place. See Attachment III: Interagency Data Sharing Agreement
- Client Consent Forms must be signed by all clients to authorize the entering and sharing of their personal information electronically with other Participating Agencies through the Service Point software system. See Attachment VII: Client Consent Form
- Participation Agreements must be signed by Participating Agencies. See Attachment I Agency Participation Agreement
- Agencies are required to enter minimal data elements as defined by the Homeless Management Information Systems (HMIS); Data and Technical Standards Final Notice (Appendix I)

Effective Date: 08/01/2016

2.4 Implementation Requirements

Policy: Each Participating Agency shall comply with Implementation Requirements.

- All Participating Agencies must read and understand all participation requirements and complete all required documentation prior to implementation of the system and all implementation requirements must be complete and on file with THE HMIS SYSTEM ADMINISTRATOR prior to using the system
- **Data Security Policy-** THE HMIS SYSTEM ADMINISTRATOR staff will assist Participating Agencies in the completion of all required documentation. A meeting of Agency Executive Director or Program Manager/Administrator and Agency Administrator with THE HMIS SYSTEM ADMINISTRATOR staff member(s) to assist in completion of the Agencies' Data Security Policy. This should include items that are listed in the Ethics Policy, such as the inability to access CNYHMIS on public Wi-Fi, i.e.: at Panera, McDonald's or any other public Wi-Fi entity.
- **Participating Agreement-** refers to the document agreement made between the participating agency and THE HMIS SYSTEM ADMINISTRATOR for CNY HMIS. This agreement includes commitment to minimal data as defined by Homeless Management Information Systems (HMIS); Data and Technical Standards Final Notice. This document is the legally binding document that refers to all laws relating to privacy protections and information sharing of client specific information
- Upon completion of a security assessment, each agency must agree to abide by all Policies and Procedures set forth in this CNY HMIS Policies and Procedures document. The Executive Director will be responsible for signing the Agency Participation Agreement (Attachment I)
- **Admin Providers-** Service Point provides a resource directory component that tracks service referrals for clients. Each Participating Agency must compile a list of referral agencies, services provided, and a service area, and verify that the information has been entered into the Admin Provider section of Service Point. This is to be updated, at a minimum, yearly.
- **Timeliness Policy-** Agencies must create an internal mechanism that ensures client level data is entered in a timely manner. A timely manner shall be defined as within thirty (30) days of initial contact with the client. This policy shall affect the HUD Minimum and Program Specific Data Elements. There is a higher standard for the Entry/Exit and Shelter Point Processes.
- **Entry/Exit and Shelter Point Policy-** All Participating Agencies shall utilize the Entry/Exit process for every client entered into CNY HMIS. Additionally, every Participating Agency that has an Emergency Shelter housing component must utilize Shelter Point. These two processes are integral to timely and accurate reporting and shall be completed within twenty-four (24) hours of the beginning or ending of an incident of housing. Every Participating Agency will be held to this standard unless the HMIS Data Administrators Group has officially exempted them.

Effective Date: 08/01/2016

2.5 Confidentiality and Informed Consent

Policy: Each Participating Agency shall comply with the Confidential and Informed Consent Protocol.

All Participating Agencies agree to abide by all privacy protections, laws, regulations, and standards and agree to uphold all standards of privacy as established by HHC. Participating Agencies shall develop procedures for providing the Client Fact Sheet (Attachment VI) to clients about the usage of CNY HMIS. Participating Agencies are also required to use either Implied Consent or written Client Consent Forms when information is to be entered within CNY HMIS.

All clients shall be provided a Client Fact Sheet (Attachment VI) for non-shared records that their information will be entered into a computerized record keeping system (CNY HMIS) that the client must sign. The Participating Agency should provide an oral explanation of CNY HMIS and the terms of consent. The agency shall post the CNY HMIS Notice of Uses and Disclosures (Attachment IV) within the agency and provide any client that requests more information with the CNY HMIS Uses and Disclosures Brochure (Attachment V). Clients will be notified of the following information:

- What Service Point is, a web based information system that homeless and public service agencies across the state use to capture information about the persons they serve
- Why the agency uses it, to understand their clients' needs and help the programs plan to have appropriate resources for the people they serve, and to inform public policy
- **Who Has Access-** Only staff who work directly with clients or who have administrative responsibilities can look at, enter, or edit client records
- No information will be released to another agency without written consent
- **Right of Refusal-** Client has the right to not answer any question, unless entry into a program requires it; Client has the right to know who has added to, deleted, or edited their Service Point record; Information that is transferred over the web is through a secure, encrypted connection
- Each Client whose record is being shared electronically through CNY HMIS must agree via written Client Consent Form to have their data shared. A client must be informed what information is being shared and with whom it is being shared. The Participating Agency agrees not to release client identifiable information to any other organization pursuant to federal and state law without proper client consent. See Attachment VII: Client Consent Form
- The Participating Agency will uphold Federal and State Confidentiality regulations to protect client records and privacy. In addition, the Participating Agency will only release client records with written consent by the client
- The Participating Agency will abide specifically by the Federal confidentiality rules as contained in 42 CFR Part 2 regarding disclosure of alcohol and/or drug abuse records. In general terms, the Federal rules prohibit the disclosure of alcohol and/or drug abuse records unless disclosure is expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Participating Agency understands that the Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patients.
- The New York State Office of Temporary and Disability Assistance (OTDA) will maintain a database of client information, as input in HMIS systems across New York State. The purpose of the database is to better understand characteristics, trends, and movement of persons who are homeless or at risk of or experiencing homelessness, as well as to analyze the utilization and effectiveness of services created to assist such persons. The database is constructed so that information that is considered personal protected information (name, social security number, date of birth) will not be shared, will not be seen by any employee of OTDA, and will never appear in any reports created out of the data warehouse.

- The Participating Agency will not solicit or input information from clients unless it is essential to meet minimum data requirements, provide services, or conduct evaluations or research

Effective Date: 08/01/2016

2.7 Minimum Data Elements

Policy: Each Participating Agencies shall input Minimum Data Elements.

Participating Agencies that collect client data through CNY HMIS will, at a minimum, collect all data contained within the Minimum Data Elements as prescribed by Notice of Homeless Management Information Systems (HMIS): Data Standards. The minimum data elements will ensure that agencies are collecting and inputting quality data. The Participating Agency is responsible for ensuring that all clients are asked a minimum set of questions for use in aggregate analysis. The minimum data elements are as follows:

- Name
- Social Security Number
- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status
- Disabling Condition
- Residence Prior to Project Entry
- Project Entry Date
- Project Exit Date
- Destination
- Personal ID
- Household ID
- Relationship to Head of Household
- Client Location Code
- Length of Time on Street, in an Emergency Shelter or Safe Haven

Effective Date: 08/01/2016

2.8 Program Specific Data Elements

Policy: Each Participating Agencies that receives specific HUD funding shall input Program Specific Data Elements.

Participating Agencies that receive funding from HUD through the Supportive Housing Program (SHP), Shelter Plus Care program, Section 8 Moderate Rehabilitation for Single Room Occupancy Dwellings program, and Housing for Persons with AIDS program (HOPWA) must collect client data through CNY HMIS. The data that these Participating Agencies are required to capture are both the Minimum Data Elements and the Program Specific Data Elements as prescribed by Notice of Homeless Management Information Systems (HMIS): Data and Technical Standards Final Notice (Appendix I). The Program Specific Data Elements are required by the HUD Annual Progress Report (APR). The program specific data elements are as follows:

- 4.1 Housing Status
- 4.2 Income and Sources
- 4.3 Non-Cash Benefits
- 4.4 Health Insurance
- 4.5 Physical Disability
- 4.6 Developmental Disability
- 4.7 Chronic Health Condition
- 4.8 HIV/AIDS
- 4.9 Mental Health Problem
- 4.10 Substance Abuse
- 4.11 Domestic Violence
- 4.12 Contact
- 4.13 Date of Engagement
- 4.14 Bed Night
- 4.17 Placement in Permanent Housing & Date
- 4.18 Housing Assessment Disposition
- 4.19 Housing Assessment at Exit

Program-Specific Data Elements that have been developed by one of the federal partners and are only required for their use are:

HHS-PATH Only Required Elements

- 4.14A Services Provided – PATH Funded
- 4.16A Referrals Provided - PATH
- 4.20 Path Status
- 4.21 Connection with SOAR

HHS-RHY Only Required Elements

- 4.14B Services Provided – RHY
- 4.16B Referrals Provided - RHY
- 4.22 RHY-BCP Status
- 4.23 Sexual Orientation
- 4.24 Last Grade Completed
- 4.25 School Status
- 4.26 Employment Status
- 4.27 General Health Status
- 4.28 Dental Health Status

- 4.29 Mental Health Status
- 4.30 Pregnancy Status
- 4.31 Formerly a Ward of Child Welfare/Foster Care Agency
- 4.32 Formerly a Ward of Juvenile Justice System
- 4.33 Young Persons' Critical Issues
- 4.34 Referral Source
- 4.35A Commercial Sexual Exploitation
- 4.35B Labor Exploitation
- 4.36 Transitional, Exit care or Aftercare Plan and Actions
- 4.37 Project Completion Status
- 4.38 Family Reunification Achieved**

HUD-HOPWA Required Elements

- 4.14C Services Provided – HOPWA
- 4.15A Financial Assistance Provided – HOPWA
- 4.39 Medical Assistance
- 4.47 T-cell (CD4) and Viral Load

HUD-RHSAP Required Elements

- 4.40 Worst Housing Situation

VA-SSVF Required Elements

- 4.14D Services Provided – VA
- 4.15B Financial Assistance Provided – VA
- 4.41 Veteran's Information
- 4.42 Percent of AMI
- 4.43 Last Permanent Address
- 4.44 HP Screening Score
- 4.45 VAMC Station Number**

Effective Date: 08/01/2016

2.9 Data Security Policy

Policy: Participating Agencies must develop and have in place minimum information security protocols.

Information Security Protocols or procedures will protect the confidentiality of the data and to ensure its integrity at the site, as well as, the confidentiality of the clients. At a minimum, a Participating Agency must develop rules, protocols or procedures to address each of the following:

- Unattended workstations
- Physical access to workstations
- Policy on user account sharing
- Client record disclosure
- Report generation, disclosure and storage
- Non-usage of Public Wi-Fi services

Effective Date: 08/01/2016

2.10 Implementation Connectivity

Policy: Each Participating Agency is required to obtain an adequate Internet connection.

An adequate internet connection is defined as 56K/v90 or greater, preferably 128 KBPS, DSL, or Cable. Proper Connectivity ensures proper response time and efficient system operation of CNY HMIS. The HMIS System Administrator is committed to informing all participating agencies about availability of Internet providers. Obtaining and maintaining an Internet connection greater than 56K/v90 is the responsibility of the Participating Agency.

Effective Date: 08/01/2016

2.11 Maintenance of Onsite Computer Equipment

Policy: Each Participating Agency shall maintain on-site computer equipment.

Participating Agencies commit to a reasonable program of data and equipment maintenance in order to sustain an efficient level of system operation. Participating Agencies must meet the technical standards for minimum computer equipment configuration, Internet connectivity, and data storage. Participating Agencies will ensure that an equipment and data maintenance program is adopted.

The Executive Director will be responsible for the maintenance and disposal of on-site computer equipment and data used for participation in CNY HMIS including the following:

- The Participating Agency is responsible for maintenance of on-site computer equipment. This includes purchase of and upgrades to all existing and new computer equipment for the utilization of CNY HMIS
- The Participating Agency is responsible for supporting a backup procedure for each computer connecting to CNY HMIS
- THE HMIS SYSTEM ADMINISTRATOR staff members are not responsible for troubleshooting problems with Internet Connections
- As a requirement of CNY HMIS, each agency shall install virus protection software (with automatic updates) on all computers
- As a requirement of CNY HMIS, each agency shall install a network or workstation firewall on all computers
- As a requirement of CNY HMIS, each agency shall install a password protected screensaver on all computers, set for 15 minutes
- The Participating Agency agrees to only download and store data in a secure format
- The Participating Agency agrees to dispose of documents that contain identifiable client level data by shredding paper records, deleting any information from diskette before disposal, and deleting any copies of client level data from the hard drive of any machine before transfer or disposal of property. THE HMIS SYSTEM ADMINISTRATOR staff is available to consult on appropriate processes for disposal of electronic client level data

Effective Date: 08/01/2016

Section Three: Training

3.1 Training Schedule

Policy: The HMIS System Administrator shall maintain a CNY HMIS training schedule.

The HMIS System Administrator staff will maintain an ongoing training schedule for Participating Agencies. The HMIS System Administrator will publish a schedule for training and will offer them regularly. Agencies are asked to RSVP for all training. Training will be offered at various sites and/or online.

There are two basic training curricula, Agency Administrator training and End User training. The appropriate access level shall obtain the appropriate training. Agency Administrators are required to obtain both trainings.

Agency Refresher Training will be required if the following happens:

1. An agency scores below a 95% on the Projected Report Card.
2. Any major updates in CNYHMIS occur.

Effective Date: 08/01/2016

3.2 User, Administrator, and Security Training

Policy: Each CNY HMIS User must attend appropriate trainings.

All users must undergo security training before gaining access to the system. This training must include a review of CNY HMIS Policies and Procedures. THE HMIS SYSTEM ADMINISTOR will provide data security training to ensure that staff is properly trained and knowledgeable of CNY HMIS Policies and Procedures.

Agency staff must attend User Training. Agency Administrators must also attend an Administrator training in addition to User training. Agencies will be notified of scheduled training sessions.

HHC of CNY is responsible for training all new users. Users **must** receive ServicePoint training prior to being granted user privileges for the system.

Effective Date: 08/01/2016

Section Four:
User, Location, Physical and Data Access

4.1 Access Privileges to CNY HMIS

Policy: Each Participating Agency shall adhere to standard procedures in requesting and obtaining system access.

Participating Agencies will apply the user access privilege conventions set forth in this procedure. Allocation of user access accounts and privileges will be made according to the format specified in this procedure:

- User access and user access levels will be deemed by the Executive Director of the Participating Agency in consultation with the Agency Administrator. The System Administrator will generate username and passwords within the administrative function of Service Point
- The HMIS System Administrator will create all usernames using the First Initial of First Name and Last Name format. For example, John Doe's username would be jdoe. In the case where there are two people with the same first initial and last name, the user's middle initial should be placed between the initial of the first name and the last name. For example, John A. Doe and Jane L. Doe would be jadoe, jldoe. If a conflict exists beyond this naming convention, the HMIS System Administrator will deal with it on a case by case basis
- Passwords are automatically generated from the system when a user is created. The HMIS System Administrator will securely communicate the system-generated password to the user. The password and username will never be communicated in a non-secured format
- The user will be required to change the password the first time they log onto the system. The password must be between 8 and 16 characters and contain 2 numbers
- Passwords expire every 45 days
- The agency Administrator must attend an Agency Administrator Training. The Agency Administrator shall terminate the rights of a user (by inactivating the user) immediately upon termination from their current position. If a staff person is to go on leave for a period of longer than forty-five (45) days, their password should be inactivated within five (5) business days of the start of their leave. The Agency Administrator is responsible for inactivating users from the system and informing HHC. The Agency Administrator must update the access list and signed agreement on a quarterly basis
- All new users must be submitted to HHC of CNY before they can gain access to the system. All users that leave must be inactivated in the system within one (1) business day. HHC shall have the only access to delete users

Effective Date: 08/01/2016

4.2 Access Levels for System Users

Policy: Appropriate access levels shall be assigned to each CNY HMIS user.

Participating Agencies will manage the proper designation of user accounts and will monitor account usage. The HMIS System Administrator agrees to apply the proper designation of user accounts and the Agency Administrator agrees to manage the use of these accounts by agency staff. User accounts will be created by the System Administrator and deleted by the Agency Administrator under authorization of the Participating Agency's Executive Director.

There are nine (9) levels of access to the Service Point system (Spelled out in Attachment VIII: Service Point Access Matrix). These levels should be reflective of the access a user has to client level paper records and access levels should be need-based. Need exists only for those shelter staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities. For User Access Levels please see User Table Log (attachment XI)

Effective Date: 08/01/2016

4.3 Location Access Privileges to System Server

Policy: Participating Agencies shall enforce the location access privileges to the system server.

Only authorized computers will be able to access the system from authorized locations. Access to the system will only be allowed from computers specifically identified by the Executive Director and Agency Administrator of the Participating Agency.

Effective Date: 08/01/2016

4.4 Access to Data

Policy: Participating Agencies shall enforce the user access privileges to system server.

The user access privileges to system data server are as stated below:

- **User Access:** Users will only view the data entered by users of their own agency unless they are sharing a client with another participating agency. Security measures exist within the Service Point software system which can restrict agencies from viewing each other's data
- **Raw Data:** Users who have been granted access to the ServicePoint Report Writer tool have the ability to download and save client level data onto their local computer. Once this information has been downloaded from the ServicePoint server in raw format to an agency's computer, this data then becomes the responsibility of the agency. A participating Agency should develop protocol regarding the handling of data downloaded from the Report Writer
- **Agency Policies Restricting Access to Data:** The Participating Agencies must establish internal access to data protocols. These policies should include who has access, for what purpose, and how they can transmit this information. Issues to be addressed include storage, transmission and disposal of this data

Effective Date: 6/17/2016

4.5 Access to Client Paper Records

Policy: Participating Agencies shall establish procedures to handle access to client paper records.

These procedures will:

- Identify which staff has access to the client paper records and for what purpose. Staff should only have access to records of clients, which they directly work with or for data entry purposes
- Identify how and where client paper records are stored
- Develop policies regarding length of storage and disposal procedure of paper records
- Develop policies on disclosure of information contained in client paper records

Effective Date: 08/01/2016

4.6 Physical Access Control

Policy: Each Participating Agency shall adhere to Physical Access Control Procedures.

Physical access to the system data processing areas, equipment, and media must be controlled. Access must be controlled for the transportation of data processing media and other computing resources. The level of control is contingent on the level of risk and exposure to loss. Personal computers, software, documentation and diskettes shall be secured proportionate with the threat and exposure to loss. Available precautions include equipment enclosures, lockable power switches, equipment identification, and fasteners to secure the equipment.

- The HMIS System Administrator with the Agency Administrators within Participating Agencies will determine the physical access controls appropriate for their organizational setting based on CNY HMIS Policies and Procedures
- All those granted access to an area or to data are responsible for their actions. Additionally, those granting another person access to an area, are responsible for that person's activities
- Printed versions of confidential data should not be copied or left unattended and open to unauthorized access
- Media containing client-identified data will not be shared with any agency other than the owner of the data for any reason. CNY HMIS data may be transported by authorized employees using methods deemed appropriate by the participating agency that meet the above standard. Reasonable care should be used, and media should be secured when left unattended
- Magnetic media containing CNY HMIS data that is released and or disposed of from the Participating Agency and Central Server should first be processed to destroy any data residing on that media
- Degaussing and overwriting are acceptable methods of destroying data
- Responsible personnel must authorize the shipping and receiving of magnetic media, and appropriate records must be maintained
- CNY HMIS information in hardcopy format should be disposed of properly. This may include shredding finely enough to ensure that the information is unrecoverable

Effective Date: 08/01/2016

4.7 Unique Username and Password

Policy: Authorized users shall be granted a unique username and password.

Only authorized users will be granted a Username and Password to ensure that only authorized users will be able to enter, modify, or read data.

- Each user will be required to enter a Username with a Password in order to logon to the system
- Username and Password are to be assigned to individuals
- The HMIS System Administrator will create all usernames using the First Initial of First Name and Last Name format. For example, John Doe's username would be jdoe. In the case where there are two people with the same first initial and last name, the user's middle initial should be placed between the initial of the first name and the last name. For example, John A. Doe and Jane L Doe would be jadoe, jldoe. If a conflict exists beyond this naming convention, the HMIS Project Coordinator will deal with it on a case by case basis
- The Password must be no less than eight (8) and no more than sixteen (16) characters in length and must be alphanumeric (letters and a minimum of two (2) numbers)
- Discretionary Password Reset- Initially each user will be given a password for one time use only. The first or reset password will be automatically generated by Service Point and will be issued to the User by the System Administrator. Passwords will be communicated in secured written or verbal form. The first time, temporary password can be communicated via email. The HMIS System Administrator are available to agency staff to reset passwords, but an Agency Administrator can also reset a password
- Forced Password Change will occur every forty-five (45) days once a user account is issued. Passwords will expire and users will be prompted to enter a new password. Users may not use the same password consecutively, but may use the same password more than once
- Unsuccessful Logon- If a User unsuccessfully attempts to logon three (3) times, the Username will be "locked out", access permission revoked and unable to gain access until their password is reset in the manner stated above
- Access to computer terminals within restricted areas should be controlled through a password and other physical security measures;
- Each user's identity should be authenticated through an acceptable verification process
- Passwords are the individual's responsibility, and users cannot share passwords

Effective Date: 08/01/2016

4.8 Right to Deny User and Agency Access

Policy: Violations of the Policies and Procedures shall result in denial to CNY HMIS.

Any Participating Agency or User access may be suspended or revoked for suspected or actual violation of the Policies and Procedures. Any violation by users of the system may result in the suspension or revocation of an agency's access. The suspension or revocation process is as follows:

- All potential violations of any Policies and Procedures will be investigated
- Any user found to be in violation of Policies and Procedures will be sanctioned accordingly, or sanctions may include but are not limited to; a formal letter of reprimand, suspension of system privileges, revocation of system privileges, termination of employment and criminal prosecution
- Any agency that is found to have consistently and or flagrantly violated Policies and Procedures may have their access privileges suspended or revoked
- All sanctions are imposed at the sole discretion of the HHC of CNY Staff.

Effective Date: 08/01/2016

4.9 Data Access Control

Policy: Participating Agencies and The HMIS System Administrator shall monitor access to system software.

Agency Administrators at Participating Agencies and The HMIS System Administrator will regularly review user access privileges and remove identification codes and passwords from their systems when users no longer require access. Agency Administrators at Participating Agencies and The HMIS System Administrator must implement discretionary access controls to limit access to CNY HMIS information when available and technically feasible. Participating Agencies and The HMIS System Administrator must audit all unauthorized accesses and attempts to access CNY HMIS information. Participating Agencies and The HMIS System Administrator also must audit all accesses and attempts to access CNY HMIS. Audit records shall be kept at least six (6) months, and Agency Administrators and The HMIS System Administrator will regularly review the audit records for evidence of violations or system misuse.

Effective Date: 08/01/2016

4.10 Auditing: Monitoring, and Violations

Policy: The HMIS System Administrator will monitor access to all systems that could potentially reveal a violation of information security protocols.

Violations will be reviewed for appropriate disciplinary action that could include termination of employment or criminal prosecution.

All exceptions to these standards are to be requested in writing by the Executive Director of the Participating Agency and approved by the HMIS System Administrator as appropriate.

Monitoring shall occur as follows:

- Monitoring compliance is the responsibility of the HMIS System Administrator
- All users and custodians are obligated to report suspected instances of noncompliance
- Monitoring shall occur yearly and focus on CNY HMIS usage and adherence to The CNY HMIS Policies and Procedures.

Violations are as follows:

- The HMIS System Administrator will review standards violations and require or recommend the agency through corrective and disciplinary actions
- Users should report security violations to the Agency Administrator, and the Agency Administrator will report to the HMIS Program Coordinator or the HMIS System Administrator
- Should there be a violation by the Agency Administrator, end users may report directly to the HMIS System Administrator

Effective Date: 08/01/2016

4.11 Local Data Storage

Policy: Client records containing identifying information that are stored within the Participating Agency's local computers are the responsibility of the Participating Agency.

Participating Agencies shall develop policies for the manipulation, custody, and transmission of client-identified data sets. A Participating Agency will develop policies consistent with Information Security Policy outlined in this document regarding client-identifying information stored on local computers.

Effective Date: 08/01/2016

4.12 Transmission of Client Level Data

Policy: Client level data will be transmitted in such a way as to protect client privacy and confidentiality.

Administrators of the Central Server data must be aware of access-control vulnerabilities for that data while they are in transmission within the network. Transmission will be secured by 128-bit encryption provided by Secure Socket License (SSL) Certificate protection, which is loaded at the CNY HMIS server, located in Shreveport, Louisiana.

Effective Date: 08/01/2016

Section Five:
Technical Support and System Availability

5.1 Planned Technical Support

Policy: The HMIS System Administrator shall offer technical support to all Participating Agencies on use of CNY HMIS.

The HMIS System Administrator will assist agencies in:

- Start-up and implementation
- On-going technical assistance
- Training
- Technical assistance with report writing and any other additional modules

Effective Date: 08/01/2016

5.2 Participating Agency Service Request

Policy: The HMIS System Administrator shall respond to requests for services.

All service requests will arrive from the Agency's Executive Director or the Agency Administrator. HHC will respond to service requests, however, The HMIS System Administrator will require that proper communication channels (phone, fax, or e-mail) be established and used at all times. To initiate a service request from a Participating Agency:

- Agency Management Staff (Executive Director or Agency Administrator) contact assigned The HMIS System Administrator for service
- The HMIS System Administrator will determine resources needed for service
- The HMIS System Administrator will be available to the community of users in a manner consistent with the user's reasonable service request requirements. The HMIS System Administrator are available for Technical Assistance, questions, and troubleshooting generally between the hours of 8:00 a.m. to 4:00 p.m. Monday through Friday, excluding state and federal holidays
- HHC contacts agency management staff to work out a mutually convenient service schedule

Chain of communication:



Effective Date: 08/01/2016

5.3 Hours of System Operation

Policy: System shall be accessible 24 hours a day 7 days a week.

The system will be available to the community of users in a manner consistent with the user's reasonable usage requirements. CNY HMIS has regularly scheduled maintenance on Wednesdays from 10:00 p.m. to 11:00 p.m.; CNY HMIS will be inaccessible during that time.

Effective Date: 08/01/2016

5.4 Planned Interruption to Service

Policy: The HMIS System Administrator shall inform Participating Agencies of any planned interruption to service.

Participating Agencies will be notified of planned interruption to service one (1) week prior to the interruption. The HMIS System Administrator will notify Participating Agencies via e-mail the schedule for the interruption to service. An explanation of the need for the interruption will be provided and expected benefits or consequences articulated. The HMIS System Administrator will notify via e-mail that service has resumed. CNY HMIS has regularly scheduled maintenance and HMIS will be inaccessible during that time.

Effective Date: 08/01/2016

5.5 Unplanned Interruption to Service

Policy: HHC of CNY shall notify each Participating Agency of unplanned interruption to service in a timely manner.

Participating Agencies may not be notified in advance of unplanned interruption to service. Participating Agencies will be notified of unforeseen interruption to service that are expected to exceed two (2) hours. When an event occurs that makes the system inaccessible The HMIS System Administrator and Bowman Internet Systems, LLC will make a determination to switch service to the secondary server. At this point, users will be able to resume operation. The procedure will be as follows:

- Event is detected
- Analyzed
- Repair the problem within two (2) hours or switch to secondary server
- Resume operation at Participating Agency
- Production server becomes available
- During the next full backup process, production server will be restored with latest data from secondary server
- The HMIS System Administrator will notify via e-mail that service has resumed
- Return to normal operation

Effective Date: 08/01/2016

Section Six:
Data Release Protocols

6.1 Data Release Authorization and Distribution

Policy: The Clients own all data input into the system by Participating Agencies.

The Participating Agency will follow CNY HMIS for the release of all data. Participating Agencies will abide by Access to Data Policies as established by this document. Agencies shall only use data for internal use and for required reporting to funders. Any data released will conform to the following:

- Requests for release of data must be submitted to The HMIS System Administrator, and the request can only be for data that your agency had provided to CNY HMIS
- Request for data release must be submitted in writing via e-mail, fax, or mail to the HMIS Agency Administrator
- Only de-identified aggregate data (that is data devoid of Names, Social Security Numbers, and Dates of Birth) will be released
- Client Level Personal Protected Information (Names, Social Security Numbers, and Dates of Birth) and whereabouts will only be released if it is required by state or local law; necessary to avert serious threat to health or safety; to report victims of abuse or neglect; and for law enforcement purposes only in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial office or a grand jury subpoena

Effective Date: 08/01/2016

6.2 Client Audit and Deletion Request

Policy: The Client has the right to request an audit log of what user(s) has viewed, edited, or deleted information and also the right to remove their personal information at any time.

The client shall make a Client Audit and Deletion Request in writing, via mail, fax or e-mail, using Attachment X: Client Audit and Deletion Request Form. The form will be sent to the HMIS System Administrator. The Client shall receive an audit report by mail no longer than fourteen (14) days after the receipt of the request. The client can also request that their client record and all personal identifying information be removed from CNY HMIS with the Client Audit and Deletion Request Form (Attachment XII).

Effective Date: 08/01/2016

6.3 Right to Deny Access to Client Identifying Information

Policy: The HMIS System Administrator retains authority to deny access to all client identifying information contained within the system.

No data will be released to any person, agency, or organization that is not the owner of said data. The procedure is as follows: Any request for client identifying data from any person, agency, or organization other than the owner will be forwarded to the HMIS System Administrator, to determine whether a release is appropriate.

Effective Date: 08/01/2016

Section Seven:
Data Quality Controls

7.1 Client Naming Convention

Policy: Users shall use the following naming conventions for the input of all clients.

For the input of any client information the following naming conventions must be followed. The naming conventions are taken straight from Homeless Management Information Systems (HMIS); Data and Technical Standards Final Notice. The standard naming conventions will be monitored by a monthly error report sent to the user and their Agency Administrator. The standard naming convention will allow for an improved searching capability and an enhanced de-duplication process for accurate reporting.

Client Naming Standard includes:

- Input the first name in the first name field and the last name in the last name field. Be certain that the correct name is in the correct field
- Client names must be entered in Title Case, not in all caps or all lower case. The following format should be used: Brian T McMahon (errors include brian t mcMahon, BRIAN T MCMAHON, and any other form not in Title Case)
- The suffix field shall only contain suffixes such as Jr., Sr., III, IV, V, etc. The suffix field shall not contain prefixes (Miss, Ms., Mrs., and Mr.) or suffixes not in the aforementioned format
- Clients with more than one last name shall be hyphenated. This standard requires that last names to be hyphenated such as Jones-Smith or Lee-Malloy
- The use of non-identifying first or last names shall not be permitted. This standard does not allow for clients to be named Child, Wife, Husband, or Unknown. The use of the clients' proper name shall be used
- The alias or alternate name rule will allow for users to create names that are searchable beyond the proper first and last name. This rule allows users to insert an alias or common client name (that is not the client's proper name) in the first or last name fields in "quotes". If a name is in quotes a user should be aware that the client may also go by either the proper name or the quoted name. For instance William Jones may introduce himself as Bill Jones, in which case the first name field would contain William "Bill" and the last name field would contain Jones. This rule is not limited to one quoted entry per first or last name field
- Clients who identify their gender as "Transgender" and who have not legally changed their name to their preferred name, staff will place their preferred name in the "Alias" section of the client demographics.

Effective Date: 08/01/2016

Section Eight: Attachments

Attachment I

List of HMIS Agencies

- 1. Catholic Charities Onondaga**
- 2. Chadwick Residence**
- 3. CNY Services**
- 4. Contact Community Services**
- 5. Onondaga County**
- 6. City of Syracuse**
- 7. Hiscock Legal Aid Society**
- 8. Legal Aid Society of Mid-New York Inc.**
- 9. Liberty Resources**
- 10. Onondaga Case Management**
- 11. Rescue Mission**
- 12. Spanish Action League**
- 13. Syracuse Housing Authority**
- 14. Syracuse Behavioral Health**
- 15. The Salvation Army**
- 16. Veterans Administration**
- 17. YMCA**
- 18. YWCA**
- 19. Syracuse Housing Tenants Association**
- 20. Northeast Community Center**
- 21. Samaritan Center**
- 22. In My Father's Kitchen**
- 23. Greater Syracuse Tenants Network**
- 24. Visions for Change**
- 25. Office of Temporary and Disability Assistance**
- 26. ACR Health**
- 27. St. Joseph's Hospital Health Homes**
- 28. Volunteer Lawyers Project**
- 29. Oswego County**
- 30. Oswego County Opportunities Inc.**
- 31. Oswego Catholic Charities**
- 32. Cayuga County**
- 33. Arise Inc., Cayuga County**
- 34. Cayuga/Seneca Community Action**
- 35. Chapel House Homeless Shelter**
- 36. Rescue Mission, Cayuga County**

For all applicants who do not have a preference, to the extent that it is necessary to meet income targeting requirements, those who have household incomes above 30% of AMI may be bypassed.

First Preference, Special Programs

Families eligible for the following special programs will be maintained on special Waiting Lists for each program. The lists for each special program shall be organized based upon date and time of application. Persons in this preference category shall be eligible to apply for assistance even when the general Waiting List is closed. The special programs are as follows:

- Homeless Veterans with Severe Psychiatric or Substance Abuse Disorders, certified by the Syracuse Veterans Affairs Medical Center for participation in the HUD-VASH Program. SHA will accept eligible applicants for this program via a written referral form from the local Veterans Administration Medical Center Housing unit.
- Eligible applicants for the SRO Mod-Rehab Program. These participants will be referred via a memo from the Syracuse YMCA.
- Household to be admitted to the program via target funding, including, but not limited to, tenant protection vouchers, enhanced vouchers, or any special purchase voucher.

Second Preference:

All of the following shall have equal preference:

- Families with children whose blood lead level is equal or greater than 20 ug/dL (micrograms of lead per deciliter) for a single test or 15-19 ug/dL in two tests taken at least three (3) months apart in children age six and under, as identified by the Onondaga County Health Department, and the lead problem is attributed to the family's present housing.
- Domestic Violence: An applicant who vacated their unit because of domestic violence or lives in a unit with a person who engages in violence. Documented actual or threatened violence directed toward self or member(s) of household by spouse or other member of applicant's household must come from a third party source, i.e. shelter advocate, social worker, law enforcement agency, etc. The domestic violence should have occurred recently or be of a continuing nature.
- Families who are involuntarily displaced via a government or government sponsored action and through no fault of their own. Persons displaced due to a foreclosure shall not be eligible for this preference.

- Eligible families and Youths (18 or older) referred by written memo to SHA from the County Child Welfare Agency for the Family Unification Program (FUP).

All persons in this preference category shall be placed on the Waiting List in order of the date and time of application. Persons in this preference category shall be eligible to apply for assistance even when the general Waiting List is closed.

Third Preference:

- Applicants and Tenants in NON-profit neighborhood based housing programs.
- Families presently under the SHA Shelter Plus Care Program and/ or VASH program who, in the opinion of their sponsoring agency and the Authority, will no longer require involvement in the "care" aspects of the program will be given a first preference. Families that have progressed to a point where they are stable and no longer require the support and aid of the partnering agencies will be given a Housing Choice Voucher. This action will make slots available in the Shelter Plus care Program for more homeless families who are in need and require the aid of the other partnering Agencies involved.

8. Notice and Opportunity for a Meeting where Local Preference is Denied

If SHA determines that an applicant does not meet the criteria for receiving a local preference, the applicant has the right to meet with SHA to review the decision. If requested, the Supervisor of Section 8 or their designee will conduct the meeting. The procedures specified in this paragraph will be carried out in accordance with HUD's requirements. The applicant may exercise other rights if the applicant believes that he or she has been discriminated against on the basis of race, color, religion, sex, national origin, age, or handicap.

VI. Leasing a Unit – Occupancy Policies

A. Issuance of a Voucher (24 CFR 982.302) & Information when Family is Selected (24 CFR 982.301)

Vouchers:

The number of unused Vouchers will be evaluated on at least a monthly basis. Once a determination has been made of available Vouchers, the next individuals/families on the waiting list will be contacted. The applicants will be mailed a letter advising them that their name has come to the top of the list for subsidy assistance and will be requested to schedule an interview/briefing for the formal application and verification of their preferences.

PRELIMINARY APPLICATION

PLEASE COMPLETE THIS FORM AND RETURN TO:

Village of Manlius

c/o Christopher Community, Inc.

990 James Street

Syracuse, New York 13203

Office Use Only	
Received/ Revised	Unit Size Preference
_____	_____ T P1 P2 P3 P4 P5 P6 P7
_____	_____ T P1 P2 P3 P4 P5 P6 P7
_____	_____ T P1 P2 P3 P4 P5 P6 P7

Legal address if different from mailing address

Note: If your legal or mailing address changes, you must notify this office to maintain your waiting list status.

Evidence of legal address claimed at time of application must accompany this form when returned. Acceptable evidence includes copy of driver's license or other official document listing head of household, spouse or co-head at claimed legal address. Preliminary Applications returned without evidence of legal address cannot be accepted.

Part 1: Head of Household

Social Security Number _____

Date of Birth _____

Sex ☐ Female ☐ Male

Home Telephone _____

Other Telephone _____

Other Telephone Type ☐ Work ☐ Other Specify: _____

E-mail Address _____

☐ I would like to receive correspondence via e-mail.

Do you qualify for a reasonable accommodation due to a disability? ☐ Yes ☐ No

Ethnicity
(Check One Box)

☐ Hispanic/Latino
☐ Not Hispanic/Latino

OR

Race
(Check All That Apply)

☐ White
☐ Black/African American
☐ American Indian/
Alaska Native
☐ Asian
☐ Native Hawaiian/Other
Pacific Islander

Racial and ethnic data for
statistical purposes only.

Part 2: Household Information

List information for adults first, then children under age 18. Use "F" or "M" to indicate sex. If a household member qualifies for a reasonable accommodation due to a disability select "Y", if not, select "N." List relationship of each person to the Head of Household. Attach additional sheet if family has more than ten members.

First Name	MI	Last Name	Social Security #	Date of Birth	Sex	Disabled	Relationship
_____	_____	_____	_____	_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N	_____
_____	_____	_____	_____	_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N	_____
_____	_____	_____	_____	_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N	_____
_____	_____	_____	_____	_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N	_____
_____	_____	_____	_____	_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N	_____
_____	_____	_____	_____	_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N	_____
_____	_____	_____	_____	_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N	_____
_____	_____	_____	_____	_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N	_____
_____	_____	_____	_____	_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N	_____
_____	_____	_____	_____	_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N	_____

Please Continue to Part 3

PRELIMINARY APPLICATION

Part 3: Family Income and Assets

List total gross income (before taxes) and payments received by each family member age 18 and older for wages, military pay, pensions, social security, SSI, welfare, child support, unemployment, business, profession or any other source. Include payments made to family members 18 or older on behalf of other family members under age 18.

First Name	Gross Income	How Often	If Income is from Wages List Address of Employer
_____	\$ _____	<input type="checkbox"/> Weekly <input type="checkbox"/> Every 2 Weeks <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly	_____
_____	\$ _____	<input type="checkbox"/> Weekly <input type="checkbox"/> Every 2 Weeks <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly	_____
_____	\$ _____	<input type="checkbox"/> Weekly <input type="checkbox"/> Every 2 Weeks <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly	_____
_____	\$ _____	<input type="checkbox"/> Weekly <input type="checkbox"/> Every 2 Weeks <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly	_____
_____	\$ _____	<input type="checkbox"/> Weekly <input type="checkbox"/> Every 2 Weeks <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly	_____

List total cash value and total income received for assets owned by all family members.

Type of Asset	Cash Value of Asset	Income Received from Asset
Checking Accounts	\$ _____	\$ _____
Savings Accounts	\$ _____	\$ _____
Stocks, Bonds, CDs, Investment	\$ _____	\$ _____
Real Estate	\$ _____	\$ _____
Other	\$ _____	\$ _____

Part 4: Eligibility and Preferences

Your response to the following statements will help determine your eligibility for rental assistance and if you are entitled to a preference when placed on the program's waiting list. Select each item that applies to your current status.

- () Elderly/Disabled
- () Your monthly rent and utilities (Gas, Electric) exceeds 50% of your family's monthly gross income
- () Substandard housing, as cited by code enforcement or local officials of enforcement, or homeless
- () You have been or will be displaced by government action, or your dwelling has been extensively damaged or destroyed as a result of a disaster declared or otherwise formally recognized under federal disaster relief laws

Verification of preference checked must be supplied with preliminary application and at time of being housed by agency (Christopher Community, Inc.)

Part 5: U.S. Citizenship Notification and Certification

Housing may be contingent upon the submission and verification of evidence of citizenship or eligible immigration status prior to the time housing is made available. Based on the evidence submitted at that time, assistance may be prorated, denied or terminated following appeals and informal hearing processes.

I certify that the information on this form is true and complete to the best of my knowledge and belief. I understand that I can be fined up to \$10,000, or imprisoned up to five years if I furnish false or incomplete information.

X _____ Date _____

Privacy Act Notice: For your protection, the data collected on this form will only be released in accordance with the Privacy Act of 1974.



990 James Street
Syracuse, New York 13203
315-424-1821
Fax: 315-424-6048
www.christopher-community.org

An applicant who is a "Homeless Family" is considered to be:

1. An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - a) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; **or**
 - b) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); **or**
 - c) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
2. Any individual or family who:
 - a) Is fleeing or is attempting to flee domestic violence, dating violence, sexual assault, stalking or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; **and**
 - b) Has no other residence; **and**
 - c) Lacks the resource or support networks, e.g. family, friends, and faith-based or other social networks, to obtain other permanent housing.

***Homeless families may maintain their place on the waiting list while completing a transitional housing program.**

***Families who are residing with friends or relatives on a temporary basis will not be included in the homeless definition.**

***Persons who reside as part of a family unit shall not be considered a separate household.**

those families.

5.2 PREFERENCES FOR ADMISSION

Offers for Section 8 HCV housing assistance will be taken from the waiting list as follows based on the preference order and having the oldest date and time of application:

A. Preferences

Auburn Housing Authority will select families based on the following local preferences:

1. Applicant *families* of the **City of Auburn** (families to include, a “family” – having 2 or more individuals related by blood, marriage, or by operation of law, with or without children; who live regularly together as a single household in the dwelling unit, an elderly family or individual, and a disabled family or individual; a family must contain a competent adult of at least 19 years of age or 18 years of age and married (not common law) to enter into a contract and capable of functioning as the head of the household.)
2. Applicant *singles* of the **City of Auburn** (singles are considered those not elderly, disabled or being of a familial status)
3. Applicants *families of other communities*
4. Applicant *singles of other communities*

5.3 SELECTION FROM THE WAITING LIST

Based on the above preferences, all families in preference 1 will be offered housing before any families in preference 2, and preference 2 families will be offered housing before any families in preference 3, and so forth.

The date and time of application will be utilized to determine the sequence within the above-prescribed preferences.

Notwithstanding the above, if necessary to meet the statutory requirement that 75% of newly admitted families in any fiscal year be families who are extremely low-income (unless a different target is agreed to by HUD), the Auburn Housing Authority retains the right to skip higher income families on the waiting list to reach extremely low-income families. This measure will only be taken if it appears the goal will not otherwise be met. To ensure this goal is met, AHA will monitor incomes of newly admitted families and the income of the families on the waiting list.

If there are not enough extremely low-income families on the waiting list, we will conduct outreach on a non-discriminatory basis to attract extremely low-income families to reach the statutory requirement.

The Auburn Housing Authority will not deny a local preference, nor otherwise exclude or

Waiting List Setup

Waiting List

Waiting List Key	1	Status	Active
Waiting List	Housing Authority of North Syracuse		
Description			
Agency	Housing Authority of North Syracuse		
Contact	Terry Cooper		
Market	Default		
Sorting Method	Preference, Date, Time		
TIF Due	14 (In Days)	Sort Singles to Bottom	<input type="checkbox"/>
Status Update Due	30 (In Days)	Allow Application Delete	<input type="checkbox"/>
Income Eligibility Limit	50%	Lock Position Number	<input type="checkbox"/>
Use Highest Available Income Limit	<input type="checkbox"/>	Automatic Renumber	<input type="checkbox"/>

Preferences

Code	Label	Rank/Value	Question on Preliminary Application
Targeted	Targeted	10000000	
P1	Village Resident	100000	
P2	<u>Veteran</u>	5000	
P3	CNS School District	2500	
P4	<u>Domestic VH</u>	2000	
P5	Preference 5	0	
P6	Preference 6	0	
P7	Preference 7	0	

Agency Partnership Agreement

This agreement is entered into on the _____th day of _____, 20__ between The HMIS Lead Agency (The Housing and Homeless Coalition of Central New York/ HHC of CNY) hereafter known as the “HMIS Lead Agency” and _____ (agency name), hereafter known as " Provider Agency," regarding access and use of the Onondaga /Oswego/Cayuga Homeless Management Information System, hereafter known as the “CNY HMIS”.

I. Introduction

The CNY HMIS, a shared homeless database, allows authorized personnel at Provider Agencies throughout the geographic area of Onondaga, Oswego, and Cayuga County to input, use, and receive information concerning their own clients and to share information, subject to agreements, on common clients.

CNY HMIS Goals include:

- a) Improved coordinated care for and services to homeless people
- b) The opportunity for homeless people to access services through self-referral and self-education
- c) Automated processes to replace manual processes (when practical)
- d) Meeting reporting requirements including U.S. Department of Housing and Urban Development (HUD) and non-HUD reports
- e) Minimally impacting automated systems of current providers
- f) Complying with all state and federal requirements regarding client/consumer confidentiality and data security (HIPAA, etc.)
- g) Delivering timely, credible, quality data about services and homeless people to the community
- h) Expansion to include new providers
- i) HMIS Participation by all homeless providers in the Onondaga, Oswego, and Cayuga County geographic area
- j) A user-friendly system for providers and clients

The HMIS LEAD AGENCY administers the CNY HMIS, contracts with Bowman Systems Inc. to house the HMIS database central server and limits Provider Agencies access to the HMIS database. Utilizing a variety of methods¹, HMIS LEAD AGENCY intends to protect, to the utmost of its ability, the CNY HMIS data from accidental or intentional unauthorized modification, disclosure, or destruction.

¹ See Bowman Service Point manual for further information

Designed to benefit multiple stakeholders², the CNY HMIS, when used correctly and faithfully, will improve knowledge about homeless people--their services and service needs, and may result in a more effective and efficient service delivery system.

II. Confidentiality

A. The Provider Agency will uphold relevant federal and state confidentiality regulations and laws that protect client records and will only release confidential client records with written consent by the client³, or the client's guardian⁴, unless otherwise provided for in regulations or laws.

1. The Provider Agency will abide specifically by federal confidentiality regulations as contained in the Code of Federal Regulations, 42 CFR Part 2, regarding disclosure of alcohol and/or drug abuse records. In general terms, the federal regulation prohibits the disclosure of alcohol and/or drug abuse records unless disclosure is expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Provider Agency understands the federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patients.

2. The Provider Agency will abide specifically, when applicable, with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and corresponding regulations passed by the Federal Department of Health and Human Services. In general, the regulations provide consumers with new rights to control the release of medical information, including the right: to give advance consent prior to disclosures of health information; to see a copy of health records; to request a correction to health records; to obtain documentation of disclosures of health information; to obtain an explanation of privacy rights and to be informed about how information may be used or disclosed. The current regulation provides protection for paper, oral and electronic information.

3. The Provider Agency will abide by NYS State Laws and Federal Laws related to confidentiality and security of medical, mental health and substance abuse information and other relevant statutes, rules and regulations.

4. The Provider Agency will provide a verbal explanation of the CNY HMIS and arrange, when possible, for a qualified interpreter or translator

² Provider agencies, homeless people, HUD, the Onondaga, Oswego, & Cayuga Continuum of Care and the Continuum members, fund providers and the community

³ Anyone who receives services from an agency

for an individual not literate in English or having difficulty understanding the consent form(s).

5. The Provider Agency will not solicit or input information from clients into the CNY HMIS unless specific information proves essential to provide services, to develop reports and provide data, and/or to conduct evaluations and research. Evaluation and research will only use de-identified client data except in the case when the Provider Agency evaluates and researches its own clients. In all cases, the Provider Agency shall maintain compliance with all state and federal laws regarding research, evaluation and confidentiality of individual client identities.

6. If a Human Subjects Review Committee or similar committee exists within the Provider Agency, then the Provider Agency, wishing to conduct evaluation or research, must submit its request and be approved by that committee prior to conducting the evaluation or research.

7. The Provider Agency will not divulge any confidential information received from the CNY HMIS to any organization or individual without proper written consent by the client (or guardian where appropriate) unless otherwise permitted by relevant regulations or laws.

8. The Provider Agency will ensure that every person issued a User Identification and Password to the CNY HMIS will comply with the following:

- a. Read and abide by this Partnership Agreement
- b. Obtain, read and abide by the CNY HMIS User Guide⁵
- c. Read and sign a consent form stating an understanding of, and agreement to comply with CNY HMIS confidentiality practices⁶
- d. Read and sign the HMIS Code of Ethics form⁷
- e. Create a unique User I.D. and password; and will not share or reveal that information to anyone by written or verbal means

9. The Provider Agency will work with the System Administrator to assign the security protocols for each of its provider based on restrictions necessary to meet New York State Law.

⁵ One copy of the original HMIS manual and updates are provided by the HMIS LEAD AGENCY. This manual will include information on how to use the CNY HMIS as well as basic steps to ensure confidentiality.

⁶The Provider Agency will be responsible for managing any of its own requirements that individual employees comply with CNY HMIS confidentiality practices, such as having employee's sign ethics form provided by the HMIS LEAD AGENCY.

⁷ See Code of Ethics form

10. The Provider Agency understands that individuals granted Agency Administrator access within each agency must become a Designated CNY HMIS Agency Administrator through specific training provided by the HMIS LEAD AGENCY/Bowman Systems and agrees to attend or send a representative to all CNY HMIS Data Administrators Group meetings.
11. The Provider Agency understands that all client information will be encrypted⁸ on a file server physically located in a locked office with controlled access, at the offices of Bowman Internet Systems, LLC located at 333 Texas Street, Suite 300, Shreveport, Louisiana 71101.
12. Each provider agency must designate a security officer responsible for ensuring compliance with applicable security standards.

B. The Provider Agency agrees to document, via a signed CNY HMIS Client Release form, a client's (or guardian's when appropriate) understanding and consent to enter client information into a central database and the reasons for this entry. Furthermore,

1. An individual client (or guardian) must give informed client consent by understanding and signing the Release form at the Provider Agency prior to the Provider Agency sharing any client information to another agency.
2. The completed Release form provides:
 - a. Informed client consent regarding basic identifying client data to be entered into a shared database
 - b. Release of service transaction information to be shared for report purposes.
 - c. Client release to authorize the sharing of basic client identifying information among CNY HMIS Provider Agencies.
3. Two scenarios may occur if a client denies authorization to share basic identifying information and service data via the CNY HMIS. Each allows only the entering Provider Agency access to client information and precludes the ability to share information. **Either:**
 - a. A Client Profile section within Service Point will be marked restricted. **OR**
 - b. A client will be entered with an alias
4. The Provider Agency will incorporate a CNY HMIS Clause into existing Provider Agency Authorization for Release of Information form(s) if the Provider Agency intends to share confidential client data within the CNY HMIS. The Provider Agency's modified Authorization for Release of Information form(s) will be used when offering a client the

⁸ See Bowman Service Point Manual for encryption specifications

opportunity to input and share information with the CNY HMIS beyond basic identifying data and service information. The Provider Agency will communicate to the client what information, beyond basic identifying data and services will be shared if client consent is given. The Provider Agency will communicate to the client that while the Provider Agency can restrict information to be shared with select agencies, other agencies will have access to the information and are expected to use the information professionally and to adhere to the terms of the CNY HMIS Partnership Agreement. Agencies with whom information is shared are each responsible for obtaining appropriate consent before allowing further sharing of client records.

5. Each Provider Agency is responsible for ensuring that its staff and users comply with the requirements for informed consent and client confidentiality. The HMIS LEAD AGENCY⁹ will ensure and conduct periodic monitoring and reviews with Provider Agencies to enforce informed consent standards, including:

- a. Appropriate documentation indicating client awareness and consent of data being entered into central database
- b. Consent to release certain information.

6. The Provider Agency agrees to place all Client Authorization for Release of Information forms related to the CNY HMIS in a file to be located at the Provider Agency's business address and that such forms be made available to the CoC for periodic audits. The Provider Agency will retain these CNY HMIS related Authorization for Release of Information forms for a period of five years upon expiration, after which time the forms will be discarded in a manner ensuring un-compromised client confidentiality.

7. The Provider Agency understands that in order to update, edit, or print a client's record, the Provider Agency must have on file current client authorization as evidenced by a completed standard CNY HMIS Authorization to Release form pertaining to basic identifying data, and/or a modified Provider Agency form with a CNY HMIS Clause pertaining to confidential information.

The Provider Agency agrees to enter the minimum data required in the CNY HMIS; however, this does NOT mean that a Provider agency is required to share client identifiable information. A client's information may be restricted from overall access when the client refuses to allow his/her name, social security number or other personally identifiable information to be shared in the database.

⁹ The HMIS LEAD AGENCY may conduct these reviews or may accept a similar review by another organization as evidence of Provider Agency compliance.

C. Each Provider Agency owns the client data they enter. However, as a partner in the CNYHMIS, each agency agrees to share data with other organizations, including organizations outside of CNY HMIS users, provided no client identifiers are shared. Unless restricted by New York State Law.

1. In the event the CNY HMIS ceases to exist, the HMIS LEAD AGENCY will notify Provider Agencies and provide a six month time period for the Provider Agencies to access and save agency specific client data, statistical data and frequency data from the entire system. Then, the centralized server database will be purged or stored. If the latter occurs, the data will remain in an encrypted and aggregate state.
2. In the event the HMIS LEAD AGENCY ceases to operate the CNY HMIS, another organization will administer and take custodianship of the data. The HMIS LEAD AGENCY or its successor Agency will inform, in a timely manner, all Provider Agencies.
3. If the Provider Agency ceases to exist, it shall notify and work with the HMIS LEAD AGENCY to determine the appropriate disposition of Provider Agency's data, including the transfer of the data to a successor agency.
4. If the Provider Agency chooses to withdraw from the CNY HMIS, the Provider Agency shall notify the HMIS LEAD AGENCY of intended withdrawal date. The HMIS LEAD AGENCY shall allow sixty days for the Provider Agency to access and save agency specific client data, statistical data and frequency data from the entire system. The Provider Agency is financially responsible for extracting its data.
5. In the event Bowman Internet ceases to exist, the HMIS LEAD AGENCY will notify Provider Agencies in a timely manner of the expected result of this event.

III. Data Entry and/or Regular Use

- A. User Identification and Passwords **are not** permitted to be shared among users.
- B. If a Provider Agency has access to a client's basic identifying information, non-confidential service transactions and confidential information and service records, it will be generally understood that a client gave consent for such access. However, before a Provider Agency can update, edit, or print such information, it must have informed client consent, evidenced by a current standard CNY HMIS Authorization to Release form in writing

pertaining to basic identifying data and/or a Provider Agency modified form with a CNY HMIS Clause pertaining to confidential information.

- C. If a client has previously given permission to multiple agencies for them to have access to her/his information, beyond basic identifying information and service transactions, and then chooses to eliminate one or more of these agencies, the Provider Agency where the request is made will then either close the entire record, or simply restrict portions of the record to the other agency or agencies.
- D. In the event that a client would like to rescind consent to participate in the CNY HMIS completely, the Provider Agency at which her/his desire is expressed, will work with the client to complete a brief form¹⁰, which will be sent to the System Administrator to inactivate the client. Information about a client whose record has been “hidden” will remain in the central database for a period of time as required by law or the agency policy and will remain accessible by the Provider Agency, which provided services to the client for reporting purposes. This record will, however, be restricted for use or viewing by other agencies.
- E. The Provider Agency will enter information in the CNY HMIS about individuals for whom they complete an intake.
- F. Provider Agency will not enter any fictitious or misleading client data on an individual or family in the CNY HMIS.
- G. The Provider Agency will not misrepresent the number of clients served or the type of services / beds provided in the CNY HMIS by entering known, inaccurate information (i.e. Provider Agency will not purposefully enter inaccurate information on a new record or to over-ride information entered by another agency).
- H. The Provider Agency will enter information into the CNY HMIS according to agency and CNY HMIS adopted standards and will strive for real-time, or close to real-time, data entry. Real-time or close to real-time is defined by either immediate data entry upon seeing a client, or data entry into the CNY HMIS within one business day. This assumes that the Provider Agency has sufficient computers available for all staff performing data entry into the CNY HMIS.
- I. The Provider Agency understands that with a current standard CNY HMIS Authorization for Release form on file, it can update, edit, and print a client's basic identifying information.

¹⁰ Form provided by the HMIS LEAD AGENCY

- J. The Provider Agency understands that a modified agency Authorization to Release Information form, with the added CNY HMIS Clause, permits it to share confidential client information with select agencies.
- K. The Provider Agency understands that only the individual who created the assessment screens, or an authorized person¹¹ by originating agency can edit assessment screens. The Provider Agency will create a separate assessment, as needed, to indicate a change in a client's status, updates, and to edit incorrect information.
- L. Discriminatory comments by an employee, volunteer, or other person acting on behalf of the Provider Agency based on race, color, religion, national origin, ancestry, handicap, age, sex, and sexual orientation are not permitted in the CNY HMIS. Offensive language and profanity are not permitted in the CNY HMIS. This does not apply to the input of direct quotes by a client **IF** the Provider Agency believes that it is essential to enter these comments for assessment, service and treatment purposes.
- M. The Provider Agency will utilize the CNY HMIS for business purposes only.
- N. The Provider Agency understands the HMIS LEAD AGENCY will provide initial training and periodic updates to that training to assigned Provider Agency staff about the use of the CNY HMIS. This information is to then be communicated to additional staff using the CNY HMIS within the Provider Agency.
- O. The Provider Agency understands the HMIS LEAD AGENCY will provide a help desk with technical-support according to the following:

Support telephone numbers and email addresses will be provided to Provider Agencies upon signing this Agreement. HMIS LEAD AGENCY will ensure that any support calls are responded to according to the Severity Code Response Time below, provided that all available numbers and e-mail addresses have been accessed.

In the event of non-response the Provider Agency should notify the System Administrator at the HMIS LEAD AGENCY.

¹¹ Individual is employed or authorized to change information by originating agency

Severity Code Response Times

Severity	Description	System Administrator (SA) Response
1	Major system or component is inoperative which is critical to the Agency's business	Contact Bowman Internet Systems, LLC within 15 minutes and notify HMIS LEAD AGENCY of action plan and resolution within 1 hour
2	Agency is impacted by service delay but is still able to maintain business function	During HHC of CNY normal business hours, HHC will initiate problem resolution within four hours and notify Agency of action plan and resolution within 6 hours
3	The problem has a reasonable circumvention and agency can continue with little loss of efficiency	During HHC normal business hours, initiate problem resolution within eight hours and notify Agency of action plan within 12 hours
4	The call requires minor action or is for informational purposes only	Response time within 24 hours.

- P. The Provider Agency will keep updated virus protection software on agency computers that access the CNY HMIS.¹²
- Q. Transmission of material in violation of any United States federal or state law or regulation is prohibited and includes, but is not limited to: copyright material, material legally judged to be threatening or obscene, and material considered protected by trade secret.
- R. The Provider Agency will not use the CNY HMIS with intent to defraud the federal, state or local government or an individual entity, or to conduct any illegal activity.
- S. The Provider Agency recognizes the CNY HMIS Data Administrators Group will serve as a discussion center regarding the CNY HMIS, including CNY HMIS process updates, policy and practice guidelines, data analysis, and software/hardware upgrades. The Provider Agency will designate an Agency staff member to attend CNY HMIS User Group meetings regularly, and understands that the HMIS LEAD AGENCY will continue to be responsible for coordinating the CNYHMIS Administrators Group activities.

¹² Provider Agency assumes financial responsibility for virus protection software.

- T. The Provider Agency acknowledges that other agencies will periodically have access to de-identified data on the central database. To ensure the information generated by or through the CNY HMIS presents an accurate picture of homelessness and services to homeless people in the Onondaga, Oswego, and Cayuga County region, the Provider Agency will enter data in a timely and accurate manner.
 - U. Each Provider Agency assumes responsibility for (its) staff and users' compliance in regards to requirements for data entry and use of the CNY HMIS. To assess the quality of data and reports generated by the system, the HMIS LEAD AGENCY¹³ will conduct periodic monitoring and reviews on data. These include and are not limited to the following:
 - 1. Quality of data entered by Provider Agencies
 - a. Inappropriate and/or duplicate records
 - b. Untimely and/or inaccurate information
 - c. Missing required data elements
 - 2. Operation of the software
 - 3. Reporting functionality
 - V. Provider Agencies must notify HMIS LEAD AGENCY in writing of any changes to User ID including, but not limited to, new personnel, and released or terminated personnel.
 - W. Provider Agency will receive security awareness training prior to being given access to HMIS and annually, that reflects the policies of the Continuum of Care and requirements of the HMIS Security Standards.
- IV. Reports
- A. The Provider Agency understands that it will retain access to all identifying and statistical data on the clients it serves.
 - B. The Provider Agency understands that it may have access to personally identifiable client information even if the Provider Agency has not served the client or obtained a client's Consent to Release Information form. The Provider Agency agrees to **not report or release** any identifiable client information on clients that the Provider Agency has not served or obtained a signed Consent to Release Information form.
 - C. The Provider Agency understands that before non-identifying system-wide aggregate information collected by the CNY HMIS is disseminated to non-CNY HMIS Member Agencies, including funders, the User Group and/or the CoC shall endorse it¹⁴.

¹³ The HMIS LEAD AGENCY, may conduct these reviews or may accept a similar review by another organization as evidence of compliance by the Provider Agency.

¹⁴ The CNY HMIS Administrators Group will serve in part to protect the confidentiality of clients and the integrity of the data by requiring certain methods of data analysis be utilized.

- V. Proprietary Rights and Database Integrity
- A. The Provider Agency will not give or share assigned user identification and passwords to access the CNY HMIS with any other organization, governmental entity, business, or individual.
 - B. The Provider Agency will not cause in any manner, or way, corruption of the CNY HMIS. Any unauthorized access or unauthorized modification to computer system information or interference with normal system operations, whether on the equipment housed by the HMIS LEAD AGENCY or any computer system or network related to the CNY HMIS will result in immediate suspension of services and the HMIS LEAD AGENCY will pursue all appropriate legal action.
- VI. Hold Harmless
- A. The HMIS LEAD AGENCY makes no warranties, expressed or implied. The Provider Agency, at all times, will indemnify and hold the HMIS LEAD AGENCY harmless from any damages, liabilities, claims, and expenses that may be claimed against HMIS LEAD AGENCY or the Provider Agency, or for injuries or damages to HMIS LEAD AGENCY or the Provider Agency or another party arising from participation in the CNY HMIS, or arising from any acts, omissions, neglect or fault of the Provider Agency or its agents, employees, licensees, or clients, or arising from the Provider Agency's failure to comply with laws, statutes, ordinances or regulations applicable to it or the conduct of its business. This Provider Agency will also hold the HMIS LEAD AGENCY harmless for negative repercussions resulting in the loss of data due to delays, non-deliveries, mis-deliveries, or service interruption caused by the Provider Agency's negligence or errors or omissions, as well as natural disasters, technological difficulties, and/or acts of God. The HMIS LEAD AGENCY shall not be liable to the Provider Agency for damages, losses, or injuries to the Provider Agency or another party unless such is the result of negligence or willful misconduct of the HMIS LEAD AGENCY or its agents, employees, licensees or clients.
 - B. The Provider Agency makes no warranties, expressed or implied. The HMIS LEAD AGENCY, at all times, will indemnify and hold the Provider Agency harmless from any damages, liabilities, claims, and expenses that may be claimed against the HMIS LEAD AGENCY or Provider Agency, or for injuries or damages to the HMIS LEAD AGENCY, the Provider Agency, or another party arising from participation in the CNY HMIS, or arising from any acts, omissions, neglect, or fault of the HMIS LEAD AGENCY or its agents, employees, licensees, or clients, or arising from the HMIS LEAD AGENCY's failure to comply with laws, statutes, ordinances or regulations applicable to it or the conduct of its business. Thus HMIS LEAD AGENCY will also hold

the Provider Agency harmless for negative repercussions resulting in the loss of data due to delays, non-deliveries, mis-deliveries, or service interruption caused by the HMIS LEAD AGENCY or a Provider Agency's negligence or errors or omissions, as well as natural disasters, technological difficulties, and/or acts of God. The Provider Agency shall not be liable to the HMIS LEAD AGENCY for damages, losses, or injuries to the HMIS LEAD AGENCY or another party unless such is the result of negligence or willful misconduct of the Provider Agency or its agents, employees, licensees or clients.

- C. The Provider Agency agrees to keep in force a comprehensive general liability insurance policy with combined single limit coverage of not less than five hundred thousand dollars (\$500,000). Said insurance policy shall include coverage for theft or damage of the Provider Agency's CNY HMIS-related hardware and software, as well as coverage of Provider Agency's indemnification obligations under this Agreement.
- VII. HMIS LEAD AGENCY Responsibilities
- A. HMIS LEAD AGENCY agrees to enter into a contract and maintain the services of the Service Point software according to the terms and conditions of the contract with the Software Provider.
 - B. HMIS LEAD AGENCY agrees to maintain a System Administrator who will provide training, implementation, help desk and support to the Provider Agencies.
 - C. HMIS LEAD AGENCY agrees to designate a security office to be responsible for ensuring compliance with applicable security standards.
- VIII. Dispute Resolution and Appeals
- A. If the Provider Agency disagrees with any element of this Agreement it shall make every effort to address and resolve those issues with the Executive Director of the HMIS LEAD AGENCY.
 - B. If the HMIS LEAD AGENCY and the Provider Agency are unable to reach a solution, either party may raise the issue to the CNY HMIS Administrators Group for a solution.
 - C. The CNY HMIS Administrators Group may recommend a solution or may request that the parties raise the issue to the CoC.
 - D. The CoC will make every effort to resolve the issue; however, if the issue cannot be adequately resolved at this level, the CoC shall recommend a process to reach resolution.

IX. Terms and Conditions

- A. The parties hereto agree that this Agreement is the complete and exclusive statement of the agreement between parties and supersedes all prior proposals and understandings, oral and written, relating to the subject matter of this Agreement.
- B. Neither party shall transfer or assign any rights or obligations without the written consent of the other party.
- C. This Agreement shall remain in-force until revoked in writing by either party with 30 days advance written notice. The exception to this term is if allegations, or actual incidences, arise regarding possible, or actual, breeches of this agreement. Should such situation arise, the HMIS LEAD AGENCY may immediately suspend access to the CNY HMIS until the allegations are resolved in order to protect the integrity of the system.
 - 1. When the HMIS LEAD AGENCY becomes aware of a possible or actual incident, it shall make a reasonable effort to address its concerns with the Executive Director of the Provider Agency prior to taking action.
 - 2. If HMIS LEAD AGENCY believes that the breach by a Provider Agency's such that it may damage the integrity of the central database and the information in the central database for the Provider Agency or any other Agency, it may take immediate steps to suspend the Provider Agency's access to the CNY HMIS prior to addressing the concerns with the Executive Director of the Provider Agency. The HMIS LEAD AGENCY will then address the concern with the Executive Director of the Provider Agency to resolve the issue.
 - 3. If the concern is not resolved satisfactorily between the HMIS LEAD AGENCY and the Executive Director of the Provider Agency, the HMIS LEAD AGENCY shall consult with the CNY HMIS Administrators Group prior to taking further action.
 - 4. Action with a Provider Agency may include the provision of training and technical assistance, suspension of access to the central database or other appropriate measures to ensure that the data integrity is maintained.
- D. If a Provider Agency believes that action taken is not appropriate, or it cannot meet the conditions of the decision, it may appeal the action to the CNY HMIS Administrators Group. If the Data Administrators Group and the Provider Agency cannot reach agreement, a representative of the CNY HMIS Admin Group, the HMIS LEAD AGENCY and Provider Agency

shall address the issue before the Continuum of Care on Homelessness or its designated CNY HMIS Oversight Committee (unbiased interested parties, designated by the CoC lead). Decisions by the CoC are final; however, every attempt will be made by all parties to reach a reasonable accommodation for the Provider Agency.

- E. This agreement may be modified or amended by written agreement executed by both parties with 30 days advance written notice.

Use of the CNY HMIS constitutes acceptance of these Terms and Conditions.

Executive Director Signature

Date (d/m/y)

Name and Address of Provider Agency

Printed Name of (Provider Agency) Executive Director

Date (d/m/y)

Sarah Schutt
HMIS Lead Agency
System Administrator
Housing & Homeless Coalition of Central New York
420 Montgomery St.
12th Floor
Syracuse, NY 13202

Date (d/m/y)

Continuum of Care Written Standard for NY-505
Syracuse/Auburn, Onondaga, Oswego and Cayuga Counties

Table of Contents

Introduction.....	2
Program Requirement for All Programs.....	2-3
Record Keeping Requirements for All Projects.....	3-4
Occupancy Standards for All Programs.....	4
Coordinated Entry Prioritization System.....	4-9
• Housing First.....	5-6
• Participant Eligibility.....	6-7
○ Chronic Homeless Definition.....	6
○ Homeless Definition.....	7
• Severity of Needs.....	8
• Orders of Priority.....	8-9
Other Permanent Housing Programs/Processes.....	9
Homeless Prevention.....	9-10
Emergency Shelters.....	10-12
Permanent Supportive Housing.....	12
Rapid Rehousing.....	12-13
Transitional Housing.....	13

This document was adopted from the Homeless Alliance of Western New York by the Housing and Homeless Coalition of Central New York (CoC NY-505).

Introduction

The Continuum of Care (CoC) is responsible for coordinating and implementing a system to meet the needs of the population and subpopulations experiencing homelessness within the geographic area of Onondaga, Oswego and Cayuga Counties. Both the Emergency Solution Grant Rules and Regulations (ESG) and the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Continuum of Care Program Interim Rules state that the Continuum of Care (CoC), in consultation with recipients of Emergency Solutions Grants program funds within the geographic area, (1) establish and consistently follow written standards for providing Continuum of Care assistance, (2) establish performance targets appropriate for population and program type, and (3) monitor recipient and sub-recipient performance.

All programs that receive ESG or CoC funding are required to abide by these written standards. Agency program procedure should reflect the policy and procedures described in this document. The CoC strongly encourages programs that do not receive either of these sources of funds to accept and utilize these written standards.

The written standards have been established to ensure that persons experiencing homelessness who enter programs throughout the CoC will be given similar information and support to access and maintain permanent housing.

The written standards have been created in conjunction with HUD Notice CPD-14-012 issued on July 28, 2014 titled Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status that can be found online here:

<http://portal.hud.gov/hudportal/documents/huddoc?id=14-12cpdn.pdf>

The Continuum of Care Written Standards will:

- Assist with the coordination of service delivery across the geographic area and will be the foundation of the coordinated entry system;
- Assist in assessing individuals and families consistently to determine program eligibility;
- Assist in administering programs fairly and methodically;
- Establish common performance measurements for all CoC components; and
- Provide the basis for the monitoring of all CoC and ESG funded projects.

These written standards have been developed in conjunction with ESG recipients (City of Syracuse, Onondaga County) and with service providers to allow for input on the procedure of Coordinated Entry/Assessment System, standards, performance measures and the process for full implementation of the standards throughout the CoC from the perspective of those organizations that are directly providing homeless housing and services, Emergency Shelter (ES), Transitional Housing (TH), Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH).

The CoC Written Standards have been approved by the CoC, the County and City ESG recipients and providers. The Written Standards will be reviewed and revised as needed at a minimum of once per year.

Program Requirement for All Programs

- Programs must coordinate with other homeless services within the CoC.

- Programs must coordinate with, refer to, and ensure client access to mainstream resources in the CoC including housing, social services, employment, education and youth programs for which participants may be eligible.
- Programs must have written policies and procedures and must consistently apply them to all participants.
- Programs that serve households with children:
 - A staff person must be designated as the educational liaison that will ensure that children are enrolled in school, connected to appropriate services in the community, including early childhood program such as Head Start, Part C of the Individuals with Disabilities Education Act, and the McKinney Vento education services.
 - The age and gender of a child under age 18 must not be used as a basis for denying any family's admission to a project that provides shelter for families with children.
- Programs receiving ESG and CoC funding must participate in HMIS (Homeless Management Information System), unless otherwise stated by federal regulations. Homeless programs that are not federally funded are strongly encouraged to participate in HMIS.
- Programs must meet minimum HMIS data quality standards (maintaining an "A" HMIS Report Card Grade).
- Programs providing Domestic Violence or Legal Services may opt out of HMIS participation but must utilize a comparable database to collect HUD required data elements.
- Programs must participate in Coordinated Entry System and use the prioritization criteria established in this document.
- Programs must conduct an initial evaluation to determine the amount and type of assistance needed to regain stability in permanent housing.
- Program rules and regulations should be designed in the spirit of inclusion rather than as grounds for denial or termination. Programs should exercise judgment and examine all extenuating circumstances in determining when violations are serious enough to warrant termination so that a program participant's assistance is terminated only in the most severe cases.
- Programs must have a formal procedure for terminating assistance to a participant that recognizes the rights of the participant(s) involved.
 - Programs must use judgment and examine all extenuating circumstances in determining that a violation should result in termination.
 - Every effort should be made to allow the participant to remain in the program; termination should only be exercised in the most severe cases.
 - Termination does not necessarily preclude assistance at a future date.
- Programs must make known that use of the facilities and services are available to all on a nondiscriminatory basis.
- Programs may not engage in inherently religious activities such as worship, religious instruction or proselytization as part of the programs or services funded under the CoC or ESG. These activities can be conducted (but not supported with federal funds) but must be separate and voluntary for program participants.

Recordkeeping Requirements for All Projects

Participant Recordkeeping Requirements include:

- All records containing personally identifying information must be kept secure and confidential;
- Programs must have written confidentiality/privacy notice a copy of which should be made available to participants if requested;
- Documentation of homelessness must be kept (following HUD's guidelines);
- A record of services and assistance provided to each participant;
- Documentation of any applicable requirements for providing services/assistance;
- Documentation of use of coordinated assessment system;
- Documentation of use of HMIS;
- Records must be retained for a minimum of 5 years as prescribed by HUD.

Financial Recordkeeping Requirements include:

- Documentation for all costs charged to the grant;
- Documentation that funds were spent on allowable costs;
- Documentation of the receipt and use of program income;
- Documentation of compliance with expenditure limits and deadlines;
- Retain copies of all procurement actions as applicable;
- Documentation of amount, source and use of resources for each match contribution;
- Documentation of audits, financial statements, bank statements, general ledgers, and financial policies/procedures.

Occupancy Standards for All Programs

All housing units, including scattered site programs owned and managed by private landlords, must meet HUD Housing Quality Standards and Housing Habitability Standards.

The Program, Record Keeping and Occupancy Standards as represented above apply to all programs regardless of the type of services/housing that they provide.

Coordinated Entry System

The Local Department of Social Services is the primary contact during business hours to receive shelter services and to be assessed to determine whether shelter services is necessary for individuals and families (shelter diversion). Contact Community Services is responsible for the 2-1-1 system whereby individuals contact this line for after-hours shelter services and shelter diversion.

The CoC has a Coordinated Entry workgroup which is primarily comprised of outreach workers, shelter discharge workers and PSH/TH/RRH intake workers and meets to discuss how to move shelter residents and unsheltered people into our PSH/TH/RRH programs. The group is chaired by the CoC HMIS Administrator.

The Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT) developed by OrgCode Consulting has been approved by the CoC and will be the coordinated entry tool for individuals who may be experiencing chronic homelessness and will be used by all projects that are dedicated or prioritized for the chronically homeless. The Family SPDAT (F-SPDAT) developed by OrgCode Consulting has been approved by the CoC and will be the coordinated entry tool for families who are experiencing homelessness. The Transition Aged Youth SPDAT (TAY-SPDAT) developed by OrgCode Consulting has been approved by the CoC and will be the coordinated entry tool for unaccompanied youth who are

experiencing homelessness. For purposes of this document, the written standards will use the term “assess” or “assessment” which will refer to these tools and will specify the types of tools as needed.

The CoC has developed one streamlined waitlist that can be found in the CoC’s HMIS:

<https://sp5.servicepoint.com/cnyhmis/com.bowmansystems.sp5.core.ServicePoint/index.html>

The list is categorized by the highest assessment score of the most vulnerable and/or chronically homeless people who may also be experiencing the longest length of stays of homelessness in our CoC. Through this list, people at the top, will be prioritized for PSH/RRH/TH. All CoC and ESG projects, when there is a vacancy in their projects, must select from the Coordinated Entry list, which can be found in the CoC’s HMIS referral list, which is a current, “in real-time” list, to fill this vacancy.

Projects will no longer carry their own independent waitlist as this previously created “cherry-picking” and “side doors” to housing that more vulnerable individuals and families could have benefitted from.

All street outreach providers are required to assess persons found in places not meant for human habitation using the assessment tool per the local ESG funding requirements. Once assessed, the person will be referred to housing on the HMIS referral list. The street outreach worker will continue to work with their client to make other referrals for additional services as needed and to follow up on any documentation or other requirements the housing providers need to accept their client into their project.

All emergency shelter providers are required to assess persons in shelter using the assessment tools, per the Local Department of Social Services Per Diem Shelter Contracts, if they have been in shelter for two weeks or more and this is their first experience of homelessness. If this shelter stay is a return to homelessness, the shelter provider must assess the resident(s) and work with the resident to make other referrals for additional services as needed and to follow up on any documentation or other requirements the housing providers need to accept their client into the project.

Housing providers are required to review the HMIS referral list when there is an anticipated vacancy to immediately fill the bed with a new program participant. The housing provider must select the person with the highest assessment score and the individual/family that fits the housing project’s requirements (i.e. an adult cannot be accepted for a project that only accepts unaccompanied youth).

All CoC and ESG programs have their intake paperwork on the HHC website (www.hhccny.org) to help shelters provide quicker referrals and easier access to these forms. Program directors will provide updated intake paperwork when it becomes available.

Housing First:

Housing providers are required to adhere to a Housing First philosophy and implement this philosophy into their intake process as well as their program process. A Housing First philosophy and intervention must be adopted by all CoC and ESG programs, which lowers barriers to housing by ensuring applicants are not screened out due to:

- Having too little or no income;
- Active or history of substance abuse;
- Having a criminal history (with exceptions for state-mandated restrictions);

- History of domestic violence (lack of order of protection, period of separation from abuser, law enforcement involvement).

A Housing First philosophy and intervention also ensures that residents are not terminated due to:

- Failure to participate in support services;
- Failure to make progress on a service plan;
- Loss of income or failure to improve income;
- Domestic violence;
- Any other activity not covered in a lease agreement typically found in the community.

To be able to better serve persons entering housing programs, it should not be a requirement that persons are subjected to a drug test or breathalyzer upon the intake process or at any point in their housing stay. It should also not be a requirement that persons are forbidden to have alcohol in their apartment (i.e. refrigerator checks for alcohol) if the program participant is over the legal drinking age of 21 in New York State.

Requiring an in-person interview prior to being admitted to the program to determine eligibility is not Housing First.

Requiring participants to go through a non-Housing First Transitional Housing prior to entering a “Housing First” Permanent Housing program is not Housing First and is not prioritizing those beds for the chronically homeless.

Recognizing that Housing First and prioritizing those who may be harder to serve may be challenging on front line staff, staff should be receiving motivational interviewing, trauma-informed care, and any other training to support the client and themselves in doing this work. Opportunities for these types of training are regularly sent out from the HHC list serve. Please contact the CoC Coordinator, Melissa Marrone, at melissa.marrone@dfa.state.ny.us to be added to this list serve to receive this communication and for any questions, comments or concerns regarding this process.

A current, “real-time” vacancy list can be found on HMIS. Please contact the CoC’s HMIS Administrator, Sarah Schutt, at sarah.schutt@dfa.state.ny.us to receive an HMIS license and for any needed training regarding this process and any additional HMIS trainings.

Participant Eligibility:

HUD Chronic Homeless Definition:

For all dedicated/prioritized chronically homeless units, participants must meet the chronically homeless definition as stated in Definition of Chronically Homeless final rule which is:

(a) A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:

- i. lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
- ii. Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive

nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;

(b) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility;

i. A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition (as described in Section I.D.2.(a) of this Notice), including a family whose composition has fluctuated while the head of household has been homeless.

The HUD Chronic Homelessness Final Rule can be found online:

<https://www.hudexchange.info/resources/documents/Defining-Chronically-Homeless-Final-Rule.pdf>

HUD Homeless Definition:

(1) Individuals and families who lack a fixed, regular, and adequate nighttime residence and includes a subset for an individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or a place not meant for human habitation immediately before entering that institution;

(2) Individuals and families who will imminently lose their primary nighttime residence;

(3) Unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under this definition; or

(4) Individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member.

The HUD Homeless Definition with recordkeeping requirements can be found here:

https://www.hudexchange.info/resources/documents/HomelessDefEligibility%20SHP_SPC_ESG.pdf

For all non-dedicated/prioritized CH PSH/TH units that are CoC and ESG funded, participants must meet the homeless definition and have a disability.

Severity of Needs:

Units will be prioritized for people meeting the chronic homeless definition or participants with the highest severity of service needs which means an individual for whom at least one of the following is true:

i. History of high utilization of crisis services, which include but are not limited to, emergency rooms, jails, and psychiatric facilities; and/or

ii. Significant health or behavioral health challenges, substance use disorders, or functional impairments which require a significant level of support in order to maintain permanent housing.

iii. For youth and victims of domestic violence, high risk of continued trauma or high risk of harm or exposure to very dangerous living situations.

This Severity of Needs criteria is a directive by HUD Notice CPD 16-11 titled Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing dated July 25, 2016 can be found online:

<https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>

Orders of Priority:

(a) First Priority– Individuals and Families who are Experiencing Homelessness with a Disability with Long Periods of Episodic Homelessness and Severe Service Needs and a High Assessment Score

- An individual or family that is eligible for CoC Program-funded PSH who has experienced fewer than four occasions where they have been living or residing in a place not meant for human habitation or an emergency shelter but where the cumulative time homeless is at least 12 months and has been identified as having severe service needs and a VI-SPDAT score of 8 or higher.

(b) Second Priority–Individuals and Families who are Experiencing Homelessness with a Disability with Severe Service Needs.

- An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation or an emergency shelter and has been identified as having severe service needs. The length of time in which households have been homeless should also be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required. The VI-SPDAT score should also be an 8 or higher.

(c) Third Priority—Individuals and Families Experiencing Homelessness with a Disability Coming from Places Not Meant for Human Habitation or Emergency Shelter Without Severe Service Needs.

- An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation or emergency shelter where the individual or family has not been identified as having severe service needs. The length of time in which households have been homeless should be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required. The VI-SPDAT score should be a 4 or higher.

(d) Fourth Priority–Individuals and Families Experiencing Homelessness with a Disability Coming from Transitional Housing.

- An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing had lived in a place not meant for human habitation or emergency shelter. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking and prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, an emergency shelter prior to entry in the transitional housing. The VI-SPDAT score should be a 4 or higher.

A unit will be held for participants who have already been accepted to the program regardless of move-in status participants and will not be disqualified if they are able to secure a temporary housing situation in the interim wait period. However, the case will be discussed in the Coordinated Entry Committee monthly meeting when the client has been absent from contact for thirty days.

Only clients who are permanently housed with subsidy will be taken off of the list. Clients who have not been seen will remain in the list. Projects are not required to keep units vacant indefinitely while waiting for an identified eligible individual or family to accept an offer of PSH. Street outreach and shelter providers should continue to make attempts to engage those persons that have been resistant to accepting an offer of PSH and these individuals and families must continue to be prioritized until they are housed.

Participants who have already been enrolled in the program and moved into their apartment will retain their apartment unless it has been vacated without notice for more than 30 days.

The CoC and recipients of CoC Program-funded PSH must comply with the nondiscrimination provisions of Federal civil rights laws, including, but not limited to, the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and Titles II or III of the Americans with Disabilities Act, as applicable. See 24 C.F.R. § 5.105(a).

Onondaga County Single Point of Access (SPOA) -

The Onondaga County Department of Adult and Long Term Care Services (DALTC), has an OMH funded SPOA process to prioritize access to OMH residential and case management services for OMH priority high need individuals. OMH funded residential and specialized care coordination services is for designated high need persons with Serious and Persistent Mental Illness (SPMI). OMH SPOA eligible individuals meet SPMI criteria as follows:

Have a primary diagnosis of serious mental illness (current mental illness diagnosis as per the DSM-5) and experience substantial impairments in functioning due to severity of their clinical condition, i.e. mental illness for an extended duration on either a continuous or episodic basis, and also meet one or more OMH high need, priority criteria: is being discharged from psychiatric center or specialized residential program; has high Medicaid costs, forensic population, i.e. from or recently in a correctional facility or under court ordered treatment, or is staying at shelter or unsheltered.

Referrals for OMH housing are triaged according to OMH and County priority factors; these include frequent user of service (FUSE), transition age youth, risk, stage of change and the number of service systems the person is/has encountered. The SPOA Team considers data from HMIS when reviewing applications for OMH funded programs. All OMH eligible housing applicants receive a housing recommendation that fits their level of acuity and stage of change. Applications for OMH residential and housing programs are routed to the program that best fits the person's choice, needs, priority level, availability, and cost.

Priority applications for Assertive Community Treatment (ACT Team), Forensic, and Assisted Outpatient Treatment (AOT) are fast tracked and assigned to a provider/care manager.

Several OMH funded supported housing beds are designated as Housing First and set aside for the most housing challenged ACT level OMH SPMI clients who have no other housing options. Individuals may have predetermined priority status via the SPOA data base disposition history and community provider input. Every effort is made to avoid episodes of homelessness.

Applicants not eligible for OMH SPOA programs are redirected to alternate providers. For housing programs which are jointly funded by both OMH and HUD, SPOA assures that the applicant meets the OMH priority criteria, and the housing provider is responsible for determining HUD/CoC priority level via the Coordinated Entry process and assessment score.

Homeless Prevention -

At the time that a person who is experiencing homelessness or at risk of being homeless apply for assistance, s/he is also screened for eligibility into other welfare and assistance programs, such as the Supplemental Nutrition Assistance Program, Temporary Assistance and other financial assistance programs.

The CoC's Local Departments of Social Services (LDSS) provide many aid programs that assist county residents in staying in their own home and thus serves as the first point of access for homelessness prevention services. Other best practices, such as attempting diversion from the homeless shelters, have been standard practice at LDSS for many years.

County ESG funds prevention programs in Onondaga County focusing on those facing issues such as eviction, including back rent and security deposits. Onondaga County Department of Social Service – Economic Security is required to conduct face-to-face interviews within 24 hours within clients being placed into shelters which has proven effective in diverting people from shelters. There is an exception for domestic violence victims and direct hospital discharges.

There are two programs in Onondaga County that are dedicated to homeless prevention: Catholic Charities Homeward Connection and Salvation Army Homeless Prevention Services. Both programs provide short term case management, support and advocacy, and referrals for housing related assistance to prevent homelessness.

There are two programs in Oswego County that are dedicated to homeless prevention: AmeriCorp provides case management services to people at Oswego County Opportunities, Oswego County DSS, Catholic Charities and Oswego County Probation, AmeriCorp's volunteers are located at each one of the agencies listed above to provide direct services to homeless consumers. Clients must be TANF eligible and services provided include security deposits, back rent payments, and mattresses funded by FFFS wrap-around funding. Services can be accessed at any of the locations listed above.

Emergency Shelters

The Emergency Shelter System in the CoC is currently composed of 11 providers; a total of 505 year round beds. Placements can also be made at LDSS contracted hotels/motels if there is no appropriate shelter available. The level of support services available to participants varies greatly from program to program. The length of stay is generally expected to be less than 30 days; extensions may be granted at some shelters in some circumstances.

Access to Emergency Shelter: Information on how to access Emergency Shelter is available 24 hours a day/7 days a week:

Onondaga County -

- Going directly to Onondaga Department of Social Services (DSS) during regular business hours (8AM – 4PM);
- Calling 2-1-1;
- Vera House Domestic Violence Hotline – 315-468-3260 (For DV only);
- Syracuse Booth House (Youth) – 1800-660-6999

Currently, there is “no wrong door” (multiple entry points) into the emergency shelter system. The largest single point of entry is the Onondaga County Department of Social Services – Economic Security (DSS-ES). Homeless persons must be approved for placement by DSS before entering the program. To be obtained in the following ways:

- Person(s) experiencing homelessness must go to the 2nd floor of the Civic Center, located at 421 Montgomery Street between 8AM and 4PM and be screened for eligibility by the Emergency Housing unit.
- You may call the DSS Call Center at 315-435-2700 for information.
- After hours, weekend and Holiday placements can be made by calling 211.
- If determined to be eligible, a placement will be made at one of the emergency shelters or a hotel/motel placement can be made if an appropriate shelter bed(s) is not available.
- While in shelter the participant must fulfill all DSS requirements provided to them in writing; i.e. – housing search, getting additional documentation for public benefits eligibility determination, etc.
- If denied an emergency shelter placement or placement is terminated before permanent housing is accessed, a fair hearing may be requested by calling the Fair Hearing Unit at 315-435-2585 or toll-free 1800-342-3334.

Emergency shelters include: Catholic Charities Men’s Shelter, Catholic Charities Dorothy Day House, The Salvation Army Emergency Family Shelter, The Salvation Army Women’s Shelter, The Salvation Army Barnabas Shelter, The Salvation Army Booth House, Rescue Mission Transformations and Vera House Emergency Shelter (DV only).

People experiencing homelessness access these programs by:

- Calling or going directly to the shelters to find out about bed availability;
- Calling 2-1-1;
- For Vera House Emergency Shelter (DV only), please call 315-468-3260.

Oswego County Emergency Shelter Access:

There is currently no emergency shelter located in Oswego County with the exception of a domestic violence shelter for women and children. Oswego County DSS is located at 100 Spring Street in Mexico, NY. People who go to Oswego DSS and are eligible for emergency shelter will be placed into hotel/motels, rooming houses, SAF shelter for victims of domestic or sexual violence, or host homes for youth under age 21. Homeless persons access these programs by:

- Going directly to DSS;
- Present at any Oswego County Opportunities building:
 - Oswego Location: 18 East Cayuga Street Oswego, NY 13126
 - Fulton Location: 239 Oneida Street Fulton, NY 13069
 - Or by calling: 315-342-1600 or 1-877-342-7618
- Present at Catholic Charities at 365 West 1st St., Fulton, NY or by calling 315-598-3980

After hours, weekend and holiday placements are determined through an eligibility assessment and may be made by calling Oswego County Opportunities Crisis Hotline: 315-342-1600 or 1-877-342-7618.

Cayuga County Emergency Shelter Access:

The only emergency shelter located in Cayuga County is Chapel House for single men with the exception of a domestic violence shelter for women and children. Cayuga County DSS is located at 160 Genesee St, Auburn, NY 13021. People who go to Cayuga DSS and are eligible for emergency shelter will be placed into hotels/motels. People experiencing homelessness may access these programs by:

- Going directly to DSS
- Calling Fingerlakes 211

Permanent Supportive Housing:

There are 1,411 Permanent Supportive Housing (PSH) beds funded by the CoC, in which 127 are dedicated to chronically homeless which is 9% of the total PSH units. All non-dedicated chronically homeless PSH projects have committed to prioritize 100% of their turnover beds to serve chronically homeless clients.

Our current percentage of chronically homeless individuals and families in our CoC is approximately 11%. If there is a PSH bed open will be prioritized for the chronically homeless.

There are several non-CoC funded PSH programs. These include ACR Health HOPWA, Rescue Mission Gifford Place Independent Living Program, YMCA, CNY Services The Hawthorne & Susan's Place TH, and the Veterans Administration has HUD VASH Vouchers for Veterans, Oswego County Opportunities Backstreet Apartments, and Oswego County OMH Division of Mental Hygiene Supported Housing. Many of these programs have separate eligibility requirements.

Rapid Rehousing:

There are currently a total 215 Rapid Rehousing beds funded in this CoC through The Salvation Army (CoC and ESG Funded) and Catholic Charities (ESG funded).

Prior to rental assistance, the apartment must pass the necessary inspections (habitability, and visual lead for families & pregnant individuals) and a one year lease must be provided. The rent for the apartment must also be within Rent Reasonableness Guidelines and not exceed the Fair Market Rent. Short to Medium Term financial/rental assistance may be provided. Amounts may vary depending on household need. The length of rental assistance should be determined by the client's need and should not be longer than 24 months. The percentage of rent will be scaled if client and caseworkers determine that a brief stay is more appropriate. The client portion does not exceed 30% of their income. A

household is eligible for case management services up to six months following 24 months or less of rental assistance.

In order to receive CoC RRH:

1. Participants must meet HUD homeless definition.
2. Household incomes less than 30% of AMI for ESG program and less than 200% of the federal poverty guidelines for CoC program.
3. Employment eligibility may also be considered for rapid rehousing.

Transitional Housing (non-youth):

There are no longer any transitional housing funded by the CoC. There are several non-CoC Transitional Housing Programs in Onondaga County: Chadwick Residence, Rescue Mission Willing to Work, The Salvation Army Women's Shelter Apartment, YMCA Residence and the YWCA Transitional Residence. The Veterans Administration has the Veterans Grant Per Diem (GPD) program for transitional housing for Veterans.

Oswego County Opportunities has Mental Health Transitional Living (MHTL), Arbor House Community Residence and the Supportive Living Program for people with substance use disorders and SAF program for people fleeing domestic violence.

The Auburn Rescue Mission has transitional housing for families. Cayuga-Seneca Community Action Agency has transitional housing for people fleeing domestic violence.

Individuals or families must meet the HUD homeless definition to be eligible for many of these programs.

Transitional Housing for Youth:

Program Summary and Eligibility:

As previously mentioned, there are no longer any transitional housing funded by the CoC. The Salvation Army Syracuse Area Services has three transitional housing programs for youth, one of which is a pregnant and parenting program, which are all ESG funded. Oswego County Opportunities called the PATH program for homeless youth. Cayuga Seneca Community Action Agency has one transitional housing program for youth.

Performance Measurement Module (Sys PM)

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		4605		42			22	
1.2 Persons in ES, SH, and TH		4874		63			27	

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	-	-	-	-	-	-	-
1.2 Persons in ES, SH, and TH	-	-	-	-	-	-	-	-

Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	8	4	50%	0	0%	0	0%	4	50%
Exit was from ES	1129	157	14%	100	9%	78	7%	335	30%
Exit was from TH	309	32	10%	16	5%	14	5%	62	20%
Exit was from SH	0	0		0		0		0	
Exit was from PH	485	46	9%	31	6%	16	3%	93	19%
TOTAL Returns to Homelessness	1931	239	12%	147	8%	108	6%	494	26%

Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

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

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	929	821	-108
Emergency Shelter Total	546	587	41
Safe Haven Total	0	0	0
Transitional Housing Total	370	221	-149
Total Sheltered Count	916	808	-108
Unsheltered Count	13	13	0

Metric 3.2 – Change in Annual Counts

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

	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons		5055	
Emergency Shelter Total		4733	
Safe Haven Total		0	
Transitional Housing Total		566	

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

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		580	
Number of adults with increased earned income		6	
Percentage of adults who increased earned income		1%	

Performance Measurement Module (Sys PM)

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		580	
Number of adults with increased non-employment cash income		55	
Percentage of adults who increased non-employment cash income		9%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		580	
Number of adults with increased total income		59	
Percentage of adults who increased total income		10%	

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		242	
Number of adults who exited with increased earned income		39	
Percentage of adults who increased earned income		16%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		242	
Number of adults who exited with increased non-employment cash income		96	
Percentage of adults who increased non-employment cash income		40%	

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		242	
Number of adults who exited with increased total income		123	
Percentage of adults who increased total income		51%	

Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.		4672	
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.		1760	
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)		2912	

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.		4844	
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.		1840	
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.)		3004	

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

This Measure is not applicable to CoCs in 2016.

Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach		100	
Of persons above, those who exited to temporary & some institutional destinations		13	
Of the persons above, those who exited to permanent housing destinations		17	
% Successful exits		30%	

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

	Previous FY	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited		4274	
Of the persons above, those who exited to permanent housing destinations		1366	
% Successful exits		32%	

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

	Previous FY	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH		1351	
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		1286	
% Successful exits/retention		95%	



Onondaga/Oswego/Cayuga Counties Continuum of Care
2016 Local Application
APPLICATION FOR RENEWAL

Project Name:	
----------------------	--

Applicant Name	
Address	
Phone Number	
Email	

CATEGORY	KEY	QUESTION	POINT VALUE
Narrative	A	Please provide a general description of the project including the total amount requested and a rationale for why the project should be funded. (500 word limit)	5 points

HUD Priority:

			Yes	No	
Housing First	B	Does the program have zero barriers to entry besides homeless and disability verification, and minimum federal safety requirements? (Policy must be attached, as "Policy B, Housing First Policy")			5 points
	C	Does the program prioritize highest-needs clients (chronic homeless)? (Policy must be attached, as "Policy C, Chronic Homeless Prioritization Policy")			5 points

			Yes	No	
Measuring System Performance Ending Youth, Family, Veteran and All Homelessness	D	Does the program have policies in place to support client-centered practice? (Policy must be attached, as "Policy D, Client-Centered Policy.")			5 points
	E	Average length of stay in permanent housing? <ul style="list-style-type: none"> 365 days or more = 5 points 182.5 -365 days = 3 points Less than 182.5 days = 0 points 	____ days		up to 5 points
	F	Does the project fully and accurately participate in HMIS?			Up to 15 points

			Yes	No	
Ending Chronic Homelessness	G	What is the percentage of persons exiting to a permanent housing destination and who did not return to homelessness?			Up to 9 points

Strategically Allocate Resources	H	What is the percentage of your participants obtaining non-cash benefits?	_____ %		Up to 8 points
----------------------------------	---	--	---------	--	----------------

LOCAL PRIORITIES/ Strategically Allocate Resources	J	What is your Target Population to be served?		
		Chronic Homeless		15 points
		Families		10 points
		Youth		10 points
		Re-entry		5 points
		Veterans		5 points

			Yes	No	
Measuring System Performance	K	Match at 25% and Leverage is at least 100%			5 points
	L	Annual Budget divided by number of PSH beds?			Up to 5 points
	M	Drawdown efficiency: how efficiently is the project using its grant funds? How much is left over and returned to HUD in 2014 and 2015?			0-10 points
		2014:			
		2015:			
		Does the agency have a plan in place to more fully utilize and expend timely HUD funds? Plan must be attached, as "Plan N, Efficiency Plan." (if below 90%)	Average:		

Strategically allocate resources	N	Did program representative attend the NOFA Workgroup Meeting?			5 points
----------------------------------	---	---	--	--	----------

	O	Please use this space to resolve or explain any answer you think did not accurately portray your program. Be specific. 3 points			
--	---	---	--	--	--

--	--	--

			Yes	No	
Coordinated Entry	P	Pilot Question (not scored this year): Does the program participate in Coordinated Entry? (Attend meetings, accept referrals from CE List)			0 points

Q	TOTAL	_____ out of 100
---	-------	------------------



Onondaga/Oswego/Cayuga County Continuum of Care
2016 Local Application
APPLICATION FOR RE-ALLOCATION AND BONUS (NEW)

Project Name:	
----------------------	--

Applicant Name	
Address	
Phone Number	
Email	

CATEGORY	KEY	QUESTION	POINT VALUE
Narrative	A	Please provide a general description of the program including the total amount requested and a rationale for why the program should be funded. (500 word limit)	5 points

HUD Priority:

			Yes	No	
Housing First	B	Do you have a policy of zero barriers to entry besides homeless and disability verification, and minimum federal safety requirements? (Policy must be attached, as "Policy B, Housing First Policy")			5 points
	C	Do you have a policy that prioritizes highest-needs clients (chronic homeless)? (Policy must be attached, as "Policy C, Chronic Homeless Prioritization Policy")			5 points

			Yes	No	
Measuring System performance Ending Youth, Family, Veteran and All Homelessness	D	Does the program have policies in place to support client-centered practice? (Policy must be attached, as "Policy D, Client-Centered Policy")			5 points
	E	Define your program's target length of stay in permanent housing or rapid rehousing.	____ days		up to 5 points
	F	Do you have a policy and plan to ensure the project is fully and accurately participate in HMIS? (Plan must be attached as "Plan F, HMIS Plan.")			Up to 15 points

		Yes No		
Ending Chronic Homelessness	G	Do you have a Plan that will ensure 90% of participants exit to Permanent Housing or remain in Permanent Housing? (Plan must be attached as "Plan G, Exits to/Remaining in PH Plan.")		9 points

Strategically Allocate Resources	H	Do you have a policy that ensures 64% or more of your participants obtained non-cash benefits? 75% or more? 85% or more? (Policy must be attached as "Policy H, Mainstream Resources Policy.")		Up to 8 points
			%	

LOCAL PRIORITIES/ Strategically Allocate Resources	What is your Target Population to be served?			
	I	Chronic Homeless		15 points
		Families		10 points
		Youth		10 points
		Re-entry		5 points
		Veterans		5 points

		Yes No		
Systemic Response to Homelessness	J	Match at 25% and Leverage is at least 100%		5 points
	K	Annual Budget divided by number of PSH beds?		Up to 5 points
	L	Did program representative attend the NOFA Workgroup session?		5 points
	M	Please use this space to resolve or explain any answer you think did not accurately portray your program. Be specific.		3 points

			Yes	No	
Strategically Allocating Resources	N	Drawdown efficiency: Does the agency have a plan to efficiently utilize and timely expend HUD funds? Plan must be attached, as "Plan N, Efficiency Plan."			0-10 points

			Yes	No	
Coordinated Entry	O	PILOT Question (not scored this year): Does the program participate in Coordinated Entry? (Attend meetings, accept referrals from CE List)			0 points

P	TOTAL			_____ out of 100	
---	-------	--	--	------------------	--

Ten Year Plan to End Homelessness

**HUD CONTINUUM OF CARE (COC) NY-505 –
HOUSING AND HOMELESS COALITION OF CENTRAL NEW YORK
(HHC)**



2011-2021

UPDATED: 8/1/2015

Ten Year Plan to End Homelessness

GOAL 1: INCREASE LEADERSHIP, COLLABORATION AND CIVIC ENGAGEMENT

OBJECTIVE #1: Provide and promote collaborative leadership at all levels of government and across all sectors to inspire and energize community members to commit to preventing and ending homelessness.

Who

10-Year Plan Advisory Committee, City of Syracuse/Auburn Leadership, Onondaga/Oswego/Cayuga County Leadership, rural leaders, tribal leaders, New York State Government, Congress, Non-Profit/Business Community Leadership, Faith-Based Organizations

2016 Plan

- Increase the number of leaders or their representatives to attend the Housing and Homeless Coalition of Central New York (HHC) meetings.
 - Determine what committees these elected officials are in and determine if the HHC can have conversations with elected officials about various issues.
- Increase the number of citizen and private sector participants that attend the Housing and Homeless Coalition meetings and join Committees.
 - Have two formerly homeless individuals serve on the HHC Advisory Board.
- Partner with Veterans Administration and other entities to maintain an end to Veteran homelessness in Syracuse by 2015 by forming a Functional Zero Workgroup that involves the VA, SSVF providers, Local Department of Social Services, City Department of Neighborhood and Business Development, HMIS, shelters and street outreach providers in addition to continuous updates of a Functional Zero written plan.
 - Look into possible stand-down event.
- Increase community leadership involvement on the HHC Advisory Board (i.e. CenterState CEO, CNY Community Foundation, Syracuse University, etc.).
- Involve Faith-Based Organizations and invite to HHC General Meetings, include on listserv, etc.

2021 10-Year Plan

- Educate the public on the scope, causes, and costs of homelessness, the Federal Strategic Plan to Prevent and End Homelessness, and the reasons for taking action.
- Engage state, local, and tribal leaders in a renewed commitment to prevent and end homelessness in their communities.
- Involve citizens—including people with firsthand experience with homelessness—and the private sector—businesses, nonprofits, faith-based organizations, foundations, and volunteers—in efforts to prevent and end homelessness.
- Attend to the unique needs of rural and tribal communities to respond to homelessness and develop effective strategies and programs that use best practices that contribute to housing

Syracuse/Auburn, Onondaga, Oswego and Cayuga Counties

Ten Year Plan to End Homelessness

stability and prevent and end homelessness on American Indian lands, in rural/frontier areas and urban centers.

- Create effective collaboration between all levels of government and public/private sectors.

Target Outcomes

2016 (5-Years):

- 5 City, County, rural and tribal leaders will attend at least 60% of HHC meetings
- 3 citizens will attend at least 60% of HHC meetings.
- 3 people from the private sector will attend at least 60% of HHC meetings.

2021 (10-Years):

- 10 City, County, rural and tribal leaders will attend at least 60% of HHC meetings
- 5 citizens will attend at least 60% of HHC meetings.
- 5 people from the private sector will attend at least 60% of HHC meetings.

OBJECTIVE #2: Strengthen the capacity of public and private organizations by increasing knowledge about collaboration, homelessness, and successful interventions to prevent and end homelessness.

Who

Community Relations Committee, Data Administrators Committee, Outreach Committee, Operations Committee, Local Departments of Social Services

2016 Plan

- Quarterly newsletter
- Hold an annual event for National Hunger and Homelessness Awareness Week in November
- Enhance PIT Counts with additional training and outreach to suburban and rural settings, 24 hour businesses, partner with police to determine if anyone is in abandoned buildings or vehicles. Hold two PIT Counts – one in January and another in July to determine increase in warmer months.
- Encourage providers from areas that work with homeless individuals to add data to HMIS system and partner with other agencies on other databases (AIRS, Health-e-Connections, etc.) to provide better service delivery and determine if there are any overlap and/or trends.)
- Promote data-driven client engagement and housing placement efforts in which communities set specific short-term goals to connect people experiencing homelessness to housing and services appropriate to their needs and where data on engagements and housing placements is used to track performance against those goals.

2021 10-Year Plan

- Improve and Increase access to information about homelessness and coordinate efforts of local public and private organizations and individuals in fighting homelessness.

Syracuse/Auburn, Onondaga, Oswego and Cayuga Counties

Ten Year Plan to End Homelessness

- Research and incorporate successful models and best practices of homeless services and strategies to combat homelessness and make them available to all agencies.

Target Outcomes

- **2016 (5-Years):** Written in 2015: 5 new agencies will be on HMIS (HOPWA, Health Care, Hutchings Psychiatric Center).
- **2021 (10-Years):** 10 new agencies will be on HMIS.

GOAL 2: INCREASE ACCESS TO STABLE AND AFFORDABLE HOUSING

OBJECTIVE #3: Provide affordable housing to people experiencing or most at risk of homelessness

Who

Affordable Housing Development Committee, Community Development Departments, Local Departments of Social Services

2016 Plan

- The HHC will continue to use several successful strategies developed by using data from HMIS, Community Development Departments (Consolidated Plan Jurisdictions)
- Collaborate with Public Housing Authorities and Housing Developers to create homeless preferences and increase the percentage of people obtaining housing choice vouchers via their homeless preference.
- Advocate to Centro and other entities to increase public transit routes in areas that have affordable housing (i.e. suburbs, rural parts of the county).
- Advocate to federal and state representatives to allow more funding to be allocated to the creation of affordable housing
- Increase conversations with Syracuse Housing Authority on how to better use Shelter Plus Care funds to house individuals; including individuals who are survivors of domestic violence under VAWA. Increase conversations between additional private landlords and CoC-funded agencies to get clients into more low-income housing.
- Ensure that housing meets Standard of Habitability (HQS Tool and HUD Lead Based Paint Visual Assessment Training), increase housing accessibility to persons with disabilities, provide Lead 101: Primary Prevention Training to staff completing Standards of Habitability Assessment.
- Work with CNY Fair Housing and other groups that are working to prevent Sec. 8/Temporary Assistance discrimination locally and legislation preventing discrimination to victims of domestic violence.
- Provide more access to nyhousingsearch.gov website.
- Work with CNY Fair Housing on housing discrimination against families with multiple children.
- Work with landlords to develop and rehab larger housing units to accommodate families.

Syracuse/Auburn, Onondaga, Oswego and Cayuga Counties

Ten Year Plan to End Homelessness

2021 Plan

- Create an Advocacy Committee to ensure the needs of housing vulnerable individuals are being met.
- Increase service-enriched housing by co-locating or connecting services with affordable housing (i.e. providing community space within new affordable housing to host an after-school homework room, retrofitting vacant office space in a public housing complex for use as an examination room for a community health nurse practitioner, providing on-site legal clinics for survivors of domestic violence, or co-locating a community health center or mental health service provider within an affordable housing development).

Target Outcomes

- **2016 (5-Years):** Increase the availability of low income housing by 5%
- **2021 (10 Years):** Increase the availability of low income housing by 15%

2021 10-Year Plan

- Assess annually the needs CoC NY-505 has for number of permanent housing units by using the PIT data, Housing Inventory Chart, gaps and needs assessment of HHC, assess the number of permanent housing units needed.
- Increase Permanent Housing Units by applying for new PSH units based on assessed need.
- Improve Retention in PSH units by assessing the demographics and disabilities of populations served and increase services based on assessment.

Target Outcomes

- **2016 (5-Years):** 89% of participants remaining in CoC-funded permanent housing projects for at least six months.
- **2021 (10 Years):** 95% of participants remaining in CoC-funded permanent housing projects for at least six months.

OBJECTIVE # 4: Provide permanent supportive housing to prevent and end chronic homelessness

Who

All providers with CoC-funded PSH projects, Syracuse VA HUD/VASH Program, local hospitals and health care providers, SPOA, Health Home providers

2016 Plan

- Collaborate with housing developers to utilize HHAP/MRT housing funds to develop housing for chronically homeless persons.
 - Increase use of mainstream resources to cover and finance services in permanent supportive housing. As more individuals experiencing chronic homelessness are eligible for Medicaid through the Affordable Care Act, there are greater opportunities for Medicaid to finance services for people in supportive housing.

Syracuse/Auburn, Onondaga, Oswego and Cayuga Counties

Ten Year Plan to End Homelessness

- Obtain additional HUD-VASH vouchers for chronically homeless veterans in FY2014 based on HMIS data along with PIT Count data and HUD/VA recommendations.
- Agency case managers will continue to provide financial and other supports for those recently housed who may be in imminent danger of again becoming homeless.
- Create protocols and consider incentives to help people who have achieved stability in supportive housing – who no longer need and desire to live there – to move into affordable housing to free units for others who need it.
- Permanent supportive housing should be integrated in and support full access to the greater community, ensure individual rights of privacy and freedom from coercion, and promote independence in making life choices.
- Connect with Health Home Providers – presentation to HHC membership and include in Coordinated Entry efforts.
- Partner with local healthcare/DSRIP providers on the H2 Collaborative technical assistance trainings and CSH needs assessment that show more need for supportive housing.
- Encourage more PSH agencies to adopt more Housing First practices within their programs.

2021

The HHC will work with agencies, public and private organizations to increase meaningful and sustainable employment for people experiencing or most at risk of homelessness by improving access to mainstream programs and services to reduce people's financial vulnerability to homelessness and to integrate primary and behavioral health care services with homeless assistance programs and housing services to reduce people's vulnerability to and the impacts of homelessness. Several of the action steps include:

- Develop client profiles regarding service needs of people who are homeless.
- Survey businesses/employers regarding full-time, entry level positions and skill sets needed.
- Collaborate with CNY Works and JOBS Plus to revise their entry assessment forms to include questions that will help us better understand the needs of homeless clients so services can be provided that target those needs.
- Determine clients' housing needs.

Target Outcomes: Ensure the numbers match in the NOFA

- **2016 (5-Years): 180** permanent housing beds designated for chronically homeless persons are planned and will be available for occupancy. (based on Second Chance PH program – Catholic Charities)
- **2021 (10 Years): 200** permanent housing beds designated for chronically homeless persons are planned and will be available for occupancy.

Ten Year Plan to End Homelessness

GOAL 3: INCREASE ECONOMIC SECURITY

OBJECTIVE #5: Improve access to education and increase meaningful and sustainable employment for people experiencing or most at risk of homelessness

Who

CNY Works, DSS Jobs Plus, Greater Syracuse Works, Center for Community Alternatives, Parent Success Initiative (CCA), Green Jobs NY, Syracuse Veterans Administration, Syracuse University, Le Moyne College, Onondaga Community College, BOCES, Access VR, Visions for Change

2016 Plan

- Work with the Onondaga County Department of Social Services' Jobs Plus Program, CNY Works and other agencies that provide job training and provide information about these programs to providers.
- Partner with agencies that provide wrap-around support services such as transportation, child care, and other supportive services to address formerly incarcerated persons to increase the success rate for job seekers.
- Collaborate with provider agencies with learning labs and financial literacy programs.
- Participate in the Regional Economic Development Council established by Governor Cuomo to identify ways to increase employment of homeless people in the CoC.
- Increase opportunities for work and support recovery for Veterans with barriers to employment, especially Veterans returning from active duty, Veterans with disabilities, and Veterans in permanent supportive housing.
 - Look into the Homeless Veterans Reintegration Program through the Department of Labor and Veterans Workforce Investment Program.
- Involve McKinney-Vento Liaison at the Local School Districts and educate homeless assistance providers about the laws, and the programs and practices under those laws, designed to increase access to early care and education, such as those carried out under Head Start, the McKinney-Vento Act's education subtitle, and the independent student provisions of the Higher Education Act.
- Continue to evaluate the HALE RRH program with employment components and how to better improve the program with its connection to employment.

2021 10-Year Plan

- Collaborate with jobs programs to ensure that job development and training strategies focus attention on people who are experiencing or most at risk of homelessness.
- Review federal program policies, procedures, and regulations to identify educational, administrative, or regulatory mechanisms that could be used to improve access to work support.
- Develop and disseminate best practices on helping people with histories of homelessness and barriers to employment enter the workforce, including strategies that take into consideration

Syracuse/Auburn, Onondaga, Oswego and Cayuga Counties

Ten Year Plan to End Homelessness

transportation, child care, child support, domestic violence, criminal justice history, disabling conditions, and age appropriateness.

- Improve coordination and integration of employment programs with homelessness assistance programs, victim assistance programs, and housing and permanent supportive housing programs.
- Research best practices and promising strategies and incorporate into the 10 year plan.

Target Outcomes

- **2016 (5-Years): 20%** of participants in all CoC-funded projects will be employed at program exit.
- **2021 (10-Years): 25%** of participants in all CoC-funded projects will be employed at program exit.

OBJECTIVE #6: Improve access to mainstream programs and services to reduce people's financial vulnerability to homelessness.

Who

Monitoring Committee, all CoC funded agencies, Local Departments of Social Services, Social Security, Veteran Administration, non-profit agencies that have Medicaid Enrollers (i.e. Syracuse Northeast Community Center, ACR Health Cayuga Seneca Community Action Agency, etc.)

2016 Plan

- Agencies will continue to provide Medicaid enrollment information to clients to make uninsured individuals aware of their coverage options along with other mainstream resources (SNAP, WIC, etc.).
- Continue to research local child support barriers to housing with the Volunteer Lawyers Project's involvement.
- While our CoC reallocated our SSO program, Homeless Resource Services, the program provided many people with access to identification to apply for benefits. Shelter providers and outreach workers have been provided with a training manual, due to the program's end, to be able to assist people with this service.
- Partner with agencies that include people who are housing vulnerable or at-risk of homelessness to prevent homelessness and share resources.
 - Use monitoring visit findings to identify agencies who need to increase access and use of mainstream resources.
 - Partner with DSS SST Unit (SOAR) to get participants better connected to Social Security benefits and ensure they are reporting outcomes to the SOAR program nationally.

2021 10-Year Plan

- Improve outreach to homeless assistance providers and collaborations across government and with community nonprofits, online consolidated application processing, and electronic submission. SSI/SSDI Outreach, Access and Recovery Initiative (SOAR), and the Homeless Outreach and Projects and Evaluation Initiative (HOPE)

Ten Year Plan to End Homelessness

- Review county and local program policies, procedures, and regulations to identify administrative or regulatory mechanisms that could be used to remove barriers and improve access to income supports.
- Ensure all Veterans and their families know they can obtain homelessness prevention assistance from the VA or other places in their community.
- Collaborate to review program eligibility and determination criteria across the range of programs which people experiencing or at risk of homelessness may access. Identify changes that should be made to create incentives for work, earning and retaining income while maintaining access to health coverage, housing assistance, child care.
- Prepare for Medicaid expansion to effectively enroll people who experience or are most at risk of experiencing homelessness.

Target Outcomes - 2021 (10-Years):

- **100%** of case managers systematically assist clients in completing applications for mainstream benefits.
- **100%** of homeless assistance providers supply transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs.
- **100%** of homeless assistance providers use a single application form for four or more mainstream programs: (Form LDSS-2921) Food Stamps, Medicaid, Temporary Cash Assistance, Child Care.
- **100%** of homeless assistance providers have staff systematically follow-up to ensure mainstream benefits are received through routine meetings with participants.

GOAL 4: IMPROVE HEALTH AND STABILITY

OBJECTIVE #7: Integrate primary and behavioral health care services with homeless assistance programs and housing to reduce people's vulnerability to and the impacts of homelessness.

Who

Local hospitals and healthcare clinics, Local Department of Social Services

2016 Plan

- Collaborate with hospitals, criminal justice system and other behavioral health providers to prevent discharge to shelters.
- Provide trainings for web based tools, i.e. Health-e-Connections.
- Collaborate with the Department of Social Services Economic Security research process
- Provide instrumental support for consumers obtaining/sustaining medical insurance
- Connect with health resources in the community

Ten Year Plan to End Homelessness

- Increase awareness of child and youth development and strategies to support health child and youth development within housing programs.
- Promote the adoption and integration of evidenced-based Medicaid behavioral health services for children and youth, including intensive care coordination, peer services, intensive in-home services, mobile crisis and stabilization services, and other home and community based services.
- Expand access to evidenced-based maternal, infant, and early childhood home visiting services for families and pregnant women, and promote integration of these services with housing.
- Leverage opportunities in child welfare reform to expand evidenced-based preventive services, and promote their coordination with homeless services and housing.
- Look into local Medical Respite Programs as an option after discharge from hospitals to prevent shelter stays.
- Working with H2 Collaborative on the plan to bring health care providers and homeless service providers to the table to share information and to determine how to better provide service delivery for our clients/patients.
- Look into Cooperative Agreements to Benefit Homeless Individuals for States Program through SAMSHA.
- Because NYS is a Medicaid Expansion State, options for supportive housing may be available through the Medicaid Redesign Team (i.e. DSRIP) and it is in our best interests to reduce hospitalizations.
- Begin conversations with CPEP Mobile Unit and determine partnership opportunities.

2021 10-Year Plan

- Assist individuals in identification of health and behavioral health issues through intake screenings in programs serving homeless and at risk for homeless populations by screening individuals through brief health surveys and behavioral health screening for health and behavioral health issues.
- Refer individuals with identified issues to health and behavioral health programs by utilizing case management and supportive services.
- Provide homeless and individuals at risk of homelessness ongoing screenings and intervention if needed with ongoing/recurrent health and behavioral health issues by utilizing case management and supportive services.
- Stabilize at risk homeless individuals already engaged in PSH units by providing concurrent health and behavioral health treatment as appropriate by collaborating with PSH programs to assist homeless individuals in engaging or re-entering housing during/after appropriate intervention.

Target Outcomes

- **2016: Ensure 25% of individuals with chronic health conditions who are also experiencing homelessness are receiving housing.**
- **2021 (10-Years): Ensure 50% of individuals with chronic health conditions who are experiencing homelessness are receiving housing.**

Ten Year Plan to End Homelessness

OBJECTIVE #8: Advance health and housing stability for unaccompanied youth experiencing homelessness and youth aging out of systems such as foster care and juvenile justice

Who

Child Welfare, Probation departments, RHY Advisory Committee, Local Departments of Social Services, NYS TEACHS, McKinney-Vento Liaisons

2015 Plan

Four of the CoC programs primarily serve homeless youth between the ages of 16-21 with transitional and permanent housing. The services available for homeless youth also include an emergency shelter for 13-17 year old runaway and homeless youth as well as case management and crisis intervention. All of the above programs submit client-related data to the CoC HMIS system, allowing the CoC to effectively monitor the entire continuum of homeless services for youth.

- Coordinate planning sessions and focus groups aimed at improving a system-wide solution to emergency housing and transitional living for homeless youth.
- Utilize the ACCESS team, a multi-system team involving the mental health, juvenile justice systems and child welfare to collaborate to find safe and permanent housing for Transition-aged Youth.
- Identify housing vulnerable Transition-aged Youth for case management through The Office of Mental Health and NYS Office of Temporary and Disability Assistance (OTDA).
- Collaborate with the Syracuse Housing Authority to use four housing vouchers per month for Transition-aged Youth.
- Learn more about the RHYMIS System and collaborate with providers.
- Add the Runaway and Homeless Youth Coordinator to the CoC Advisory Board to provide input on youth and continue to have that population as a focus.
- The Runaway and Homeless Youth Committee will work on these issues as we are working towards ending youth homelessness by 2020 and adhere to the guidelines established in the Framework for Ending Youth Homelessness created by USICH.
- Have more conversations with School District McKinney-Vento Liaisons and determine how to prevent and end homelessness among youth in our community and in our schools.
- Ensure our most vulnerable youth's needs are being met either through the Coordinated Entry Committee or through the Runaway and Homeless Youth Committee.
- Improve access to emergency assistance, housing, and supports for historically underserved groups of youth. Such groups include youth who have been involved in the juvenile justice and/or child welfare systems; sexually exploited youth; LGBTQ and other gender-non-conforming youth; pregnant or parenting youth; and youth with mental health needs.
 - Involve the Q Center for teens who are LGBTQ.
- Create an education and advocacy resource to educate the public officials about this growing problem, especially local school boards, to redirect resources to this issue.
- Strengthen HHC relationships with local school districts and the McKinney homeless advocates.

Ten Year Plan to End Homelessness

2021 10-Year Plan

- Meet with Systems of Care to develop connections with Child Welfare and Probation departments to improve communication
- Increase number of beds in the community available for youth. Expand on current permanent supportive housing in the community
- Utilize current youth outreach in the community to connect with youth ages 18-25, work with RHY Advisory committee on plans to target youth.

Target Outcomes

- **2016: Reduce youth homelessness by 50%**
- **2021 (10-Years): Reduce youth homelessness by 95% (Working to end youth homelessness by 2020 according to Opening Doors Plan)**

OBJECTIVE #9: Advance health and housing stability for people experiencing homelessness who have frequent contact with hospitals and criminal justice.

Who

Onondaga County Re-entry Task Force (OCRTF), S.O.A.R. Program, NYS correctional facilities, Syracuse VA Veterans Justice Outreach Program, Correctional Medical Care, Circle of Hope, hospitals, psychiatric facilities, AOD clinics, shelters, agencies working with the homeless, agencies that could provide re-entry classes, employment and managing finances classes, DSS, CNY Services, Health Home Programs

2016 Plan

- Identify parolees with SPMI and assist with application for Medicaid prior to release.
- Identify parolees with health/mental health conditions and link to case management or care management through the Health Home Program.
- Identify Veteran parolees with SPMI and assist with application for VA health care and benefits.
- Create transition plans to ensure parolees have an approved residence prior to release.
- Encourage states to link housing assistance with care management approaches for people experiencing homelessness identified as Medicaid high utilizers. States pursuing initiatives focused on high need, high cost Medicaid beneficiaries can identify homeless subpopulations through data matching with HMIS, as well as link care management services with housing.
- Ensure our community advocates any efforts to criminalize panhandling, loitering and camping outdoors to reduce the amount of time and money spent on criminal justice and work towards ensuring police are trained and knowledgeable on how to approach people who are experiencing homelessness.
- Advocate for local reentry housing projects like Freedom Commons to ensure that parolees are getting discharged to appropriate places and being quickly housed.

Ten Year Plan to End Homelessness

2021 10-Year Plan

- Prevent discharge of persons living in institutions and residential programs into inappropriate housing or the street.
- Design and implement a hospital discharge planning committee to develop increased training and communication surrounding discharge planning policies.
- Work toward ending Parole's domestic violence release policy.
- Address treatment needs of parolees with substance use disorder and mental health issues.
- Provide education to those being discharged from hospitals/jails.
- Identify any barriers preventing parolees from getting public assistance and seek to decrease current waiting list for a rep payee.

Target Outcomes

- **2016: Reduce discharges to shelter from hospitals and jails by 25%**
- **2021 (10-Years): Reduce discharges to shelter from hospitals and jails by 50%**

GOAL 5: RETOOL THE HOMELESS CRISIS RESPONSE SYSTEM

OBJECTIVE #10: Transform homeless services to crisis response systems that prevent homelessness and rapidly return people who experience homelessness to stable housing.

Who

HHC Coordinator, HHC Advisory Committee, Stakeholders

2016 Plan

- Expand use of the VI-SPDAT and other assessment tools, which measure client status in various domains on a continuum from "in crisis" to "thriving" to transitional and permanent housing at initial entry and periodically to measure progress (6 months, 12 months, final exit and follow up).
- Establish and implement tracking instrument post program exit.
- Implement strategies for agency providers to collaborate with RRH programs
- Utilizing the VI-SPDAT to prioritize chronically homeless for access to Permanent Supportive Housing
- Transform homeless services to crisis response systems through guidance and best practices, including adoption of community-wide Housing First approaches, homelessness prevention and diversion, collaborative approaches to outreach, McKinney-Vento Homeless Assistance Act performance measurements, and system-wide planning for programs and services
- Encourage the coordination of homeless services funded by different Federal, state, and local sources and for different populations, including through the integration and sharing of HMIS and other data systems as well as through collaborative planning and services coordination.
- Reduce entry requirements into shelters and barriers to shelter (i.e. drug use, past incidents/bans)

Syracuse/Auburn, Onondaga, Oswego and Cayuga Counties

Ten Year Plan to End Homelessness

- Have more conversations with non-CoC funded Transitional Housing providers to determine if it is the right fit for our community and encourage more cost-effective measures like RRH or PSH.
- Continue to coordinate with McKinney Vento liaisons and other local educational agencies to identify and respond to the housing, developmental, educational, and service needs of children and youth experiencing homelessness, reducing their unnecessary school mobility whenever possible.
- Encourage connection to Federal mainstream resources that could support the crisis response system, such as TANF, Community Services Block Grants (CDBG), Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), Medicaid and other programs.
- Retool our Outreach Committee and outreach provider practices – provide more coordination with outreach and introduce collaboration with the health care field through the Onondaga County Department of Adult and Long-Term Care Services.
- Create and adopt a Code Blue Policy before the winter begins to work towards getting people off the streets to prevent frostbite and injuries/fatalities related to fire safety.
- Begin to create a Prevention Committee that explores diversion, early intervention with eviction, legal measures, etc. that will carry us well into the completion of the Ten Year Plan to End Homelessness.

2021 10-Year Plan

- Determine opportunities to utilize mainstream resources to provide housing stabilization assistance to clients who are homeless or at high risk of homelessness
- Develop and promote best practices for crisis response programs and increase their adoption by agencies receiving federal funds.
- Ensure that homelessness prevention and rapid re-housing strategies are coordinated with Education for Homeless Children and Youth, and incorporated within federal place-based strategies to improve neighborhoods and schools, including Promise Neighborhoods and Choice Neighborhoods.
- Develop implementation strategies for the HEARTH Act—especially the new Emergency Solutions Grant—that sustain best practices learned from the Homelessness Prevention and Rapid Re-Housing Program and the Rapid Re-Housing Demonstration.

Target Outcomes

- **2016: Reduce overall homelessness within our CoC by 25%**
- **2021 (10-Years): Reduce overall homelessness within our CoC by 90%**