

Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

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

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

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

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

1A. Continuum of Care (CoC) Identification

Instructions:

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

1A-1. CoC Name and Number: NY-510 - Ithaca/Tompkins County CoC

1A-2. Collaborative Applicant Name: Human Services Coalition of Tompkins County, Inc.

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Human Services Coalition of Tompkins County, Inc.

1B. Continuum of Care (CoC) Engagement

Instructions:

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

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

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

Shelter providers	Yes	Yes
Faith community	Yes	Yes
Local foundations	Yes	Yes

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

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

The CoC has 28 member organizations that span the service spectrum. The CoC meets bi-monthly and meetings are open to the public and announced via a listserve with over 3000 members. The Homeless and Housing Taskforce (HHTF) provides a forum for education, networking, coordination of services and outreach. The seven working subcommittees (Development, Barriers, PIT, Coordinated Assessment, Youth, Governance and HMIS) use feedback from these meetings to inform their agendas and action items. For example, concerns voiced at meetings led the CoC to work with the Tompkins County Legislature to introduce new code enforcement rules to improve the conditions of housing available to those with low or no income. This will ensure that our most vulnerable populations are presented with safe, healthy and stable housing options preventing returns to homelessness.

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

The CoC announces an invitation to join the CoC on the Human Services (3000 members) and CoC (200 members) listserves annually. The CoC regularly looks at its membership to determine what agencies or individuals should be added. The Coordinator then meets with community partners to discuss the CoC and its objectives and to extend invitations. When special projects arise the Governance Committee reaches out to individuals or agencies to join subcommittees. Time limited projects help the COC obtain feedback from a wider group than those who attend monthly meetings. For example the Point-In-Time committee involves state, city, and local police departments to do "ride-alongs" with CoC members on the night of the count. This gives a much broader perspective and allows for extended discussions. Various members of the CoC table at Loaves and Fishes meal program to talk with homeless or formerly homeless individuals about issues that impact their housing, transportation and service needs.

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

(limit 1000 characters)

Each year, the CoC publicly announces the NOFA release via the CoC webpage, social media accounts, emails lists and listservs. The CoC originally publicized the request for proposals on August 1st, with subsequent reminders about the deadline in the following weeks. Included in the RFP are new and renewal project applications, as well as language that makes it clear the CoC is open to, and encouraging, new project applicants. All project proposals are submitted electronically via email or hard copy to the CoC Coordinator. The CoC was specifically requesting projects that are aligned with HUD's goals outlined in McKinney Vento and also the community's needs. Some of the factors in determining whether to include a new project include:

- Whether it met HUD's requirements for PSH bonus
- Usage of the housing first model
- Project's target population
- Amount of funding requested and cost per bed
- Whether it would positively impact the overall system performance of the CoC

1C. Continuum of Care (CoC) Coordination

Instructions:

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

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

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Not Applicable
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Housing and service programs funded through Department of Justice (DOJ) resources	Not Applicable
Housing and service programs funded through Health and Human Services (HHS) resources	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and service programs funded through state government resources	Yes
Housing and service programs funded through local government resources	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	
Faith Community Partners	Yes

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

The county receives its ESG funds through the STEHP program. TC Department of Social Services is the lead agency for the STEHP grant which provides funding to four agencies within the CoC. Funding allocations are

reviewed and approved by the CoC and the CoC reviews STEHP program outcomes. STEHP agencies receive reports in PIT, AHAR and other housing data during CoC meetings. The director of the Ithaca Urban Renewal Agency, which develops the Consolidated Plan, is also the CoC co-chair. The City of Ithaca is the only HUD Entitlement Community in Tompkins County, and is the only municipality required to maintain a 5-year HUD Consolidated Plan. The CoC submits PIT, HIC, AHAR and a Needs Assessment report to the city. Representatives from the Con Plan jurisdiction attends at least 12 CoC meetings per year, and the lead agency sits on the County Planning Advisory Board, the department charged with the development of the county plan, and the Ithaca Urban Renewal Governance Committee.

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

CoC member, the Advocacy Center's (AC) Housing Advocate works with survivors to determine resources for housing that meets their needs. The AC works with housing agencies and landlords to place clients in housing that is safe and stable. Safety planning, transportation, employment, accessing social and health services, childcare/schools and sustainability are taken into account when planning. The AC keeps survivors in the shelter longer if the initial housing offered does not meet basic levels of safety and habitability. Victim safety is prioritized in CoC decision making using a trauma informed lens. In '17 the CoC and county granted the AC \$5000 to create an Emergency Housing Fund for victims. The fund supports victims through one time direct grants to prevent homelessness. Client confidentiality and safety is the highest priority. Care is taken with information sharing and only that which is necessary to obtain housing is shared with housing partners, with explicit client permission.

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

Training is provided annually on trauma informed response to DV victims, identifying and responding to victims, safety planning, making effective referrals to victim services, impact on children and other related topics. In '16 the Advocacy Center provided services to 630 victims of DV and confidential shelter at our 9 bed safe house for 47 adults and children. Eighty-eight victims received assistance applying for orders of protection. Because of this need, the CoC and county has granted funds to the AC to provide emergency rental assistance to victims. Data regarding DV services is regularly reviewed at the Homeless and Housing Taskforce meetings. Domestic violence victims are assessed in a private office and all records are maintained confidentially.

Specific and time limited releases are obtained before sharing any information with the CoC or housing agencies. The Coordinated entry team receives training on the needs of DV survivors and AC staff were involved developing the system.

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

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

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry	PHA has General or Limited Homeless Preference
Ithaca Housing Authority	14.28%	Yes-Both

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

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

The Ithaca Housing Authority, in collaboration CoC partner agencies and a local elementary school, has implemented a limited preference policy for HCV and Public Housing for families with young children experiencing or at-risk of homelessness. See attachment.

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

CoC-funded projects participated in the Equal Access and Gender Identity

training presented by HUD on January 10, 2017. The Equal Access Rule is included in the Coordinated Assessment Policy and Procedure manual, of which service providers and partner agencies have been trained. Projects are required to admit participants based on their gender identity. The CoC plans to implement an anti-discrimination policy during the revision of its by-laws in 2017, as well as begin conducting a community wide presentation at the Homeless and Housing Taskforce each quarter. The CoC is committed to ensuring the fair and equitable treatment of all persons regardless of their gender identity or expression, sexuality, or marital status. The Youth committee met to discuss how the CoC addresses the needs of LGBTQ youth, and it was determined that while no official CoC policy exists now, service providers are creating a safe, inclusive and welcoming space for youth and families in the LGBTQ community.

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

Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Engaged/educated local business leaders	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input checked="" type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 50 characters)	
Hired a Community Outreach Worker	<input checked="" type="checkbox"/>
Law Enforcement Assisted Diversion program	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

When "No Strategies have been implemented" is selected no other checkbox may be selected.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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

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

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

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

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

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

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

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

Instructions

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

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

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

Used Objective Criteria for Review, Rating, Ranking and Section	Yes
Included at least one factor related to achieving positive housing outcomes	Yes
Included a specific method for evaluating projects submitted by victim service providers	No

1E-2. Severity of Needs and Vulnerabilities

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

The CoC is dedicated to preventing and ending homelessness. Identifying and providing the best housing options for vulnerable populations is the goal of the ranking process. Based on local data collected via the Coordinated Assessment process (CAT), HMIS and other data sources, the Ranking Committee determined the populations with the highest vulnerabilities included: individuals with criminal histories, low or no income, mental health disorders, substance use disorders and youth. Using the submitted proposals, and the APR's of the renewals, the Committee awards points to projects that provide ongoing support services, have the best program outcomes, are the most cost effective, demonstrate a housing first model, accept participants coming directly from the shelter, streets and places not meant for human habitation, and demonstrate an ability and commitment to serving the populations the CoC identifies as the most in need. Selection for funding is then based on total

scoring.

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

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

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

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

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

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

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

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

Reallocation: Option 2

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

1E-5. If the CoC rejected or reduced project application(s), enter the date the CoC and Collaborative Applicant notified project applicants their project application(s) were being rejected or reduced in writing outside of e-snaps. 09/11/2017

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

1E-5a. Provide the date the CoC notified applicant(s) their application(s) were accepted and ranked on the Priority Listing, in writing, outside of e-snaps. 09/11/2017

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

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

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

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

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

2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA. pg. 3 HMIS Policy and Procedures

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

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

2A-4. Using the drop-down boxes, select the HMIS implementation Coverage area. Single CoC

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

in that project type.

Project Type	Total Beds in 2017 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	41	9	32	100.00%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	26	0	22	84.62%
Rapid Re-Housing (RRH) beds	5	0	5	100.00%
Permanent Supportive Housing (PSH) beds	50	0	50	100.00%
Other Permanent Housing (OPH) beds	50	0	34	68.00%

**2A-5a. To receive partial credit, if the bed coverage rate is below 85 percent for any of the project types, the CoC must provide clear steps on how it intends to increase this percentage for each project type over the next 12 months.
 (limit 1000 characters)**

The CoC has entered into an MOU with the additional Transitional Housing provider, Catholic Charities, to include their units in HMIS. TH bed coverage will be increased to 100% by the NOFA submission date and will be reflected in the FY18 HIC chart. The CoC has been attempting to obtain coverage for the 16 OPH beds that are currently not included in the HIC and will be taking more proactive steps in gaining this inclusion. The CoC is in the process of changing HMIS leads from the local Department of Social Services to the Collaborative Applicant, in order to streamline data processing and coordination.

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

2A-7. Enter the date the CoC submitted the 2017 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy) 05/01/2017

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

Instructions:

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

2B-1. Indicate the date of the CoC's 2017 PIT count (mm/dd/yyyy). If the PIT count was conducted outside the last 10 days of January 2017, HUD will verify the CoC received a HUD-approved exception. 01/23/2017

2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy) 04/27/2017

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

Instructions:

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

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

There were no changes in the sheltered PIT Count methodology or implementation.

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

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

Beds Added:	4
Beds Removed:	0
Total:	4

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

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

Beds Added:	0
Beds Removed:	0
Total:	0

2C-4. Did the CoC change its unsheltered PIT count implementation, including No

**methodology and data quality changes from 2016 to 2017?
CoCs that did not conduct an unsheltered count in 2016 or did not report unsheltered PIT count data to HUD in 2016 should compare their efforts in 2017 to their efforts in 2015.**

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

The PIT count methodology remained the same as previous years, using a complete census count for the unsheltered population. This year, the CoC enhanced training for volunteers, including developing a training manual and hosting a training event. The CoC also included more “ride-along” shifts, where volunteers team up with local and state police to survey known encampments and the outskirts of the city limits. Because we know that during cold winter months, some of the unsheltered population may use the emergency room for shelter, the local hospital designated a staff person in the emergency room to survey those who may be utilizing the ER. The PIT team also tabled at Loaves & Fishes at their meal site to survey people who may have been missed during the night of the count. This year, the PIT team was able to secure well-equipped care packages to give out during the night of the count and at the Loaves and Fishes event afterward.

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

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

The Point in Time committee (PIT) partnered with the CoC Youth Committee (YC) during the PIT planning process to discuss specific methods that could be used to survey the youth population. The CoC worked more closely with youth outreach workers, principals, guidance counselors and school nurses throughout the county to determine the scope of families with children and unaccompanied youth experiencing homelessness. The CoC also implemented use of the HUD-recommended youth survey, and with the help of youth who were engaged with specific youth services programs, adapted the survey to more accurately capture the experiences of local youth. During the night of the PIT, youth outreach workers with knowledge of youth hangouts were part of the volunteers who took shifts throughout the night. In the week following the count, youth outreach workers visited schools throughout the county to survey

students with the assistance of guidance counselors, nurses and peers.

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

The CoC worked more closely with local school districts and youth outreach workers to determine the scope of families with children experiencing homelessness. Youth outreach workers visited high schools in the county and met with nurses, guidance counselors and students. We expanded our volunteer network and increased ride-alongs with police to visit encampments outside of areas known to our outreach team to accurately count the chronically homeless and those less likely to seek services. The COC generalized veteran questions on the survey to capture those who served in the armed forces in any capacity, not just active duty. However, because we refer identified veterans immediately to veteran services our unsheltered veteran population has seen a decrease over the years. The PIT team hosted a PIT-Party at the local free meal site in an effort to increase awareness of the PIT, and to encourage participation from those experiencing homelessness who may be less known to our outreach team.

3A. Continuum of Care (CoC) System Performance

Instructions

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

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

The number of people who entered the system for the first time was reduced by 77 points. Information gathered from service providers and at-risk families identified risk factors. Those factors include the need for one-time rental assistance, subsidies during transition to housing vouchers, transportation to and from a job, and childcare assistance. In 2017, the TC Legislature awarded \$50,000 to the CoC to improve housing options for the homeless. The CoC conducted a survey to solicit information on needs and possible solutions. This elicited responses from a broad range of stakeholders and resulted in funding to the DV shelter for one-time assistance, Catholic Charities for rental subsidies, and OAR for 4 new supported SRO's for formerly incarcerated. The Coordinated Assessment system ensures that clients can easily gain access to services from wherever they enter the system. The CoC Governance committee is responsible for overseeing the performance of CoC-funded programs.

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

The CoC saw a reduction in the LOT homeless for persons in ES and SH of 5 points, with an increase of 12 points in TH. The CoC has implemented its Coordinated Assessment System (CAT) which prioritizes families and individuals with the longest LOT homeless for PH or TH. The CoC has strengthened relationships with local landlords and affordable housing

developers to increase the number of units available to the most vulnerable population, which reduces the length of time a client spends on the waitlist. The CoC has adopted a housing first approach, which ensures that clients with current or past substance abuse disorders are housed quickly. In response to outreach and education, non CoC-funded supportive housing projects now fill their units with clients from the waitlist. The CAT team meets biweekly for case conferencing to determine the needs of clients who have spent more than 30 days on the waitlist. The Governance Committee is responsible for overseeing the CoC system performance.

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

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

The CoC saw a 10% increase in the number of clients who exited institutions to PH, boasting a 50% successful exit rate and a 83% successful exit/retention rate (up from 81% in FY2015). Because all of our CoC-funded projects are PSH, clients are not obligated to leave, and most stay. However, our strategy is to support the clients in PSH including making Housing Choice Vouchers available for when, and if, clients choose to exit to permanent, private housing. Also, there are non CoC-funded PH and tenant based rental assistance (TBRA) projects coming on board with CoC partner agencies, and using the Coordinated Assessment system for these new projects, the CoC is confident that the number of successful exits from PSH projects to permanent, private housing for clients will continue to increase. The CoC Governance Committee is responsible for overseeing the CoC’s overall system performance, including successful exits and retention.

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

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

In FY16, only 9% of clients experienced a return to homelessness compared with 13% in FY15, due to an increase in case management, and training for transitioning tenants plus placement into appropriate programs. The CA committee has bi-weekly case-conferences that include outreach workers and case managers providing updates on clients exiting the shelter or TH for PH, reporting on clients progress or staged preventions. CoC members identify who are returning to homelessness in order to develop interventions. The CoC has adopted a set of Minimum Housing Standards that target private housing units. Due to the high cost of housing in our area, and inadequate DSS subsidy, those exiting shelter have trouble finding safe, affordable housing. The group

will work to get official buy-in and cooperation from code enforcement. This should decrease the return to homelessness. The CoC Governance committee is responsible for overseeing all aspects of the CoC's system performance.

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

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

Most clients who present at CoC-funded projects have already gone through channels to access mainstream non-employment income via our local DSS. However, 38% of system leavers and 19% of stayers increased their overall income in FY16. The CoC requires that funded projects complete SOAR training, assisting eligible clients to receive SSI or SSDI income. CoC members work with employment services like Workforce NY, The Women's Opportunity Center, Challenge Industries and Hospitality and Employment Training programs to provide job training, resume building and help obtaining entry-level positions. Employers like Ithaca Bakery employ formerly homeless individuals. Staff help participants complete individual goal plans to improve employability. CoC and H&HTF meetings provide networking opportunities and updates on eligibility and employment opportunities. The CoC Governance Committee is responsible for overseeing system performance measures, including job and income growth.

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

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

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

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

Instructions

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

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	47	50	3

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

Total number of beds dedicated as Dedicated Plus	14
Total number of beds dedicated to individuals and families experiencing chronic homelessness	50
Total	64

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

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

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

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

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

The CoC has been proactive in securing outside funding for new projects to assist with the rapid rehousing of families with children, including the under construction Amici House for young parents 18 to 25. The CoC has secured funding from Tompkins County, part of which will go toward rental subsidies collaboration with Catholic Charities and INHS. Units will be filled with clients directly from the CAT waitlist. Families with children and chronically homeless individuals and families will be prioritized. Eligible clients are also immediately referred to the STEHP and the Family Unification Program (FUP). The CoC works with local landlords to increase acceptance of third party subsidies, increasing the number of units available for families. The LOT for rehousing families is 42 days. With the above programs, the CoC expects the LOT to reduce within the year. The CoC Governance committee is responsible for all aspects of the CoC system performance.

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.	47	50	3

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

Most of the CoC-funded PSH and non CoC-funded TH programs are gender-specific, and most allow space for one small child. However, programs encourage involvement of family members and offer space within their units to ensure tenants are able to interact with family. The CoC will adopt an anti-discrimination policy based on HUD's Equal Access Rule this year. Included in

the policy will be specific measures for clients to take if they feel they have been involuntarily separated from their families or discriminated against. Clients are admitted into programs based on their gender identity, and are not denied based on their marital, LGBTQ or disability status. Emergency shelters house families in motels to limit separation. If a program utilizing the Coordinated Assessment System, which has an anti-discrimination policy, denies a client, the project must submit written justification for the denial. Denial based on any of the above mentioned sub-categories is against the CAT policy.

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

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

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

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

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

Strategies used to increase the availability of housing and services including: OCFS funds for a Transitional Independent Living Program serving ages 18-24., Federal FYSB funding, and local County and City funds; an Interim Family and Case Management program serving youth 14-20, funded via local donations, NYS OCFS, and the County. Additionally, the CoC-funded Amici Housing Project coming on-line in 2018 provides services and 25 beds for youth 18-24

who are experiencing homelessness. To prevent youth homelessness and ensure that unaccompanied homeless youth find safe, permanent housing, our Coc is committed to implementing a robust, coordinated response focused on the shared outcomes of: stable housing; permanent connections; education/employment; and social and emotional well-being. The effectiveness of the strategies can be broken down by program. In 2016, 318 youth used drop-in services through the TILP with 75 youth working closely with a case manager and 26 youth receiving transitional independent living support as they were placed in apartments. Of the 75 youth receiving case management services, 75% maintained stable housing for at least three months. Within the Interim Family program 89% of the 78 youth served in 2016, met their self-identified goals. The CoC believes that supporting the youth in finding stable housing for at least three months and meeting their goals will allow them to find a path to safe, stable, and permanent housing.

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

The CoC collaborates with youth education providers through our local New York State Boards of Cooperative Educational Services (BOCES) which provides shared educational programs and services to school districts throughout New York. Our local BOCES is a member of the CoC and provides the school districts within our region with updates in regards to McKinney-Vento and the New York State Runaway and Homeless Youth Act. A representative from TST BOCES is a member of the CoC and is a formal partner. Each of the 6 school district within our region have procedures for supporting individuals and families who become homeless of their eligibility for educational services. Each district works with the Runaway and Homeless Youth Coordinator to ensure that the procedures are up to date and meet the needs of the youth and families.

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

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

Other: (limit 50 characters)		

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

There are very few veteran service agencies in our region. The CoC works closely with Soldier On, a mobile veteran service agency based out of Massachusetts and funded through SSVF, and with the Syracuse VA (Syr VA) center. Through the screening process with the Coordinated Assessment system (CAT), veterans are identified and immediately referred to Syr VA or Soldier On. The two agencies also work closely with each other, and both attend CoC meetings. Our screening questions via CAT and the PIT survey asks whether an individual has served in any capacity in the military not just active duty, in order to determine eligibility for housing and other services, and to ensure that individuals who have served in the armed forces have access to the resources that should be available to them. Our PIT and AHAR data show that we have decreased the number of unsheltered veterans from 2 in FY16 to 0 in FY217, proving that the CoC can eliminate veteran homelessness by the end of 2017.

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

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

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

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

Instructions:

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

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

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

4A-1a. Mainstream Benefits

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

Most clients in CoC-funded projects have already accessed available mainstream benefits. Prior to intake at CoC-funded projects and the emergency shelter, clients are assisted with completing a TANF application. Clients at funded projects complete goal plans to improve employability. CoC has several SOAR-trained agencies, increasing the likelihood that eligible clients will receive SSI or SSDI. CoC meetings, the Homeless and Housing Taskforce and subcommittee meetings offer a forum for providing updates and eligibility for employment and benefits. Our local DSS is an active member of the CoC and provides eligibility updates at meetings. Quarterly CAT training ensures that all CoC-funded programs are aware of the new resources available to their clients. The CoC works with Community Health Advocates and Navigators to assist those in need of health insurance apply to the ACA and Medicaid. The CoC

Governance Committee is responsible for overseeing CoC system performance measures

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

Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO project applications in the FY 2017 competition (new and renewal)	4.00
Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2017 competition.	4.00
Percentage of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications in the FY 2017 competition that will be designated as "low barrier"	100.00%

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

Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH project applications in the FY 2017 competition (new and renewal).	4.00
Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications that selected Housing First in the FY 2017 competition.	3.00
Percentage of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications in the FY 2017 competition that will be designated as Housing First.	75.00%

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

Our street outreach team is composed of emergency shelter staff, TCDSS staff, a community outreach worker and volunteers. The team has extensive knowledge of, and relationships with the unsheltered population. Tompkins County is a large and mostly rural, with support services concentrated within the city of Ithaca. The majority of the unsheltered and at-risk population come into the city for assistance. Our outreach team canvasses known encampments on the outskirts of the city daily, and rural areas weekly. It is impossible and ineffective use of outreach to attempt to cover 100% of the geographic area. However, 100% of our urban area is covered, and at least 60% of our more rural areas are covered. Outreach events include BBQs and concerts primarily for people experiencing homeless and their families. CoC partners provide bus passes upon request, and every agency is equipped with a language line that allows for better communication with clients who are not proficient in English.

**4A-5. Affirmative Outreach
Specific strategies the CoC has implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive**

services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status, or disability; who are least likely to apply in the absence of special outreach. Describe: (1) the specific strategies that have been implemented that affirmatively further fair housing as detailed in 24 CFR 578.93(c); and (2) what measures have been taken to provide effective communication to persons with disabilities and those with limited English proficiency. (limit 1000 characters)

The CoC has a fully implemented Coordinated Assessment system (CAT). CoC and ESG projects must use the CAT wait list to fill their units and cannot deny otherwise eligible participants based on race, religion, sexual orientation, gender identity, disability or other discriminators. Program denial must be in writing and submitted to the CoC for review. The marketing strategy includes direct outreach to persons on the street and community organizations, distribution of informational flyers inclusive of subpopulations, emails, and announcements at CoC and other meetings. Participating agencies are trained on cultural competency and best practices when dealing with historically discriminated subpopulations. Translation services meet the needs of those with limited English proficiency via intra-agency processes or through Cornell's translation services. The Director of Human Rights, charged with oversight of the County's Housing Anti-Discrimination law, is an active member of the CoC.

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

	2016	2017	Difference
RRH beds available to serve all populations in the HIC	16	5	-11

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

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

4B. Attachments

Instructions:

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

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

Attachment Details

Document Description: Rejection to Participants

Attachment Details

Document Description: Public Posting

Attachment Details

Document Description: Rating and Review Procedure

Attachment Details

Document Description: Ranking and Review Public Posting Evidence

Attachment Details

Document Description: Process for Reallocating

Attachment Details

Document Description: Governance Charter

Attachment Details

Document Description: HMIS Policy and Procedure Manual

Attachment Details

Document Description:

Attachment Details

Document Description: PHA Homeless Preference

Attachment Details

Document Description:

Attachment Details

Document Description: Order of Priority

Attachment Details

Document Description:

Attachment Details

Document Description: HDX- System Performance Measures

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	08/28/2017
1B. Engagement	09/26/2017
1C. Coordination	09/26/2017
1D. Discharge Planning	08/28/2017
1E. Project Review	09/25/2017
2A. HMIS Implementation	09/25/2017
2B. PIT Count	09/22/2017
2C. Sheltered Data - Methods	09/22/2017
3A. System Performance	09/22/2017
3B. Performance and Strategic Planning	09/26/2017
4A. Mainstream Benefits and Additional Policies	09/26/2017
4B. Attachments	Please Complete

FY2017 CoC Application	Page 36	09/26/2017
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Submission Summary

No Input Required



Ithaca/Tompkins Continuum of Care NY-510

WORKING TOGETHER TO END HOMELESSNESS IN TOMPKINS COUNTY

September 12, 2017

To whom this may concern,

For the FY2017 Program Competition, the NY-510 Continuum of Care did not reject any applications.

Sincerely,
Tierra Labrada
Continuum of Care Coordinator

TO: Interested Agencies
FROM: Human Services Coalition of Tompkins County
DATE: July 25, 2017
SUBJ: Continuum of Care New Project Local Request for Proposal

U.S. Department of Housing and Urban Development (HUD)'s Continuum of Care (CoC) competition is a national competition for funding to projects providing housing and support services to the homeless. This is a two-step process. First, a local application is submitted in response to the Request for Proposal (RFP) released by the Human Services Coalition of Tompkins County, the CoC lead agency of the Ithaca/Tompkins County CoC. Projects that make the selection list will advance to the federal application process, which will be submitted to HUD no later than 8 p.m. on September 28th. Applicants are responsible for the preparation of both the local application and the eventual electronic submission of their project application if the project is approved by the CoC for submission. This document is a request for proposals in preparation of the local application process.

Project applications will be due no later than 4 p.m. on August 25th. Applicants will be notified no later than September 11th if their project has been accepted for inclusion in the HUD Consolidated Application.

Matching funds of 25% from other funding sources or in-kind contributions is required for a project to be considered.

Total amount of funds available: \$220,287

2017 HUD Priority and CoC New Project Request

HUD's Priority:

1. End chronic homelessness by 2017.
2. Prevent and end homelessness among families, children, and youth by 2020.

New CoC Project Request:

1. Housing First/Low Barrier/ No Barrier Permanent Supportive Housing (PSH) for chronically homeless individuals and families. Permanent supportive housing projects provide program participants with indefinite leasing or rental assistance paired with supportive services to assist participants in achieving housing stability.
2. Rapid Rehousing projects that provide short- and medium- term rental assistance to move homeless individuals and families, including youth coming directly from the streets or emergency shelters, or fleeing domestic violence situations, as rapidly as possible into permanent housing.
3. Transitional Housing projects that facilitate the transition of individuals and families into permanent housing within 24 months. To be considered transitional housing, project participants must have a signed lease or occupancy agreement that is for a term of at least one month and that ends in 24 months.
4. Joint transitional/rapid re-housing/permanent supportive housing projects that provides low-barrier temporary housing while individuals and families are being quickly and seamlessly connected to permanent housing through a rapid re-housing intervention. The project must encompass all three of these elements.

All projects will be required to use HMIS (Homeless Management Information System) and the Coordinated Entry System. If you have question about participating in HMIS and Coordinated Entry, please contact Continuum of Care Coordinator, Tierra Labrada, 607-273-8686 ext. 241 or tlabrada@hsctc.org

APPLICATION MATERIALS

All the application materials listed below can be found on the HSC website (hsctc.org) → Support for Non-Profits→Continuum of Care. Please share this information with any organization you think may be interested.

NEW PROJECT APPLICATION SUBMISSION REQUIREMENTS

1. All completed electronic applications should be submitted to Tierra Labrada, tlabrada@hsctc.org. All applications must be submitted by 4 p.m. on August 25th unless otherwise instructed.
2. We highly recommend all applicants meet with HSC/CoC staff to discuss the project design and target population. Contact [Tierra Labrada](#) to schedule a meeting.

PROJECT QUALITY THRESHOLDS

Any *new* permanent housing, permanent supportive housing or rapid re-housing project must meet at least 3 out of the 4 criterion listed below to be considered for funding (renewal projects are considered to have already met these thresholds):

1. Whether the type of housing, number and configuration of units will fit the needs of the program participants (e.g., two or more bedrooms for families)
2. Whether the type of supportive services that will be offered to program participants will ensure successful retention or help to obtain permanent housing- this includes all support services, regardless of funding source
3. Whether the specific plan for ensuring that program participants will be individually assisted to obtain the benefits of of the mainstream health, social and employment programs for which they are eligible to apply meets the needs of the program participant (e.g., Medicaid, Medicare SSI, Food Stamps, local Workforce office, early childhood education); and
4. Whether program participants are assisted to obtain and maintain permanent housing in a manner that fits their needs (e.g., provides the participant with some type of transportation to access needed services, safety planning, case management, additional assistance to ensure retention of permanent housing)

Any new joint transitional housing/rapid re-housing/permanent housing project must meet 3 out of the 5 below listed criterion to be considered for funding:

1. Whether the type of housing, number and configuration of units will fit the needs of the program participants (e.g., two or more bedrooms for families)
2. Whether the type of supportive services that will be offered to program participants will ensure successful retention or help to obtain permanent housing- this includes all support services, regardless of funding source
3. Whether the specific plan for ensuring that program participants will be individually assisted to obtain the benefits of of the mainstream health, social and employment programs for which they are eligible to apply meets the needs of the program participant (e.g., Medicaid, Medicare SSI, Food Stamps, local Workforce office, early childhood education); and
4. Whether program participants are assisted to obtain and maintain permanent housing in a manner that fits their needs (e.g., provides the participant with some type of transportation to access needed services, safety planning, case management, additional assistance to ensure retention of permanent housing)
5. Whether the project adheres to a housing first model

DEFINITIONS:

HOUSING FIRST/LOW BARRIER:

Ensures that potential program participants are not screened out based on the following items:

- Having too little or no income
- Active history or current substance abuse
- Criminal records, with the exceptions for state-mandated restrictions
- History of domestic violence

Projects must ensure that participants are not terminated from the program for the following reasons:

- Failure to participate in supportive service plan
- Failure to make progress on service plan
- Loss of income or failure to improve income
- Being a victim of domestic violence

CHRONICALLY HOMELESS:

An unaccompanied homeless individual with a disabling condition, or an adult member of a homeless family who has a disabling condition, who has either been continuously homeless for a year or more, OR has had at least four (4) occasions of homelessness in the past 3 years, where all combined occasions has to total a length of time of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation in an emergency shelter, or in a safe haven. The term "homeless," in this case, means a person sleeping in a place not meant for human habitation (e.g., living on the streets), in an emergency homeless shelter, or in a Safe Haven as defined by HUD.

DISABLING CONDITION:

A disabling condition is defined as: (1) a disability as defined in Section 223 of the Social Security Act; (2) a physical, mental, or emotional impairment which is expected to be of long-continued and indefinite duration, substantially impedes an individual's ability to live independently, and of such a nature that the disability could be improved by more suitable conditions; (3) a developmental disability as defined in Section 102 of the Developmental Disabilities Assistance and Bill of Rights Act; (4) the disease of acquired immunodeficiency syndrome or any conditions arising from the etiological agent for acquired immune deficiency syndrome; or (5) a diagnosable substance abuse disorder. A disabling condition limits an individual's ability to work or perform one or more activities of daily living.

HOMELESS:

The New Homeless Definition (effective 1/4/2012 under the HEARTH act) has four categories:

- (i) Category 1 – (Homeless) Literally Homeless: An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: 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;
- (ii) 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
- (iii) An individual who is exiting an institution (e.g., jail, hospital)
 - a. where he or she resided for 90 days or less and
 - b. resided in an emergency shelter or place not meant for human habitation immediately before entering the institution

Category 2 – (Homeless) Within 14 days of losing home: An individual or family who will imminently lose their primary nighttime residence, provided that:

- (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
- (ii) No subsequent residence has been identified; and
- (iii) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks needed to obtain other permanent housing

Category 3 – (Homeless) Youth/Children: Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- (iv) Meet the homeless definition under another federal statute; and
- (v) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance; and
- (vi) Have experienced persistent instability as measured by two moves or more during the sixty day period immediately preceding the date of application for homeless assistance; and
- (vii) Can be expected to continue in such status for an extended period of time because of chronic disabilities, OR chronic physical health or mental health conditions, OR substance addiction, OR histories of domestic violence or childhood abuse (including neglect), OR the presence of a child or youth with a disability, OR two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment

Category 4 – (Homeless) Fleeing Domestic Violence: Any individual or family who:

- Is fleeing or 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 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;
- Has no other residence; and
- Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

RESOURCES

If you have questions regarding HUD regulations or eligible costs/activities, please refer to [HEARTH Act Interim Rules](#) or you may Ask a Question on the [HUD Exchange website](#), or visit the [Human Services Coalition website](#)

If you have any other questions or need further information, please contact:

Tierra Labrada, Continuum of Care Coordinator 607-273-8686 ext. 241 or tlabrada@hsctc.org

Kathy Schlather, Executive Director 607-273-8686 ext. 228 or kschlather@hsctc.org

**ITHACA / TOMPKINS COUNTY
CONTINUUM OF CARE
(CoC NY-510)**

**Ranking and Review Process for
FY2017 Program Competition**

Ithaca/Tompkins CoC Ranking and Review Process 2017

The Human Services Coalition of Tompkins County, the lead agency for the Ithaca/Tompkins Continuum of Care, serves as the collaborative applicant for the annual HUD (Housing and Urban Development) competitive grant process for homeless funding. The CoC submits the application each year requesting funding to support the homeless service providers in the geographic area. As part of this grant process, the CoC calls for project applicants to submit proposals for housing and services dedicated to chronically homeless individuals and families. The annual competition is usually a two-step process. If a project is selected by the CoC Ranking Committee, the applicant will be required to submit an electronic application through *Esnaps*, a HUD website.

As part of this competitive grant process, project applicants will be reviewed and ranked using the New or Renewal Project Ranking tool. (see Ranking Tools posted on hsctc.org/continuumofcare)

FY2017 HUD Funding Availability for NY-510 CoC

Total Annual Renewal Demand (ARD): \$185,795

Total Final Pro Rata Need (FPRN): \$389,076

Tier I: \$185,795

Tier II (6% of ARD): \$11,147

Permanent Supportive Housing Bonus (6% PPRN): \$23,345

Total amount of funding available in Tier I: \$185,795

Total amount of funding available in Tier II: \$34,492

Ithaca/Tompkins CoC Ranking and Review Process 2017

Projects receiving the highest scores during the objective review and ranking process will be placed in Tier I. Lower performing projects will be placed lower in Tier I or in Tier II.

New projects requesting funding will be able to apply under the Permanent Supportive Housing Bonus or through the process for reallocation (page 4).

Renewal Project rankings will be based on the following general criteria (for full criteria, see Renewal Project Ranking Tool):

- Stability of Housing
- Utilization Rate
- Serving Chronic Homeless
- Use of Funding
- CoC Participation
- Positive Neighborhood Impact

New Project rankings will be based on the following general criteria (for full criteria, see New Project Ranking Tool):

- Bonus or Reallocation Eligibility
- Ability to meet HUD threshold criteria
- Cooperation with Coordinated Assessment
- Effectiveness of Funds
- Feasibility
- Use of housing first model

Reallocation

New and renewal projects will compete for Tier I rankings. Renewal projects that are not performing up to the CoC standards can be reduced or entirely eliminated through reallocation and the funds utilized for one or more new projects, or to higher performing renewal projects.

Reallocation can occur under the following circumstances:

- Current funded project declines to renew their project
- Current funded project adjusts their budget to a lower amount
- Current funded project voluntarily reallocates funding to a new project
- Ranking Committee made decision to partially or fully reallocate current funded projects based on performance or HUD priorities

Underperforming projects can be defined as follows:

- Low utilization rate
- Has not participated in Coordinated Assessment
- Not serving the target population
- Has a program that does not align with HUD priorities anymore (i.e., Housing First approach)
- Misuse of federal funds
- Program design has a negative impact on systems performance and overall CoC score

Funding

Funding is at the discretion of HUD. The CoC is not fully responsible for HUD's decision to eliminate funding based on ARD or Pro Rata Need. The overall CoC performance measure contributes to the amount received, which means higher performing projects are vital to ensuring continued funding through this competition.

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- + FY2015
- + FY2016
- FY2017

- [Notice of Funding Availability](#)
- [Request for Proposals](#)
- [Renewal Project Application](#)
- [New Project Application](#)
- [Ranking and Review Process](#)

**ITHACA / TOMPKINS COUNTY
CONTINUUM OF CARE
(CoC NY-510)**

**Ranking and Review Process for
FY2017 Program Competition**

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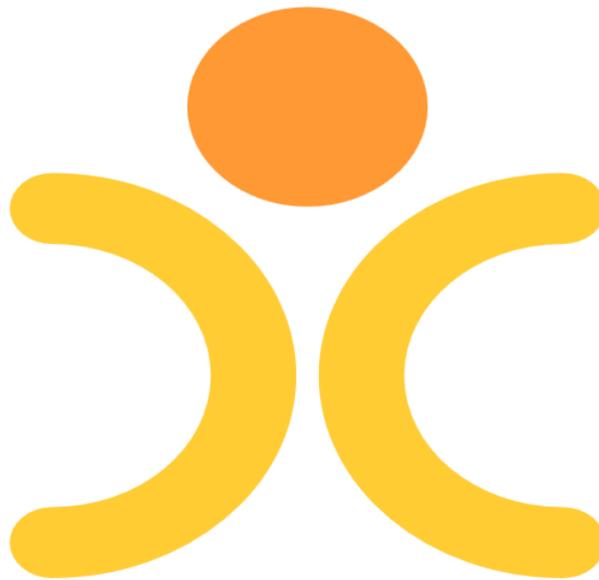
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**ITHACA / TOMPKINS COUNTY
CONTINUUM OF CARE
(CoC NY-510)**



BYLAWS

ITHACA/TOMPKINS COC BYLAWS

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Article I: Name and Location

Section 1.1: Organization Name

The name of this affiliation shall be the Ithaca/Tompkins Continuum of Care Coalition, hereafter referred to as the CoC.

Section 1.2: Location of Organization

The principal office of the CoC shall be at the office of the Human Services Coalition of Tompkins County, unless changed by the CoC.

Section 1.3: Area Served

The CoC will primarily provide services to the geographic area of Tompkins County.

Article II: Purpose, Mission, and Vision

Section 2.1: Purpose

To provide a network which shares ideas, concerns and resources applicable to homeless issues; to foster collaboration in addressing the needs of the homeless; and to increase community awareness of the causes of homelessness, the needs of the homeless population and ways to end homelessness.

Section 2.2: Mission

To establish pathways to self-sufficiency and ultimately eliminate homelessness by developing, sustaining and coordinating a comprehensive continuum of care.

Section 2.3: Vision

Every person in our community has a safe, decent, stable, and appropriate home.

Section 2.4: Services

The CoC coordinates a broad array of services including, but not limited to:

- Needs Identification
- Prevention of Homelessness
- Emergency Shelter/Services
- Transitional Housing
- Support Services
- Permanent Housing
- Outreach
- Drop-in Services

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The CoC agencies will provide services through the acquisition of funding from city, state, federal and private sources. The CoC effectively collaborates with agencies, local government, the faith community and other concerned organizations and individuals.

Article III: Membership

Section 3.1: Member Qualifications

Membership in the Ithaca/Tompkins CoC is open to any individual, nonprofit, for profit, or governmental organization that is actively working to end homelessness or assist people who are homeless or at risk of becoming homeless. Each entity who wishes to have membership in the CoC must agree to abide by the Duties and Responsibilities of the Membership.

The Continuum will make a concerted effort to assure that at least one representative of the following groups is included on the Continuum of Care Committee:

- a. Agencies representing persons with disabilities;
- b. Government agencies
- c. Public housing agencies
- d. Faith-based and other community-based organizations
- e. Shelter providers;
- f. Homeless services providers
- g. Landlords and/or housing developers
- h. Private businesses
- i. Advocacy Groups
- j. Homeless and/or formerly homeless persons
- k. Mental Health providers
- l. Substance Abuse Treatment providers
- m. Health Care providers
- n. Veterans services providers
- o. Public Safety providers
- p. Employment services providers
- q. Youth workers
- r. Victims Services providers
- s. Legal Services providers
- t. School Representatives
- u. Local Funders

Section 3.2: Duties and Responsibilities

Agency and individual members are required to perform the following duties.

- a. Abide by the Bylaws, policies, and procedures.
- b. Actively participate in bimonthly CoC meetings.
- c. Serve on one standing or ad hoc sub-committee per calendar year
- d. Participate in the HMIS system where appropriate.
- e. Collaborate with other members to work toward the mission, goals, and objectives.

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- f. Work to insure accountability of programs.
- g. Participate in Point-in-Time Studies.
- h. Work to ensure proper data collection to realize gaps in services and program effectiveness.
- i. Sign a Conflict of Interest Disclosure Statement.

Section 3.3: Voting and Attendance

Consensus of the group as a whole is considered by this CoC to be the most useful and healthy means of making a decision. However, in the event that a consensus is not forthcoming the following voting regulations will be called upon:

- a. Each organization shall have at least one representative who attends meetings. Each agency/organization/unit of government in good standing with the CoC has one vote. One designee of the official representative may vote in the absence of the official representative.
- b. Each individual who is in good standing with the CoC has one vote.
- c. Taking an abstention does not count as a vote.
- d. A potential voting member must attend at least two (2) CoC or subcommittee meetings a year to remain eligible to vote.

Section 3.4: Non-voting Members

- a. A Non-Voting Member is one who does not have voting rights
- b. An individual or organization that does not meet the voting member definition in Section 3.3 may join as a non-voting member, as long as they subscribe to the purposes and basic policies of the coalition.

Section 3.5: Membership Removal

Membership in the CoC may be terminated for any member who repeatedly violates the mission and purpose of the CoC. Removal based on detrimental actions shall require the affirmative vote of three-quarters ($\frac{3}{4}$) of the present voting members. In the event any such termination is contemplated, the CoC Chair, or his or her designated representative, shall notify the member in writing citing reasons for the CoC's actions and the time and place of the meeting at which termination is to be considered. Said notification shall be sent as soon as possible and be received at least ten (10) days prior to such meeting. At the meeting, the member shall be entitled to respond to the stated reasons for the termination, and be heard in his or her own defense.

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Section 3.6: Membership Withdrawal

Any member organization may resign from the Coalition by delivering a written resignation to the Continuum of Care Chair or Co-Chair

Article IV: Governance

The purpose of the CoC governance structure is to ensure orderly operations of the CoC. The governance structure consists of two main bodies, the full CoC and the Governing Council.

Section 4.1: Chair Titles and Duties

The officers of the CoC shall consist of two Co-chairs, one from the human services sector and one from local government.

The Chairs shall:

- a. Preside at all Continuum and Governance Council meetings and supervise the affairs of the Continuum.
- b. Appoint such subcommittees as may be necessary to carry out the goals and objectives of the Continuum.
- c. Be an ex-officio member of all subcommittees
- d. Execute all papers, documents, and instruments ordered to be executed by the CoC
- e. Perform all other such duties usually pertaining to the office of Chair and as determined by the CoC,
- f. Call meetings of the Governing Council.
- g. Set agendas in collaboration with the membership and sub-committees
- h. Communicate with subcommittee Chairs, non-member agencies and individuals as needed to promote the mission and needs of the membership.
- i. Maintain records and archives
- j. Maintain membership lists and attendance records
- k. Coordinate the development of the CoC application to the US Department of Housing and Urban Development

Section 4.2: Governing Council

The Governing Council shall consist of the CoC Chairs and at least six additional members of the Continuum of Care, with representation from each standing committee. Positions on the Governing Council will be chosen from the general membership.

ITHACA/TOMPKINS COC BYLAWS

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Section 4.3: Nomination and Election

Nomination:

- a. At the regular meeting of the CoC held in November the Chair will facilitate the selection of a Nominating Committee. The Nominating Committee will consist of an odd number of members of the CoC, totaling no less than three (3), nor more than seven (7) members. Any member of the CoC may serve on the nominating committee with the exception of the CoC Chairs.
- b. The Nominating Committee will solicit recommendations for the two Chair positions and membership on the Governance Council from the membership of the Continuum. It will submit a slate to the CoC prior to the election date in January.
- c. Nominees will indicate their willingness and eligibility to serve for each position. The CoC will accept a slate of nominees and entertain nominations from the floor for each position.
- d. An officer shall continue to hold office until his or her successor is duly elected or the officer is removed as per Section 4.4.

Elections:

- e. Voting members of the CoC present at the January meeting will vote for the candidates. Votes are limited to one vote per member organization. Voting will be done by consensus or by secret ballot depending on the will of the membership. The candidates with a simple majority of votes from those voting members present at the meeting will assume their positions immediately.
- f. Terms of office shall be one year.

Section 4.4: Removal

Any elected member may be removed from serving by a two-thirds (2/3) majority vote of the voting members at a duly held meeting of the membership. A quorum of voters must be present at this meeting. Proper notice specifying the proposed removal shall be given one week prior to any meeting of the membership in which removal shall be considered.

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Section 4.5: Vacancies

Vacancies on the Governing Council: occur by the expiration of the normal term, resignation, death, or removal by the CoC or by failure to attend required meetings. Vacancies shall be filled by nomination by the CoC Members in the same manner as original appointments. Such appointment shall be for the remainder of the un-expired term and the member shall then be eligible for re-election to a full term on the Governing Council.

Article V: Committees

Business conducted within established committees will follow the same rules established herein for the overall CoC activities.

Section 5.1: Governing Council

The purpose of the Governing Council is to direct and manage the activities of the Continuum and provide policy guidance. The Governing Council reviews all action items from ad hoc and standing committees and recommends action to the Continuum. The Governing Council may take action on behalf of the Continuum of Care between regular monthly meetings. All such actions shall be consistent with CoC obligations, policies, and plans and shall be subject to ratification at the next regular or special meeting.

Section 5.2: Standing Committees and Duties

Standing Committees: The Governing Council may establish committees as the need arises. Committees shall consist of sufficient numbers to provide broad representation of the CoC as appropriate. Unless otherwise specified, all committee members shall be appointed for a term of one year. The CoC shall specify the duties of the committee.

Section 5.2.1 Review Committee

The Review Committee shall be responsible for the monitoring of all CoC-funded projects, and the annual review and ranking of all new and renewal project applications to be submitted with the annual program competition (NOFA). It is prohibited for any CoC member or participant who is funded, or who is requesting funding in the upcoming competition to sit on the Review Committee.

Section 5.3: Ad Hoc Committees and Duties

Ad Hoc Committees (special committees): there shall be special committees as the CoC may create, the membership and duties of which shall be as determined by the CoC. A

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special committee shall limit its activities to the accomplishment of the task for which it is appointed and shall have no power to act except such as is specifically conferred by the CoC. Upon completion of the task for which appointed, a special committee shall stand discharged.

Article VI: Meetings

Section 6.1: General Meetings

- a. The CoC shall meet 5 times per year (January, March, May, September and November). Special meetings may be called at the discretion of the Chairs.
- b. Except as otherwise provided for in these Bylaws, meetings shall be open to the public.
- c. At least 72 hours (but we aim for one week) notice must be given to all members prior to holding a meeting.

Section 6.2: Executive Session

General and special meetings may be closed to the public at the discretion of the Chair, or upon majority vote of the members.

Section 6.3: Conduct of Meetings

Members present shall constitute a quorum (a quorum is at least 9 members of the voting membership) to conduct business at any regular meeting. At least one of the chairs must be present for a vote to occur. Business may be conducted and issues voted on at any scheduled monthly meeting. Passage of any motions will be by simple majority of those voting members present. The Executive Committee may act for the whole group during breaks.

Section 6.4: Minutes

Minutes shall be kept of every meeting and shall include, at a minimum, the date, time, and place of the meeting, the names of all who are in attendance, the topics discussed, the decisions reached and actions taken, any reports made, and any other information as may be deemed necessary by the Chair

Section 6.5: Code of Conduct / Conflict of Interest

A member or participant, who may have a conflict of interest, shall abstain from voting on said issue or matter. The member or participant may still participate in the discussion if they fully disclose the nature of their conflict of interest and the majority of the members present

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agree to allow their participation. Any member or participant with a conflict of interest may still answer questions posed by another Member or Participant during the discussion.

Article VII: Bylaws

Section 7.1: Adoption

Adoption of these laws by the Ithaca/ Tompkins NY-510 Continuum of Care shall require a two-thirds majority in attendance.

Section 7.2: Amendments

These bylaws may be amended at a regular or special meeting of the CoC by a two-thirds (2/3) affirmative vote of the members present and voting. Amendments must be in written form and distributed to the members of the CoC at least one (1) week prior to presentation and vote

Ithaca/Tompkins County Continuum of Care
(NY-510)
HMIS Policies and Procedures Manual



Homeless Management Information System
Initiative

*Adapted from
ShelterNet (Broome County NY)
Policies and Procedures Manual
Updated 9/14/15*

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Introduction And Goals

Policies and Procedures Manual	Revision: 1.5	Prepared by: James Hulse
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Title: Introduction And Goals		

Introduction

Homeless Management Information System (HMIS) is a federal Department of Housing and Urban Development (HUD)-funded initiative whose purpose is to collect accurate statistical data on the consumption of services for the homeless. All agencies that receive McKinney-Vento, VA, HHS, HUD-HOPWA homeless services funding are required to participate in the HMIS initiative

ShelterNet is the Homeless Management Information System (HMIS) collaborative for Broome and other surrounding counties in the Southern Tier. The Coalition for the Homeless of the Southern Tier, NY Inc. (CHSTNY) is a collaborative body comprised of stakeholders in the field of homeless service provision and is charged with initiating HMIS. The Coalition for the Homeless of the Southern Tier, NY Inc. has selected ClientTrack – an internet-based, centralized case management database product owned by Data Systems International (DSI) as the software for the ShelterNet project. ClientTrack allows authorized participating agency personnel to collect client data and maintain client charts electronically..

Human Service Coalition of Tompkins County services as the lead agency for Tompkins NY-510 CoC. Tompkins County Department of Social Services serves as the HMIS Lead Agency for Ithaca/Tompkins NY-510 CoC. To continue to meet HUD requirements for HMIS data collection and reporting Tompkins DSS is now a participating agency of the ShelterNet HMIS collaborative. As HMIS Lead Agency, Tompkins DSS coordinates directly with the ShelterNet Administration Team in implementation of HMIS system within Tompkins CoC.

Tompkins County still remains as an independent CoC. The policies and procedures outlined here for Tompkins County CoC follow those originally developed by the ShelterNet Collaborative.

The data backbone of the ShelterNet project is ClientTrack – an internet-based, centralized case management database product owned by Data Systems International (DSI). ClientTrack allows authorized participating agency personnel to collect client data and maintain client charts electronically. Northern Creations Consulting serves as the Systems Administrator for the ShelterNet collaborative in implementation and administration of the ClientTrack System.

Tompkins DSS has executes one-year contracts with OTDA STEHP to provide funding for HMIS licenses and then executes one year contracts with Northern Creations Consulting Corporation to administer these licenses with Client Track. Northern Creations Consulting Corporation and has executed a 3-year contract with

DSI to provide ClientTrack. Additionally, each participating agency and each authorized user has signed a agreement with Tompkins DSS referencing this Policies and Procedures Manual and their agreement to the terms outlined herein. Agency Agreements and User Agreements are on file at Tompkins DSS and each respective participating agency.

CHSTNY maintains a website with newsletters, press releases, event announcements, contact information, pictures, as well as a wealth of additional information.

Goals system performance measures

In accordance with HUD's requirements, the purpose of HMIS is to improve the quality and integration of services to the homeless, and to provide a central repository of data to aid in policy-making at the local, state and federal levels. CHSTNY has targeted the following system performance measures

Measure 1: Length of Time Persons Remain Homeless

Measure 1a

Measure 1b

Measure 2 The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 to 12 months (and 24 months in a separate calculation

Measure 2a and 2b:

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT counts of sheltered and unsheltered homeless persons

Metric 3.2 – Change in annual counts of sheltered homeless persons in HMIS

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

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

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

Metric 4.4 – Change in earned income for adult system leavers

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

Metric 4.6 – Change in total income for adult system leavers

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

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

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

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

Metrics 6a.1 and 6b.1 – Returns to ES, SH, TH, and PH projects after exits to permanent housing destinations within 6 and 12 months (and 24 months in a separate calculation)

Metric 6c.1 – Change in exits to permanent housing destinations

Metric 6c.2 – Change in exit to or retention of permanent housing

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

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

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

HUD's data standards are listed in the Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice (69 FR 45888). The report is available online at <https://www.hudexchange.info/hmis/hmis-data-and-technical-standards/> or by request from the ShelterNet Administration Team.

System performance measures

<https://www.hudexchange.info/resources/documents/System-Performance-Measures-HMIS-Programming-Specifications.pdf>

Section I. Contractual Requirements and Roles

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Title: Contractual Requirements and Roles		

Section 1.01 Agency Roles and Responsibilities

A. Lead Agency – Tompkins Department of Social Services (Tompkins DSS)

- 1) 1.) Responsible for all duties as outlined in the Lead Agency MOU/Charter.
- 2) 2.) Facilitate the HMIS portion of the NOFA Committee which consists of:
 - a) The HMIS Subcommittee
 - b) At least one representative from each participating agency
 - c) Non-voting invitee representatives from potential participating agencies
- 3) 3.) Assure the fulfillment of the requirements of the HUD HMIS
- 4) 5.) Carry out budgeting and allocation of STEHP funds for HMISr
- 6.) Various responsibilities as detailed in the Exhibit A of each respective agency agreement, as specific budgeting and billing elements vary from agency to agency.

Northern Creations Consulting Corporation

- 5) 1.) Coordinate with DSI in the maintenance of the ClientTrack software following implementation.
- 6) 2.) Coordinate as much as is reasonably possible with participating agencies on the implementation and maintenance of the HMIS system.
- 7) 3.) Provide initial training to staff at each participating agency.
- 8) 4.) Provide technical support and troubleshooting to participating agencies.
- 9) 5.) Maintain the Policies and Procedures Manual and give notification of any changes to the participating agencies per HMIS Committee and COC
- 6.) Responsible for AHAR, APR, HIC and PIT reports and monitoring of the participating agencies.

B. Participating Agencies

- 1) 1.) Must sign an Agency Agreement with Tompkins before any customization, implementation, or training begins
- 2) 2.) Must submit a signed user agreement before obtaining access to ClientTrack (user name and password) for any agency staff
- 3) 3.) Must coordinate with the HMIS Subcommittee to produce a Privacy Policy for their agency governing the staff's use and treatment of client information. Each agency will be provided with a CHSTNY Privacy Policy

template which they will then revise to comply with agency, state, and federal privacy guidelines.

- 4) 4.) Responsible for all duties as outlined in the respective Agency Agreement, the Privacy Policy, and this Policies and Procedures Manual
- 5) 5.) Responsible for ensuring that access to the ClientTrack system is monitored and regulated on a need-to-know basis
- 6) 6.) Must maintain a high-speed internet connection with which to connect to the HMIS system
- 7) 7.) Must designate a staff member to be the Participating Agency HMIS Subcommittee Representative
- 8) 8.) Responsible for leading their respective implementation with regard to:
 - a) prioritizing pieces of the implementation
 - b) making decisions regarding which staff will be trained
 - c) evaluating existing paperwork, policies, and procedures and making changes as necessary to comply with the requirements of the HMIS guidelines and HMIS Administration Team recommendations
- 9) 9.) Responsible for monitoring and reporting system issues to the HMIS Lead for proper correction and reconciliation.
- 10) 11.) Responsible for all hardware maintenance and replacement subsequent to the initial implementation.
- 11) 12.) Required to allow System Administrator physical access to the HMIS hardware at all times.
- 12) Required to coordinate with the HMIS Administration Team to carry out the policies and procedures outlined in this document.

Section 1.02 Agency and User Agreements

A. Scope

- 1) All Agency and User agreements reference this Policies and Procedures Manual as the definitive source for standard operations within the HMIS system.
- 2) Whereas each agency agreement details specific terms between Tompkins DSS and each respective participating agency, this Policies and Procedures Manual lays out the broad framework for the organization and operation of the HMIS project
- 3) Agency Agreements, User Agreements, Service Contracts, and this Manual serve together to provide the framework for operating HMIS

B. Requirements

- 1) In order for a participating agency to be granted access to the HMIS system, that agency will need to have a signed copy of the Agency Agreement on file with Tompkins DSS
- 2) In order for any user to be granted a username and password, and thusly given access to the HMIS system, that user will need to have a signed copy of the User Agreement on file with Tompkins DSS.

Section 1.03 Personnel Roles and Responsibilities

A. Coalition for the Homeless of the Southern Tier NY Inc.

Strategic policy decisions

A. ShelterNet Project Administrator

- 1) Works closely with the Systems Administrator to:
 - a) determine the budget
 - b) allocate resources
 - c) make organizational decisions
 - d) plan the implementation and maintenance of the system
- 2) Responsible for seeing that all grant-funding requirements are met and satisfied, including reporting

B. ShelterNet Systems Administrator

- 1) The Systems Administrator shall not be an employee of any agency participating in the ShelterNet Project
- 2) Responsible for the database design, creation, and realization
- 3) Responsible for monitoring the security, privacy and data quality monitoring of the ShelterNet system.
- 4) Solely in charge of creating, modifying, deleting, and maintaining user names and passwords
- 5) Works in close conjunction with the Project Administrator to advise on all decisions concerning the project
- 6) Works with DSI to troubleshoot problems with the ClientTrack software, and implement upgrade releases
- 7) Responsible for creating reports and designing reporting mechanisms in conjunction with DSI

C. Participating Agency Executive Director, Chief Executive, or Agency Administrator

- 1) Represents participating agency in collaboration and organization-level decision-making
- 2) Responsible for allocating resources of participating agency, as necessary for the HMIS project
- 3) Responsible for making operational decisions for the agency HMIS project
- 4) Responsible for all activity associated with agency staff access and use of the HMIS system
- 5) Responsible for notifying the ShelterNet Administration Team of any changes in the status of the ShelterNet Representative
- 6) Responsible for establishing business practices and controls that meet the criteria for access to the ShelterNet system as detailed in this manual
- 7) Agrees to allow access to the ShelterNet system based only upon need: only for those staff, volunteers, or designated personnel who work directly

with (or supervise staff who work directly with) clients or have data entry responsibilities

- 8) Oversees the implementation of data security policies and standards
- 9) Oversees the implementation of the Privacy Policy associated with ShelterNet
- 10) Monitors compliance and periodically reviews control decisions
- 11) Assumes responsibility for integrity and protection of client-level data entered into the ShelterNet system and will be held liable for any misuse or abuse by staff
- 12)

D. Participating Agency HMIS Representative

- 1) Is designated by the participating agency's Executive Director
- 2) Serves as the main contact person between the HMIS Lead and the participating agency
- 3) Submits user agreements to the Systems Administrator, keeping copies on file at the participating agency
- 4) Responsible for communicating to the Systems Administrator all changes and corrections in the agency's information as listed in the HMIS system
- 5) Responsible for communicating to the Systems Administrator all changes and corrections in the status of users, including:
 - a) Termination of employment
 - b) Extended leave of absence
 - c) Vacation
 - d) Promotion
 - e) Demotion
 - f) Transfer

E. Staff/User

- 1) Must have legitimate need to view and enter data into the HMIS system; will be given user names and passwords by the Systems Administrator
- 2) Must sign a user agreement and submit to Participating Agency HMIS Representative before gaining access to the system
- 3) Responsible for following the provisions of the User Agreement and this Policies and Procedures Manual
- 4) Responsible for entering the day-to-day information necessary to comply with the HMIS and participating agency guidelines
- 5) Must be aware of all data's sensitivity and take appropriate measures to prevent unauthorized disclosure
- 6) Responsible for protecting institutional information to which they have access and for reporting security violations
- 7) Accountable for their actions and for any actions undertaken with their usernames and passwords

F. Staff Trainer

- 1) Will be trained by the ShelterNet Administration Team

- 2) Responsible for training new staff/users how to operate the HMIS System subsequent to the initial training carried out by the ShelterNet Administration Team

Section II. Implementation

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Title: Implementation		

Section 2.01 Planning

A. Agency Agreement

- 1) Participating agencies are required to meet with the ShelterNet Administration Team as often as is necessary to come to agreement over the terms of the agreement
- 2) No implementation will commence until an Agency Agreement has been drafted, finalized, and signed by Tompkins DSS and the participating agency

B. Security

- 1) Each participating agency will undergo a security assessment by the Systems Administrator
- 2) The Systems Administrator will evaluate and identify impending security issues
- 3) Satisfactory terms will be agreed upon to address identified security issues and these terms will be included in the Agency Agreement

C. Hardware

- 1) Participating agency will work with Tompkins DSS to determine what hardware, if any, will be needed for the HMIS implementation
- 2) Details of hardware procurement and installation will vary from agency to agency based on need, and will be specified in Appendix A of the Agency Agreement

Section 3.01 Training

A. Training

- 1) An assessment of individual user competency will be carried about by the ShelterNet Administration Team
- 2) Initial training will be provided as specified in the Training section of this Manual

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Title: Training		

B. Certification

- 3) No one will be granted a user name and password without undergoing training and certification by the ShelterNet Administration Team
- 4) When a lapse in usage of ClientTrack of more than 30 days occurs, the user may be required to undergo additional training before regaining access to the system.
- 5) Certification is granted by the ShelterNet Administration Team when they determine that a user has successfully completed all the necessary requirements to operate the HMIS system (See [Training Curriculum](#))
- 6) Notice of certification and recertification will be placed in staff file when applicable

C. Scheduling

- 1) Training is scheduled on an as-needed basis
- 2) The ShelterNet Administration Team will coordinate with each participating agency on training times and locations. Update trainings will be held when needed as SA and HMIS Committee deem necessary

D. Training Curriculum

- 1) General computer understanding and awareness
 - a) Software
 - b) Hardware
 - c) Operating Systems
 - d) Internet Connections
- 2) General ClientTrack environment awareness
 - a) Window panes and functions
 - b) Navigation
 - c) Menu explanations
 - d) Button behaviors
 - e) Procedural explanations
 - f) Theoretical explanations for questions
 - g) Given answer methodologies and explanations
- 3) Security issues awareness

- a) Login and logout procedures
- b) Password security
- 4) Legal and Contractual Review
 - a) Review of this Policies and Procedures Manual
 - b) Review of the User Agreement
 - c) Review of the Privacy Policy

E. Ongoing Training

- 1) Ongoing training needs will be assessed as the project develops
- 2) This includes, but is not limited to:
 - a) Additional Security Training
 - b) User Level-Specific Training
 - c) Report Writing Training

Section IV. Access and Security

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Title: Access and Security		

Section 4.01 Physical Access

- 1) Participating agencies are required to coordinate with the ShelterNet Administration Team to ensure the physical security of all computers, terminals, and other modes of communication with the HMIS system. This could entail:
 - a) Locked offices in which to keep the equipment
 - b) Supervision over equipment if and when it is not in a locked, secure environment
 - c) Locks or restraint devices to impede the movement of equipment from the installation location
- 2) Participating Agencies are required to coordinate with the ShelterNet Administration Team to ensure adequate measures are taken for physical security
- 3) All those granted access to an area or to data are responsible for their actions
- 4) Those granting another person access to an area, are responsible for that person's activities

Section 4.02 Internet Access

- 1) No remote access to HMIS software is permitted from outside the Agency.
- 2) It is the responsibility of each participating agency to monitor and regulate the use of the internet by their staff
- 3) Every agency is strongly encouraged to formulate a computer and internet usage policy and contract for their staffs (examples can be requested from the ShelterNet Administration Team)
- 4) The ShelterNet Administration Team is not responsible for regulating user access to the internet
- 5) Neither the ShelterNet Administration Team nor Tompkins DSS is responsible for any damage that may occur to computers, terminals, or workstations due to abuse of the internet by any staff

Section 4.03 ShelterNet and ClientTrack Access

A. Location

- 1) The ClientTrack website will only allow access to locations whose IP addresses are permitted

- 2) The Systems Administrator is responsible for registering an IP address so that a location is granted access

B. Personal Key Identifier (PKI) Security Certificate

- 1) High level security certificates must be installed on each computer in order for a computer, terminal, or workstation to be granted access to the ClientTrack database
- 2) These certificates are purchased and monitored by the Systems Administrator

C. User Levels

- 1) User access level rights will be determined by the HMIS Representative and the Systems Administrator
- 2) Specific users' level determinations will be made on a user-by-user basis by the HMIS Representative
- 3) Levels:
 - a) Level I (Program Aide)
 - i) Has the ability to view agency-approved client records within a specific program
 - ii) Cannot create records
 - b) Level II (Staff/User)
 - i) Has all the abilities of Level I
 - ii) Can create client records
 - c) Level III (Agency program coordinators/directors)
 - i) Has all the abilities of Level II
 - ii) Has the ability to run reports
 - d) Level IV (Agency ED/Program)
 - i) Has all the abilities of Level III
 - ii) Has the ability of viewing all records within an agency
 - e) Level V (Systems Administrator)
 - i) Has all the abilities of Level IV
 - ii) Has access to all information of all agencies, programs, and users
 - iii) Has all of the abilities as listed in the [Systems Administrator](#) description listed above (Section I – 1.03 – B)

Section 4.04 ClientTrack User Names and Passwords

A. Security

- 1) No one can access the ClientTrack software without a user name and password created and assigned by the Systems Administrator
- 2) User names and passwords are not assigned until a user agreement has been signed and the user has been trained and certified

- 3) Each user name and password is issued and assigned to one person and one person only
- 4) At no time should a user share a user name or password with another person, regardless of that person's role or position
- 5) Failure to abide by these stipulations can compromise the security of the HMIS system and is grounds for removal from the system by the Systems Administrator
- 6) Systems Administrator reserves the right to deny any user access to the system for the following reasons:
 - a) Violation of any ShelterNet security policy as outlined in this Manual
 - b) Violation of User Agreement

B. User Names

- 1) User names are generally formatted *FirstInitialLastName*, but the Systems Administrator has final say in the format of any given user name
- 2) A user name will be terminated immediately upon notification from a HMIS Representative that a user is no longer employed
- 3) A user name will be temporarily disabled during periods where a user is to be absent for a period of 30 days, as reported by that user's HMIS Representative

C. Passwords

- 1) Will be generated at random by the Systems Administrator using a password generator
- 2) Will contain eight characters
- 3) Will be alphanumeric, case-sensitive, and contain special characters
- 4) Users will not be able to change their passwords
- 5) The Systems Administrator should be contacted if, at any time, the security of a user name and password becomes breached
- 6) User names are locked out automatically following two unsuccessful login attempts
- 7) Passwords will be changed periodically

D. Logging In and Logging Out

- 1) Users should never leave a workstation, computer, or terminal while they are logged in
- 2) Users should save their work and log out of the HMIS system if they leave their workstation, computer, or terminal, and log back in when they return
- 3) Failure to abide by these stipulations can compromise the security of the HMIS system and is grounds for removal from the system by the Systems Administrator

Section 4.05 Virus Protection

- 1) Each participating agency is responsible for obtaining and maintaining sufficient virus protection as determined under the advisement of the Systems Administrator

- 2) Tompkins DSS and the ShelterNet Administration Team are not responsible for any damages that result from viruses, spyware, and malware

Section 4.06 Access Auditing

- 1) The Systems Administrator will monitor data integrity and access integrity
- 2) Will monitor access logs to ensure unauthorized access is not taking place
- 3) The Systems Administrator will regularly review all available network and security logs including, but not limited to:
 - a) Transactions log
 - b) Internet log
 - c) Log of web server errors
 - d) Firewall log tracking attempts at unauthorized access
 - e) HMIS logs

Section 4.07 Security Breaches

A. Reporting and Investigation

- 1) Users and staff are obligated to report any breaches or potential breaches of security to the Systems Administrator
- 2) All potential violations of any security protocol will be investigated
- 3) Any user found to be in violation of security protocols will be sanctioned according to the severity of the violation
- 4) Any agency that is found to have consistently and/or flagrantly violated security protocols may have their access privileges suspended or revoked

B. Resolution

- 1) The participating agency Executive Director and/or HMIS Representative will be consulted on all investigations by the ShelterNet Administration Team
- 2) Sanctions may include but are not limited to
 - a) A formal letter of reprimand
 - b) Suspension of system privileges
 - c) Revocation of system privileges
 - d) Criminal prosecution

C. Client Notification

- 1) At the time of this document's approval, client notification requirements and procedures are still being debated on the legislative level
- 2) Any breaches of client security shall be dealt with on a case-by-case basis until a more conclusive determination is made on the legal boundaries and ramifications of the Breach Notification Laws, at which time, this section will be amended

SECTION V. Technical Support and System Availability

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Title: Technical Support and System Availability		

Section 5.01 Technical Support

A. Reporting Tree

- 1) The operational sequence of reporting is as follows:
 - a) User/Staff Member
 - b) Super User
 - c) Participating Agency HMIS Representative
 - d) Systems Administrator
 - e) DSI
- 2) All staff are to report only to those directly ahead of them on reporting tree, such that:
 - a) No staff member should contact DSI for technical support
 - b) Regular Users/Staff Members should not contact the Systems Administrator directly
 - c) Only HMIS Representatives or designated Super Users should contact the Systems Administrator
 - d) Regular Users/Staff Members should report all concerns to the on-duty Super User or the HMIS Representative
- 3) The HMIS Representative or Super User will address all problems as they are able to and determine if a concern is beyond their capacity to remedy
- 4) If a concern is beyond their capacity to remedy, then they will contact the Systems Administrator for additional assistance
- 5) All concerns and attempted remedies and their results should be reported to the Systems Administrator as soon as is practical, such that major concerns are reported as they occur and minor concerns are reported as part of the routine communication process (Put another way, emergencies should be reported immediately, regardless of the time, and small problems should be reported during normal daytime business hours)
- 6) Major concerns:
 - a) Consistent errors that defy current understanding of the normal operation of the system
 - b) A breach of security
 - c) The dismissal or departure of a user
- 7) Minor concerns:

- a) Internet connectivity is down
- b) Inability of staff to use a particular terminal, computer, or workstation when another means of connecting to the ClientTrack database is available
- c) HMIS connectivity is down and procedures for using paper forms are in place

B. Procedures for Service Request

- 1) Super User or HMIS Representative is made aware of a concern, either by report from staff or from experience
- 2) Super User or HMIS Representative will call or email Systems Administrator and explain the circumstances of the concern
- 3) If an official request for service is required, Super User or HMIS Representative will go to the HMIS website and fill out an online Official Request form
- 4) Systems Administrator will coordinate with the staff to address the concern until it has been remedied
- 5) Systems Administrator will contact DSI as needed for further assistance in clearing up any concerns

Section 5.02 Troubleshooting Procedure

A. Computer or Terminal is not operational

- 1) Make sure all cords are tightly plugged in and power outlets are working correctly
- 2) Reboot computer, if possible

B. Internet is not operational

- 1) Reboot the network switch, hub, or router as applicable
- 2) Reboot computer or terminal
- 3) Inquire with Internet Service Provider to inquire about possibility of distribution system issues

C. ClientTrack is not responding

- 1) Make sure internet service is responding
- 2) Verify the address is https://www.clienttrack.net/participating_agency_name_here
- 3) Double check that the address begins https://. There MUST be an 's' after 'http'

Section 5.03 System Availability

A. Uptime

- 1) DSI guarantees that ClientTrack.net is available 24 hours a day, 365 days a year, except during Downtime (see below)

- 2) Any regularly scheduled maintenance will take place between 2:00 AM and 4:00 AM Mountain Standard Time, Monday through Friday and may render the system unusable

B. Downtime

- 1) A Unit of Downtime is defined by the DSI agreement as “one period of at least 15 minutes during which the Software is unavailable because of problems with or the unscheduled maintenance of our hardware or system software.”
- 2) Downtime does not include:
 - a) Problems caused by factors outside of DSI’s reasonable control
 - b) Problems resulting from any actions or inactions by Tompkins DSS, participating agency, or any third party
 - c) Problems resulting from Tompkins DSS’ equipment, participating agency’s equipment, and/or third party’s equipment not within DSI’s sole control
 - d) Network unavailability during scheduled maintenance of our network and/or servers
- 3) Downtime is guaranteed by DSI not to exceed four (4) Units during any calendar month

Section 5.04 Downtime Procedures

A. Planned Interruptions of Service

- 1) Participating agencies will be notified of planned interruption a minimum of 24 hours in advance, or as soon as possible
- 2) Participating agencies will be given specific instructions to accommodate interruption
- 3) Participating agencies will be informed when service has been restored

B. Unplanned Interruptions of Service

- 1) Participating agencies are to have procedures in place in case of unplanned interruption of service
- 2) Paper forms will be on hand and are to be used on a contingency basis only
- 3) Participating agencies are to enter data into the HMIS system within 24 hours of the restoration of the system

Section 5.05 Backups

- 1) Backups are carried out by DSI
- 2) The Systems Administrator works with DSI to implement backup restoration when necessary

Section 5.06 Contingency Plan

A. Systems Administrator

- 1) FRS has created a contingency plan to be carried out in case the Systems Administrator becomes unavailable
- 2) DSI will be contacted to carry out the functions of the Systems Administrator
- 3) Further details are listed in the HMIS Contingency Plan, and are available from FRS

B. ClientTrack

- 1) In the event that ClientTrack goes out of business or is bought out by another company, FRS has the right to claim a copy of the software
- 2) FRS will have the ability to run the software and maintain operation of the HMIS System
- 3) Further details are listed in the HMIS Contingency Plan, and are available from FRS

Section VI. Data Standards

Policies and Procedures Manual	Revision: 1.5	Prepared by: James Hulse
Approval Date: 3/7/06	Revision Date: 9/14/15	Revised by: SAT
Title: Data Standards		

Section 6.1 Data Collection

A. Client Interaction

- 1) All client information is to be treated with the utmost confidentiality in accordance with the User Agreement
- 2) Participating agencies are required to develop oral and/or written explanations that will be given to clients to inform them about the HMIS system

B. Privacy and Confidentiality

- 1) Participating Agencies will coordinate with the ShelterNet Administration Team on the completion of an agency-specific Privacy Policy
- 2) Users are required to adhere to the same strict standards of confidentiality and information security as are required for paper systems, as is mandated by federal law, state law, and relevant governing bodies (i.e. HUD, OASAS, HIPPA, etc.)
- 3) Each participating agency is responsible for determining which standards are applicable to them, keeping in mind that the strictest requirement is to be followed
- 4) Participating agencies are required to post a copy of the Privacy Policy Posting at every intake location
- 5) Participating agencies are required to have copies of the Privacy Policy available on request and on their website

C. Client Consent to Participate in HMIS

- 1) Users will follow the Privacy Policy established by their respective participating agency
- 2) HUD requirements state that consent can be inferred simply by the client's attendance and request for service
- 3) HUD requirements state that other, more strict regulations take precedence (i.e. HIPPA, OASAS, etc.)
- 4) Clients can refuse to allow identifying information to be entered into in the HMIS project, unless the information being collected is mandatory for admittance to a particular program

D. Data Integrity

- 1) Data integrity is the maintenance and control over uniformity in data collection, recording, and handling within and between agencies so that data is uniform and "clean"

- 2) Data integrity controls must encompass both manual and electronic processing
- 3) Errors, duplications, omissions and intentional alterations should be discovered and investigated
- 4) Many data integrity controls will reside within the application or system
- 5) The System Administrator is responsible for monitoring data integrity and will address agency specific issues with data integrity

E. Methods of ensuring data integrity

- 1) The system will enforce referential integrity rules and restraints
- 2) Only authorized personnel are permitted access to authorized records
- 3) Only the Systems Administrator has access to the back-end of the system
- 4) The Systems Administrator will not change data in the back-end of the system, unless:
 - a) Such action is necessary for the process of unduplication or removal of redundant data
 - b) Data is corrupted
 - c) Data is erroneous

Section 6.02 Data Release Protocols and Reporting

A. Data Ownership

- 1) Each participating agency owns their respective data, that is, data entered by one of their employees
- 2) No participating agency has the ability to see any data of any other participating agency ONLY CITY OF BINHAMTON Shares at this time between subgrantees

B. Systems Administrator

- 1) Has the exclusive right to access data from any agency for the purpose of unduplication and reporting aggregate statistics from the HMIS system and no other individual, including any Tompkins DSS personnel, will have access to the entire database
- 2) The Systems Administrator has signed a strict confidentiality agreement and is under extremely stringent guidelines concerning data security, confidentiality, and privacy
- 3) A copy of the System Administrator's confidentiality agreement is available on request

C. Unduplication Procedure

- 1) The Systems Administrator will carry out unduplication procedures, referencing six unique identifiers as collected in the HMIS System Works with Agencies to de-duplicate
- 2) Participating agencies can inquire to the Systems Administrator for more specific details regarding the de-duplication procedure

Section 6.03 Release of data principals (Participating Agency)

- 1) Only de-identified aggregate data will be released
- 2) Program specific information will not be released without the written consent of the participating agency Executive Director
- 3) There will be full access to de-identified, aggregate data for all participating agencies
- 4) Aggregate data will be available in the form of an aggregate report or as a raw data set
- 5) Aggregate data may be made directly available to the public in the future
- 6) Parameters of the aggregate data, that is, where the data comes from, what it includes and what it does not include will be presented with each report
- 7) Any request for client-identified data from any person, agency, or organization other than the owner will be reviewed by the ShelterNet Administration Team with the ultimate decision controlled by the participating agency or agencies from which the data would be drawn

Section 6.04 Data Sharing

- 1) No data will be shared between agencies at this time
- 2) Is under review to share data by HMIS Committee

Section 6.05 Right to deny access

A. Aggregate data

- 1) The Systems Administrator has the right to deny requests for data except those guaranteed under the agency agreements
- 2) Contractual responsibilities are stated in the Systems Administrator Agreement with FRS
- 3) Restrictions are placed on the release of data in the HUD-released data standards documentation

B. Client-Identified data

- 1) Any and all requests for client-identified data, without client's explicit consent and release as indicated in a signed document, must be submitted to the Systems Administrator, including court-ordered subpoenas
- 2) Under normal circumstances, the Systems Administrator will not release client-identified data
- 3) Only under the following circumstances will the Systems Administrator release client-identified data:
 - a) Where a participating agency has consented in writing to such disclosure
 - b) To the extent required by law
 - c) By the request or requirement of any judicial, legislative, administrative, or other governmental body
- 4) Before any data has been released:

- a) The Systems Administrator will first have given prompt notice to the participating agency of any possible or prospective order (or proceeding pursuant to which any order may result)
- b) The participating agency will have been afforded a reasonable opportunity to prevent or limit any disclosure

Section 6.06 Legacy Data

- 1) No participating agency has the right or ability to enter legacy (i.e. existing, pre-HMIS) data
- 2) All data entered into the system must be taken in after the “go-live” date of that particular participating agency unless approved by SA ,HMIS committee and COC

Section 6.07 Data Disposal

- 1) Data Disposal procedures will be determined by requirements set forth by participating agency’s governing bodies
- 2) Disposal of electronic data will be carried about by the Systems Administrator with the assistance of DSI

Section 6.08 Agency Policies Restricting Access to Data

- 1) The Participating Agencies must establish internal access to data protocols
 - a) These policies should include who has access, for what purpose, and how they can transmit this information
 - b) Issues to be addressed include storage, transmission and disposal of these data
- 2) Identify which staff has access to the client paper records and for what purpose
- 3) Staff should only have access to records of clients which they directly work with or for data entry purposes
- 4) Identify how and where client paper records are stored
- 5) Develop policy regarding length of storage and disposal procedure of paper records
- 6) Develop policy on disclosure of information contained in client paper records

Section 6.09 Data Hard Copies

A. Printed Data

- 1) Printed versions of data held in the HMIS System should not be removed from the participating agency’s premises, unless explicitly consented to and released by the client
- 2) Printed versions of confidential data should not be copied or left unattended and open to unauthorized access

- 3) Printed versions of data should be destroyed once their use has been exhausted

B. Media Containing Data

- 1) No data should be stored or transported on external media such as floppy disks, USB flash drives, or CDs
- 2) Hardware containing data should not be removed from the premises of the participating agency

Section 6.10 HUD Standards

- 1) The ShelterNet Administration Team will monitor releases by HUD for changes in the operational or data standards
- 2) The ShelterNet Administration Team will coordinate with participating agencies to maintain compliance with the changing standards

Section VII.Revision History

A. Version 0.1

- 1) Initial draft
- 2) Written by Justin Hoch
- 3) June 2005 – December 2005
- 4) References:
 - a) Jacksonville Information Network (JIN) Standard Operating Procedures
 - b) Ohio Balance of State HMIS (OBOSHMIS) Policies and Procedures Manual
 - c) Connection, Service and Partnership through Technology (CSPTech) Project Policies and Procedures
 - d) Spokane HMIS Policies and Procedures Manual
 - e) Wisconsin ServicePoint Standard Operating Procedures
 - f) Chicago Enterprise Case Management HMIS (ECM-HMIS) Standard Operating Procedures
 - g) Lake County HMIS Policies and Procedures Manual
 - h) National HMIS Conference: Developing and Maintaining Policies and Procedures Handouts #1 & #2

B. Version 0.2

- 1) First edit
- 2) December 2005
- 3) Worked on by Justin Hoch, Jim Hulse, and Michele Napolitano

C. Version 0.3

- 1) Mary Diegert's recommendations incorporated into draft
- 2) December 2005 and January - February 2006
- 3) Worked on by Justin Hoch, Jim Hulse, Michele Napolitano, and Mary Diegert

D. Version 0.4

- 1) Participating Agencies first look
- 2) February 2006
- 3) Worked on by Justin Hoch, Michele Napolitano, Jim Hulse, and representatives of the Participating Agencies

E. Version 1.0

- 1) Approved and finalized Manual
- 2) March 2006

F. Version 1.5

- 1.) Approved by HMIS Committee
- 2.) September 2015

Appendix A. Glossary

- 1) Homeless
 - a) An individual who lacks a fixed, regular, and adequate nighttime residence;
 - b) An individual whose primary nighttime residence is:
 - i) a supervised, publicly- or privately-operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill)
 - ii) an institution that provides a temporary residence for individuals intended to be institutionalized
 - iii) a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
 - c) Those who are imprisoned or otherwise detained pursuant to an Act of the Congress or a State law are NOT considered homeless.
 - d) Definition taken from {42 USC Sec. 11302} or {Title 42, Chapter 119, Subchapter 1, Section 11302}
- 2) Chronic Homelessness
 - a) The condition of homelessness where an unaccompanied individual:
 - i) Has experienced continuous homelessness for a year or more,
or
 - ii) Has experienced at least four episodes of homelessness during the previous three years;
and
 - iii) Has a disabling condition
 - b) Definition taken from the Notice of Funding Availability for the Collaborative Initiative to Help End Chronic Homelessness/Federal Register, Vol. 68, No. 17/Monday, January 27, 2003, 4019. This definition is shared by the U.S. Department of Housing and Urban Development, the U.S. Department of Health and Human Services, the U.S. Interagency Council on Homelessness, and the U.S. Department of Veterans Affairs
- 3) Disabling Condition
 - a) A disability as defined in the Section 223 of the SS Act
 - b) A physical, mental, or emotional impairment which as
 - i) Expected to be of long-continued and definite duration
 - ii) Substantially impedes an individual's ability to live independently and
 - iii) Of such a nature that such ability could be improved by more suitable housing conditions

- c) A developmental disability as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act
- d) The disease of acquired immunodeficiency syndrome or any conditions arising from the etiological agency for aids
- e) A diagnosable substance abuse disorder



ITHACA HOUSING AUTHORITY

800 SOUTH PLAIN STREET

ITHACA, NY 14850

(607) 273-8629

September 18, 2017

Human Services Coalition of Tompkins County
Tierra Labrada, Continuum of Care Coordinator
171 E. Martin Luther King Jr./State St. #133
Ithaca, NY 14850

Dear Ms. Labrada,

Ithaca Housing Authority did not offer a homeless preference on our Public Housing or Housing Choice Voucher Section 8 program waiting lists during the 2016 calendar year.

However, Ithaca Housing Authority has recently partnered with the Ithaca Urban Renewal Agency, Beverly J. Martin Elementary (BJM) School, and Catholic Charities to implement a pilot program called the "Housing for School Success" program. Ithaca Housing Authority (IHA) has committed to providing 10 families with either Housing Choice Voucher (HCV) Section 8 or Public Housing assistance during the 2017-2018 school year and an additional 5 families during the 2018-2019 school year. Families are referred through by the BJM school and must meet the McKinney-Vento Homeless Assistance Act definition of homelessness or near homeless and must agree to receive supportive Case Management services from BJM staff focused on economic stability, and supporting the education of their children.

If you would like further information regarding this matter, please contact me at 607-273-8629 ext. 244.

Regards,

Viki McDonald
Director of Housing Operations

FY2016 - Performance Measurement Module (Sys PM)

Summary Report for NY-510 - Ithaca/Tompkins County CoC

Measure 1: Length of Time Persons Remain Homeless

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

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

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	465	370	36	31	-5	21	19	-2
1.2 Persons in ES, SH, and TH	491	412	44	56	12	24	22	-2

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

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-		-		-	-		-
1.2 Persons in ES, SH, and TH	-		-		-	-		-

FY2016 - Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	0	0		0		0		0	
Exit was from ES	122	5	4%	7	6%	4	3%	16	13%
Exit was from TH	21	0	0%	0	0%	0	0%	0	0%
Exit was from SH	0	0		0		0		0	
Exit was from PH	35	0	0%	0	0%	0	0%	0	0%
TOTAL Returns to Homelessness	178	5	3%	7	4%	4	2%	16	9%

FY2016 - Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

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

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	88	86	-2
Emergency Shelter Total	53	34	-19
Safe Haven Total	0	0	0
Transitional Housing Total	19	22	3
Total Sheltered Count	72	56	-16
Unsheltered Count	16	30	14

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	511	426	-85
Emergency Shelter Total	478	384	-94
Safe Haven Total	0	0	0
Transitional Housing Total	33	42	9

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)	27	32	5
Number of adults with increased earned income	1	2	1
Percentage of adults who increased earned income	4%	6%	3%

FY2016 - 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)	27	32	5
Number of adults with increased non-employment cash income	2	4	2
Percentage of adults who increased non-employment cash income	7%	13%	5%

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)	27	32	5
Number of adults with increased total income	3	6	3
Percentage of adults who increased total income	11%	19%	8%

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)	78	72	-6
Number of adults who exited with increased earned income	13	16	3
Percentage of adults who increased earned income	17%	22%	6%

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)	78	72	-6
Number of adults who exited with increased non-employment cash income	17	19	2
Percentage of adults who increased non-employment cash income	22%	26%	5%

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)	78	72	-6
Number of adults who exited with increased total income	29	27	-2
Percentage of adults who increased total income	37%	38%	0%

FY2016 - Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	465	388	-77
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.	50	80	30
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)	415	308	-107

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.	534	444	-90
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.	57	88	31
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.)	477	356	-121

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

This Measure is not applicable to CoCs in 2016.

FY2016 - Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach	0	0	0
Of persons above, those who exited to temporary & some institutional destinations	0	0	0
Of the persons above, those who exited to permanent housing destinations	0	0	0
% Successful exits			

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	480	402	-78
Of the persons above, those who exited to permanent housing destinations	190	199	9
% Successful exits	40%	50%	10%

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	148	143	-5
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	120	118	-2
% Successful exits/retention	81%	83%	1%