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**Guilford County Continuum of Care Membership Meeting**

**December 8, 2022**

**Minutes**

**Attendance:** Chair Bernita Sims,Will Bohaboy, Brad Bowers, Tom Campbell, Edith

Clifford, Caitlin Cosner, Brit Felts, Tameria Fewell, Denise Fulmore, Annette

Harris, Kelly Hedgecock, Councilwoman Sharon Hightower, Alexis Hobson,

Albert Hodges, Emma Holland, Becky Hunt, Barbara Jakovski,

Dorothy Kennedy, Steve Key, Charolette Leach, Jessica Littleton, Shannell

Lucas, Heather Magill, Traci McLemore, Michelle McNair, Cheri Neal, Renee

Norris, Dr. Pamela Palmer, Michael Pearson, Jamilla Pinder, Sophie Probert,

Andrew Prochet, Quiotti Ratliff, Kecia Robinson, Megan Scales, Ciara Smith,

Kentia Smith, Dora Speight, Destiney Springs-Walker, Teia Warren, Erin

Williams, Leroy Wilson

**Also Attending:**

Sherea Burnett, Wilton Donnell, Jennifer Hurdle

This was the regular scheduled monthly meeting of the Continuum of Care

(CoC). It was held virtually via the Zoom platform.

**I.** **Welcome and Introduction – Chair Bernita Sims**

Chair Sims officially opened the meeting at 9:38am. All callers on the line were

Greeted and two (2) visitors: Barbara Jakovsky (Community Bible Church – High

Point) and Destiney Springs-Walker (Legal Aid of North Carolina) were

recognized and given an opportunity to introduce themselves.

**II.** **Review and Approve Minutes –**

**A. Review Minutes of November 10, 2022 meeting**

**B. 2023 Meeting Dates (via Zoom until further notice)**

**III.** **CoC Funding and Resource Development (Cheri Neal)**

**A. HUD NOFO (Completed)**

**B. State Emergency Solutions Grant (ESG) (Completed)**

**IV. Municipal Partners Update**

**A. City of Greensboro**

No Report

**B. City of High Point (Michelle McNair)**

The city of High Point is still in conversation regarding the Day Center. Negotiations underway for option (A) of at least two options. The location

is yet to be disclosed. Megan Scales spoke to the Volunteer Income Tax

Assistance (VITA) program taking place in the city. Eight hundred (800)

citizens in the High Point area participated in this program last year which

incorporates a baseline income level of $24,000. The program is nationwide

and serves low to moderate income level people. It will kick off in

January 23 at Mecedonia Family Resource Center and there will be

eight (8) other sites.. A link to further information will be provided.

**C. Guilford County (Cheri Neal)**

Guilford County has funded a Landlord Engagement Specialist position and

the hope is to have someone in place by January 2023. Forthcoming

collaboration should be expected with the CoC and community partners. Guilford County, the cities of Greensboro and High Point, as well as the CoC, are part

of the Homelessness Taskforce. A facilitator is needed and the expectation is

that someone will be in place by February. There is no timeline for responses to

the funding requests that were made at this time.

**IV.** **Collaborative Applicant Update – Cheri Neal**

**A.** **HUD Technical Assistance**

Work is being done with HUD as an additional request was made requesting

assistance with HMIS and Coordinated Entry. Will Bohaboy has also made a

request for assistance, as has Richard Thompson. The asks have been deemed

a high priority.

**1. Gaps Analysis**

The analyses have been moving forward. There is a meeting scheduled for next

week. A preliminary report with an outline that features data in expected by

mid-January. The completed report is expected to be ready by March 1.

**B.** **Infectious Disease Homeless Response Task Force**

This taskforce is inclusive in its approach of all infectious diseases and not just

Covid. Collaboration is underway with Guilford County Department of Public

Health to find ways to mitigate isolation. A voucher system has been set up for

those shelter residents who have contracted MPox as well as was done with

Covid; more clarity on voucher access is forthcoming.

**C.** **Guilford County**

**1. UNCG CHCS Eviction Mediation Program – Renee Norris**

Time is near for the name of the candidate selected to be the Landlord

Engagement Specialist. Another mediator may be added; interviews should take

place in January and someone should be in place by mid-January.

**A. New Positions and Contract**

**B. Legal Aid-NC**

This has been a very busy time. People are often showing up and are

being granted. Court dockets should be full in January. The presence of

all three agencies, the Department of Social Services, Legal Aid, and

UNC-G is making a difference. Court is being held on Mondays

(1pm) and Thursdays (10am) in High Point (1-5pm); Tuesday

(9am-court end with resumption at 2pm) and Wednesday (2pm) in

Greensboro. Those with court cases are the primary clients but walk-ins

are accepted. There have been cases where landlords have actively tried

to work with tenants for resolution. Applications for rental assistance are

no longer being taken. Discussion on the timing of cases was mentioned

as well as the creation of an immediate housing availability search list.

There have been some cases lost which highlights challenges of

insufficient affordable housing and bed capacity. It was suggested that

a portal should be developed for people to come through before getting

to court. The community needs to be educated on the availability of

possible resources. Discussion arose on the creation of an emergency

telephone number/process/network and other proactive measures.

**C. Tenant Leadership Academy**

Michael Pearson spoke on looking at structural barriers to housing and

increasing education and awareness of housing rights. An ask is being

made for twelve (12) people to assist in Tenant Leadership Academy to

advocate for housing efforts. Awareness of core issues and laws need to

be made known. The presence is already established in Greensboro and

is spreading to High Point.

**D.** **Other Updates**

**1. Monitoring Tool (p. 8-16)** (Vote Required)

The Collaborative Applicant has worked with HUD to enhance the

agency monitoring tool for those who receive HUD funding. There

was acknowledgement of concerns such as timing and multiple

monitorings. The Collaborative Applicant made a motion to approve

the monitoring tool as presented. The motion was properly seconded

and after vote (recorded in the chat), the motion passed unanimously.

**V.** **HMIS Update – PEH – Kelly Hedgecock**

**A.** **Committee Report**

The HMIS Committee met last week. Work is being done to approve the

Lead Review Report and have it ready by the first of the year 2023.

Efforts are also being made to review previous policies and procedures;

Sharing Cordova and the corresponding release of information; preparing

the Longitudinal systems analysis which is due January 11; working on

systems performance measures that are due in February; and in addition, other work is

being done for PIT count, other housing matters, and winter shelter data.

**B.** **Expiring Contract**

Steve Key, the Chair of the Board of Partners Ending Homelessness, spoke to

the pending transition of Brian Hahne as Executive Director of PEH to Chief

Executive Officer of Greensboro Urban Ministry. An interim director was

expected to be announced shortly and PEH would continue to be committed to

fulfill their service as the lead agency for HMIS and Coordinated Entry.

**VI.** **Coordinated Entry Update – PEH – Steve Key/Will Bohaboy**

**A.** **Committee Report**

Focus is being centered on Coordinated Entry review. Will Bohaboy

has reached out to PEH and information is forthcoming. Also, assistance

has been requested from HUD, and response is being anticipated.

**B.** **Expiring Contract**

**VII.** **Stronger Together Task Force – Dr. Pamela Palmer**

**A.** **Homeless Shelters Meeting**

A question arose as to the need to document shelter meeting issues.

**B.** **CoC Press Conference**

Communication has been made with television stations. The desire is to

coordinate with the media for more intentional highlighting on what is

happening with the CoC, those that are homeless, and shelter realities

and affiliated challenges. The narrative needs to be controlled by the CoC and

not the media.

**C.** **Inter-Local Committee**

**D.** **Guilford County Homelessness Task Force**

A presentation on the CoC was made by Chair Sims. There are additional

requests for more presentations. Support, including monetarily, has been requested,

but there is a need for updated and accurate data to include bed counts that will help

answer questions that arise from these forums and any other public inquiries.

**VIII.** **CoC Committee Reports**

**A.** **Membership Committee – Beth Waters (applicants p.3)**

No report; a motion was made to accept all applicants. The motion was

properly seconded. After question and vote, all applicants were unanimously

accepted for membership into the CoC.

**B.** **Nominating Committee – Chair Bernita Sims**

Officer positions are needing to be filled that include a Chair-Elect.

**C.** **Governance Committee – Chair Bernita Sims**

A meeting is being held to discuss the governance charter on January 10; more

Information is forthcoming.

**D.** **Strategic Planning Committee – Dr. Pamela Palmer**

No Report

**E.** **Advocacy and Public Relations Committee – Vacant**

This is being addressed through the pending media presentation from the

Stronger Together Taskforce efforts.

**F.** **Systems Performance and Evaluation Committee – Chair Bernita Sims**

This committee is not currently working. The committee will reconvene after

completion of the monitoring process. A request was made for volunteers

(who do not receive funding) to help with the monitoring process.

**G.** **Appeals Committee – As Needed**

**H.** **Youth Committee – Sarah Roethlinger**

Cheri Neal spoke to efforts by the committee. Meetings have been held for the

Point-in-Time (PIT) count and a youth count. Collaborations are in the works

with local universities and the Greensboro City Schools (GCS) to support these

counts as well as other efforts to address homelessness on their campuses.

**I.** **Housing Resource Committee – Scott Jones**

No Report

**J.** **Executive Committee – Chair Bernita Sims**

Evaluations are underway to change meeting schedules. In January, the

CoC Board and Executive Committee will combine their meetings into one

and meet every other month from 11am to 1pm. The Membership meetings will

remain on the same schedule but may be tweaked.

**IX.** **Membership Announcements**

**X.** **Old Business/New Business**

**A.** **Code of Conduct (p.5-7)**

A motion was made to adopt the Code of Conduct by Chair Sims with the

addition of changing the language in Item 3 Section 4; the language needs to

say Chair and Chair-Elect instead of President and Vice-President. The motion was

properly seconded, and after question and subsequent vote, the motion passed

unanimously.

In addition, the upcoming Point-in-Time count (PIT Count) was discussed. A

recommendation from the HMIS to accept the PIT count methodology, which had

been previously distributed electronically, was proposed. The recommendation was

properly seconded, and after question, a vote was held. The vote to accept the PIT

count methodology was accepted unanimously. Then, a presentation on the process

was made by Sherea Burnett. A shift system is being used for volunteers. A link has

been set up (included in the chat) for volunteers to register for participation. Eight (8)

volunteers have signed up and there are three (3) Team Leads. There are three (3)

upcoming trainings and there will be media coverage.

**XI.** **Adjourn**

The meeting was called to adjourn at 11:24am.

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|  |
| Continuum of Care Membership Submissions  12.08.22 |
| 1. A Legacy of Hope, Inc. 2. Legal Aid of North Carolina 3. Bridge to Housing Company 4. CONNECT ONE INC. 5. West Market Street United Methodist Church      1. Community Bible Church 2. Free Indeed Outreach Ministry 3. FaithAction International |
|  |

**PIT Count Methodology**

*The Collaborative Applicant in conjunction with the HMIS Lead Agency and the HMIS/Data Committee will work together to plan and organize the Point-in-Time (PIT) Count per the Governance Charter. This year’s PIT Count will follow the same model as past years and offer volunteer opportunities in the days prior to the count, on the day of the count, and on the day following the count. The Collaborative Applicant and the HMIS Lead Agency are currently partnering to recruit committee and sub-committee members, as well as to touch base with volunteers from prior years to see what suggestions and feedback they may have for the next count. The Collaborative Applicant is also reaching out to local colleges and universities to establish contacts for (1) assisting students who are experiencing homelessness and (2) arranging volunteers for the week of the PIT Count. The PIT Count Committee will have met twice as of Friday, October 21, 2022. The PIT Count Planning Team has met three times thus far. We hope to host two in-person volunteer interest meetings at two colleges/universities in early November 2022. The first of multiple volunteer trainings is tentatively scheduled for Thursday, December 15, 2022 at 4:00PM via Microsoft Teams.*

# Membership Code of Conduct

The following Code of Conduct provides a foundation of ethics for the Guilford County Continuum of Care (Guilford CoC).

## Section 1: Conflict of Interest

A conflict of interest may exist when the interests or activities of any member, director, or officer may be seen as competing with the interest and activities of the Guilford CoC; when the member, director or officer, derives a financial or other material gain as a result of a direct or indirect relationship. Such conflicts are presumed to exist in those circumstances in which a member or director’s actions may have a preferential impact upon the agency or entity employing the member or director. Such actions are presumed to include, but are not limited to, the development of policies in which a self-serving bias may be present as well as in decisions affecting the allocations of resources.

The Guilford CoC Board of Directors may not participate in decisions concerning awards of grants or provisions of financial benefits to such member or the member’s organization. They must excuse themselves from the decision-making process.

## Section 2: Acceptance of Gifts or Favors

The Guilford CoC prohibits the solicitation and acceptance of gifts or gratuities (anything of monetary value) by its members, officers, employees, and agents for their personal benefit where the recipient would either compromise impartial performance or would be viewed by the public as compromising impartial performance.

## Section 3: Fraud Intolerance

* 1. The term fraud refers to, but is not limited to: intentionally entering false or erroneous information into electronic software system; any dishonest or fraudulent act; forgery or alteration of an official document; misappropriation of funds, supplies, or Guilford CoC materials; improper handling or reporting of money or financial transactions; profiting by self or others as a result of inside knowledge; destruction or intentional disappearance of records or equipment; accept or seeking anything of material value from vendors or persons providing services or materials to the Guilford CoC for personal benefit; or any similar or related irregularities.
  2. A member who has reason to believe that there may have been an instance of fraud, improper action, or other illegal act in connection with a Guilford CoC program, function or activity shall report it immediately to the President of the Board of Directors. If the President is not available, or is the one suspected of fraud, the member should report it immediately to the Vice President or another Board member.
  3. Improper actions are actions undertaken by a member in the performance of their official duties that:
     1. are in violation of any federal, state, or local law; or
     2. constitute an abuse of authority; or
     3. create a substantial, specific danger to public health or safety; or
     4. misuse of Guilford CoC funds; or
     5. represent a conflict of interest.
  4. Reported incidences will be investigated as expeditiously as possible by the President, Vice President, and a third member of the Board of Directors as appropriate. When an investigation confirms that fraud or an illegal act(s) has occurred, appropriate correction action will be taken.

## Section 4: Meetings & Activities

## The Guilford County Continuum of Care is committed to providing meeting environments (in-person and virtually) that are safe, productive, and welcoming. A diverse group of agencies and individuals participate in Continuum of Care meetings and activities. As such, a certain level of respect and decorum is expected from all Continuum of Care members during Continuum of Care meetings and sponsored activities.

## Continuum of Care members and partner agencies are expected to conduct themselves in a professional business manner during all CoC meetings and activities. This includes:

## being respectful

## actively listening

## working with an open mind and a collaborative mindset

## respecting diversity

## respecting the privacy of participants and other CoC members

## handling disagreements, and

## acting in a manner that is fair, honest, and in good faith

## These expectations are also applicable to email/digital correspondence between Continuum of Care members and partner agencies.

## Section 5: Representing the Continuum of Care in the Community

## The primary representative and spokesperson for the Guilford County Continuum of Care is the Continuum of Care Chairperson. Where the Continuum of Care Chairperson cannot be present, he/she/they will designate a person to speak on behalf of the Continuum of Care. Any individual or member who wrongfully represents the CoC in the community, to media outlets, and/or to any government entity will face remedial action as determined by the Continuum of Care Board of Directors.

## Section 6: Remedial Action

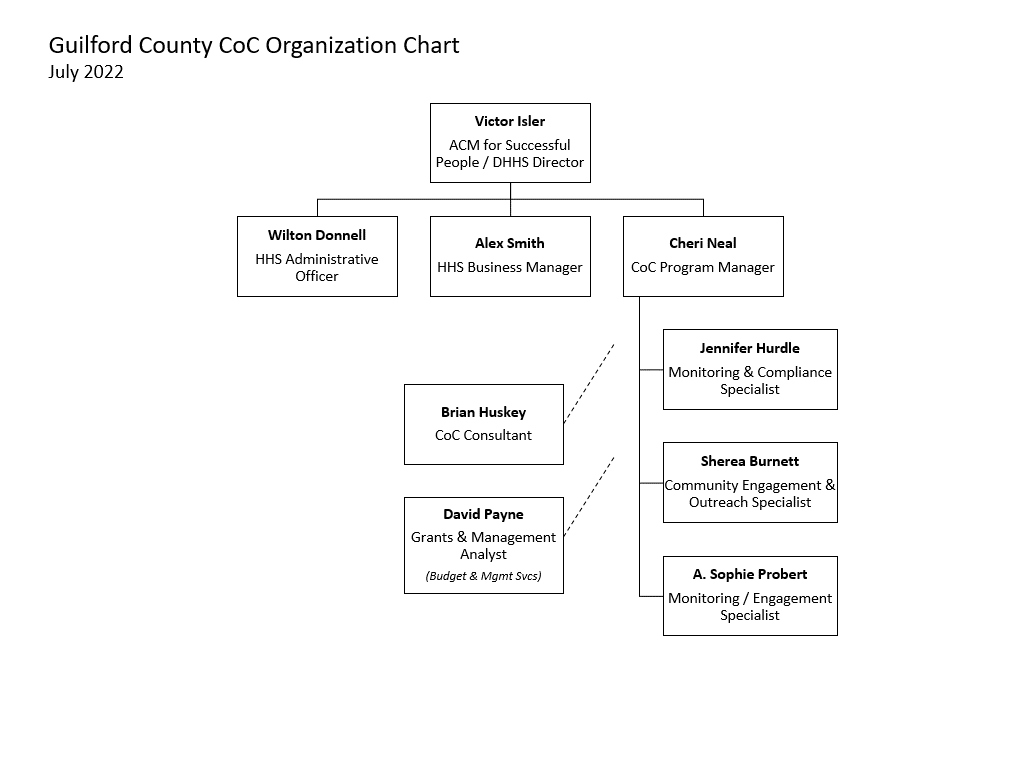
Violation of any portion of this Code of Conduct will be subject to disciplinary action by the Guilford County Continuum of Care Board of Directors which could include immediate termination from position and/or membership.

## Section 7: Distribution

The Code of Conduct has been distributed to the Board of Directors and will be posted on the Guilford CoC website. A link to the code will be distributed to the Guilford CoC mailing list. This Code of Conduct shall be signed by representatives from each partner agency, as well as any individual members, on an annual basis.

Adopted by the Guilford County Continuum of Care Board of Directors, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Adopted by the Guilford County Continuum of Care Board of Directors, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.



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**CoC PROGRAM MONITORING TOOL – AGENCY REVIEW**

SUB-RECIPIENT: DATE:

HMIS#:   GRANT PERIOD:

  PROJECT NAME:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                                PROJECT TYPE:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **AGENCY QUESTIONS** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Have you attended any CoC Membership Meetings in the last 12 months? How Many: |  |  |  |  |
| Have you completed your committee report form? |  |  |  |  |
| How many CoC trainings have you attended? |  |  |  |  |
| Do you have any staff with lived experience? |  |  |  | (Not a requirement) |
| **AGENCY PROGRAM REVIEW** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Are all records regarding the program participant  centrally located and secure? |  |  |  |  |
| Period of record retention: Are the records pertaining to  the program participant's qualification for the CoC  Program being retained for 5 years after the expenditure  of all funds from the grant under which the program  participant was served. |  |  |  |  |
| **AGENCY PERFORMANCE MEASURES** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Will your project participants increase or maintain cash income (earned or benefits) at a rate of 75% PSH, 60% RRH, 70% TH? |  |  |  |  |
| Have less than 20% of those who exited to permanent housing returned to homelessness within 2 years of exit (all programs)? |  |  |  |  |
| Have 23% or less of your clients had negative exits? |  |  |  |  |
| Has there been a 75% utilization rate (all programs)? |  |  |  |  |
| Have at least 80% of your RRH or PSH project participants-maintained housing stability or moved to permanent housing at during the grant period? If not, what actions are being taken to improve this outcome? |  |  |  |  |
| Have at least 75% of your TH project participants-maintained housing stability or moved to permanent housing at during the grant period? If not, what actions are being taken to improve this outcome? |  |  |  |  |
| Is the number of participants currently being served consistent with the service number in the approved application? The sub-recipient must serve at least as many program participants as shown in its application for assistance. |  |  |  |  |
| Is there a written termination policy and does it provide for a formal process that recognizes the due process rights of individuals receiving assistance? |  |  |  |  |
| **HOUSING FIRST**  **HUD NOFO COC APPLICATION** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Does the project follow a "Housing First" approach? |  |  |  |  |
| Does the project quickly move participants into permanent housing? |  |  |  |  |
| Does the project ensure that participants are not screened out based on the following items? |  |  |  |  |
| 1. Having too little or no income. |  |  |  |  |
| 1. Active or history of substance abuse |  |  |  |  |
| 1. Having a criminal record with exceptions for state mandated restrictions |  |  |  |  |
| 1. History of domestic violence (e.g. lack of protective/restraining order, period of separation from abuser, or law enforcement involvement. |  |  |  |  |
| Does the project ensure that participants are not terminated from the program for the following reasons? |  |  |  |  |
| 1. Failure to participate in supportive services. |  |  |  |  |
| 1. Failure to make progress on a service plan. |  |  |  |  |
| 1. Loss of income or failure to improve income. |  |  |  |  |
| 1. Being a victim of domestic violence. |  |  |  |  |
| **COORDINATED ENTRY SYSTEM** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Does this project participate in the CoC Coordinated Entry System? |  |  |  |  |
| **STAFF TRAINING AND SUPPORT** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Does the agency have a policy regarding professional development? If so, please upload  the policy. |  |  |  | (Not a requirement) |
| Does the agency have a system for tracking staff training attendance, such as a training?  spreadsheet, log or tracker? If so, please upload a completed version. |  |  |  |  |
| Please describe how the agency provides staff with training opportunities. Please indicate whether opportunities are available to new staff, existing  staff, or both. Please also note whether the opportunities are internal or external, and the  frequency. |  |  |  |  |
| Has your agency participated in any of the following trainings? (Listed in the comment section) |  |  |  | Motivational Interviewing  Progressive Engagement  Strengths-Based Approach  Person Centered Approach  HIPAA  Mandated Reporter  Housing First  LBGQT+ (Equal Access)  Suicide Prevention  Trauma Informed Care/Approach  Crisis Intervention  Homeless Prevention  Youth Engagement Services  Reasonable Accommodations  Case Management (case planning tools)  Intimate Partner Violence (DV)  Health Awareness (Behavioral Health-mental health, physical health etc)  Coordinated Entry  Case Conferencing |
| Does the agency conduct exit survey or interview with clients? If not, describe how client feedback is obtained. |  |  |  |  |
| **HMIS DATA** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Is the HMIS data quality and completeness at a rate of 95% or better? |  |  |  |  |
| Which staff are designated to work in HMIS? |  |  |  | Please list in comment section. |
| Is data consistently entered and maintained in HMIS? |  |  |  |  |
| How are new staff trained on HMIS utilization? |  |  |  |  |
| The agency has the HMIS Notice of Privacy Practice posted on agency website. |  |  |  | (Monitors will check to see that the agency’s website has the most up to date versions of the NPP posted to the agency website |
| The agency can provide a list of all the HMIS users at the agency that have completed  the HMIS training. |  |  |  | Monitors will run a report of current HMIS users at the agency and compare it with the list the agency provides. |
|  |  |  |  |  |
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SUB-RECIPIENT: DATE:

HMIS#:   GRANT PERIOD:

  PROJECT NAME:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PROJECT TYPE: PERMANENT SUPPORTIVE HOUSING

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PARTICIPANT ELIGIBILITY**  **24 CFR § 578.103 & 578.37(a)(1)(ii)(F)** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Is there a completed intake form for the client? Specify the type of (e.g., HMIS intake form, agency intake form, participant application, etc.). |  |  |  |  |
| Is the program participant coming from the target populations (e.g., chronically homeless, youth, substance abuse, mentally disabled, domestic violence, veterans) identified and approved in the application? |  |  |  |  |
| Does the program participant's intake form or assessment document that the individuals or families were homeless prior to entry? |  |  |  |  |
| **HOMELESS STATUS TYPE OF DOCUMENTATION  24 CFR 578.103** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Does it determine whether program participants’ eligibility was adequately documented in terms of their homeless status upon entry into the program? |  |  |  |  |
| Persons coming from an emergency shelter for homeless persons |  |  |  |  |
| Persons from transitional housing, who previously stayed in an emergency shelter, on the streets or in an institution. |  |  |  |  |
| Is the length and duration of homelessness documented to qualify a participant as chronically homeless? 1 year or on at least four separate occasions in the last 3 years where the combined length of time homeless is at least  12 months? (effective Jan. 15, 2016. Participants prior to this date do not need to meet this definition) |  |  |  |  |
| Does the program participant file contain proof of disability of the homeless individuals or family members?  (24 CFR 578.37 (a)(1)(i)) |  |  |  |  |
| Is the disability documentation signed and dated by a person credentialed to make a diagnosis? |  |  |  |  |
| **SUPPORTIVE SERVICES & CASE MANAGEMENT**  **24 CRF §578.53, §578.103(a) (9) & §578.59(a))** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Is there an initial Individual Service Plan (ISP) developed by the participant and Case Manager that includes goals and timeline for completion? |  |  |  |  |
| What supportive services are provided (type of service)?  Are the supportive services consistent with those described in the approved application? |  |  |  |  |
| Is there verification of mainstream resource referrals? |  |  |  |  |
| Is transportation assistance provided to clients to attend mainstream benefit appointments, employment training, or jobs? |  |  |  |  |
| Is there evidence of at least annual assessment of service needs to ensure mainstream benefits are received and renewed? (24 CFR 578.53(a)(2)) &24 CFR 578.103(a) |  |  |  |  |
| **INCOME DOCUMENTATION at Entry CALCULATION**  **24 CFR § 578.103 (a)(6))** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Did the program participant have income at program entry?  If yes, what are the source(s) and amount at program entry?  Source(s):  Amount:  $ |  |  |  |  |
| Is there a completed verification on all sources of income? (24 CFR 578.75 (c)(3)) |  |  |  |  |
| Does the participant receive non-cash benefits? |  |  |  |  |
| **INCOME DOCUMENTATION at Exit CALCULATION**  **24 CFR § 578.103 (a)(6))** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| What was the income at program exit?  Source(s):  Amount:  $ |  |  |  |  |
| Is there a completed verification on all sources of income? (24 CFR 578.75 (c)(3)) |  |  |  |  |
| Did the participant receive non-cash benefits? |  |  |  |  |
| Were program fees/dues paid consistently? |  |  |  |  |
| **PROGRAM EXIT**  **24 CFR § 578.91 (a)(b)(c)** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Has the participant been terminated from the program?  Describe the reason for termination |  |  |  |  |
| Was due process applied on the participant's termination? |  |  |  |  |
| If the participant left the program, is there evidence of his/her request and destination? |  |  |  |  |
| Did the program participant exit with rental subsidy? |  |  |  |  |
| Did the program participant exit to another permanent housing program? |  |  |  |  |
| Number of days (length of stay) at program exit? |  |  |  |  |
| Does the agency conduct exit survey or interview with clients? If not, describe how client feedback is obtained. |  |  |  |  |
| **HOUSING QUALITY STANDARDS**  **24 CFR § 578.103 (a)(8) & § 578.73** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Is there a completed HQS Move-in Inspection? |  |  |  |  |
| Is there a completed HQS annual Inspection? |  |  |  |  |
| If a lead-based inspection was required, was it  completed? (Required: Households with a pregnant or 6 years of age or under member) |  |  |  |  |
| Do program participants have a lease or occupancy agreement? (24 CFR 578.51(L)(2)) |  |  |  |  |
| Were there fees/dues that were collected and returned to client at program exit? |  |  |  |  |
| **PERMANENT SUPPORTIVE HOUSING**  **24 CFR § 578.103 (a)** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Was the participant provided permanent housing assistance without a designated length of stay? |  |  |  |  |
| Do the program participants have a signed lease agreement that does not include provisions that would not be found in standard lease agreement and is for at least 12 months? |  |  |  |  |
| Are program participants required to complete an assessment of their service needs with an adjustment of services as necessary? |  |  |  |  |
| Does the file show prioritization of chronically homeless? If not chronic homeless, is their evidence that this person reasonably follows the order of priority? |  |  |  |  |
| Is the tenant paying at least 30% of their income toward rent and utilities? |  |  |  |  |
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**CoC PROGRAM MONITORING TOOL - PROGRAM REVIEW**

SUB-RECIPIENT: DATE:

HMIS#:   GRANT PERIOD:

  PROJECT NAME:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    PROJECT TYPE: RAPID REHOUSING

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PARTICIPANT ELIGIBILITY**  **24 CFR § 578.103 & 578.37(a)(1)(ii)(F)** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Is there a completed intake form for the client? Specify the type of (e.g., HMIS intake form, agency intake form, participant application, etc.). |  |  |  |  |
| Is the program participant coming from the target populations (e.g., chronically homeless, youth, substance abuse, mentally disabled, domestic violence, veterans) identified and approved in the application? |  |  |  |  |
| Does the program participant's intake form or assessment document that the individuals or families were homeless prior to entry? |  |  |  |  |
| **HOMELESS STATUS TYPE OF DOCUMENTATION  24 CFR 578.103** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Persons living on the street (and place meant for human habitation). Required for PH participants. |  |  |  |  |
| Did the recipient determine whether program participants’ eligibility was adequately documented in terms of their homeless status upon entry into the program? |  |  |  |  |
| Persons coming from an emergency shelter for homeless persons. |  |  |  | Numbers of persons entering Rapid Rehousing from Emergency Shelter. |
| Persons from a short- term stay in an institution who previously resided on the  street or in an emergency shelter. |  |  |  | Numbers-Look into Contract |
| Persons fleeing or attempting to flee domestic violence. |  |  |  |  |
| The client is an unaccompanied youth. |  |  |  |  |
| Is the length and duration of homelessness documented to qualify a participant as chronically homeless? 1 year or on at least four separate occasions in the last 3 years where the combined length of time homeless is at least  12 months? (effective Jan. 15, 2016. Participants prior to this date do not need to meet this definition)  401(9) of the McKinney-Vento Assistance Act (42 U.S.C. 11360(9)) |  |  |  | (Not a requirement) |
| Does the program participant file contain proof of disability of the homeless individuals or family members?  (24 CFR 578.37 (a)(1)(i)) |  |  |  | (Not a requirement) |
| **SUPPORTIVE SERVICES & CASE MANAGEMENT**  **24 CFR 578.37(a)(1)(ii)(F); 24 CFR 578.103(a)(7))** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Is there an initial Individual Service Plan (ISP) developed by the participant and Case Manager that includes goals and timeline for completion? |  |  |  |  |
| What supportive services are provided (type of service)?  Are the supportive services/goals consistent with those described in the approved application? ISP |  |  |  |  |
| Is there verification of mainstream resource referrals? |  |  |  |  |
| Is transportation assistance provided to clients to attend mainstream benefit appointments, employment training, or jobs? |  |  |  | If transportation is an allowable expense. |
| Is there evidence of at least annual assessment of service needs to ensure mainstream benefits are received and renewed?  (24 CFR 578.53(a)(2); 24 CFR 578.103(a)(7)(i)) |  |  |  |  |
| **INCOME DOCUMENTATION at Entry CALCULATION**  **24 CFR § 578.103 (a)** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Did the program participant have income at program entry?  If yes, what are the source(s) and amount at program entry?  Source(s):  Amount:  $ |  |  |  | (Not a requirement) |
| Is there a completed verification on all sources of income? (24 CFR 578.75 (c)(3)) |  |  |  |  |
| Does the participant receive non-cash benefits? |  |  |  | Please identify what non-cash benefits. |
| **INCOME DOCUMENTATION at Exit CALCULATION**  **24 CFR § 578.103 (a)(6))** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| What was the income at program exit?  Source(s):  Amount:  $ |  |  |  |  |
| Is there a completed verification on all sources of income? (24 CFR 578.75 (c)(3)) |  |  |  |  |
| Did the participant receive non-cash benefits? |  |  |  |  |
| Were program fees/dues paid consistently? |  |  |  |  |
| **PROGRAM EXIT**  **24 CFR § 578.91 (a)(b)(c))** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Has the participant been terminated from the program?  Describe the reason for termination |  |  |  |  |
| Was due process applied on the participant's termination? |  |  |  |  |
| If the participant left the program, is there evidence of his/her request and destination? |  |  |  |  |
| Did the program participant exit with rental subsidy? |  |  |  |  |
| Did the program participant exit to another permanent housing program? |  |  |  |  |
| Number of days (length of stay) at program exit? |  |  |  |  |
| Does the agency conduct exit survey or interview with clients? If not, describe how client feedback is obtained. |  |  |  |  |
| **HOUSING QUALITY STANDARDS**  **24 CFR § 578.103 (a)(8) & § 578.73** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| Is there a completed HQS Move-in Inspection? |  |  |  |  |
| Is there a completed HQS annual Inspection? |  |  |  |  |
| If a lead based inspection was required, was it  completed? (Required: Households with a pregnant or 6 years of age or under member) |  |  |  |  |
| Do program participants have a lease? (24 CFR 578.51(L)(2)) |  |  |  |  |
| Were there fees/dues that were collected and returned to client at program exit? |  |  |  |  |
| **RAPID REHOUSING ONLY**  **24 CFR § 578.103 (a)** | **YES** | **NO** | **N/A** | **COMMENTS/DOCUMENTATION** |
| How long is the rental assistance provided for?  (24 CFR 578.37 (a)(1)(ii)(A)-(C)) |  |  |  |  |
| Is there a lease agreement under the participant's name with a term of at least 12 months? 24 CFR 578.3; 24 CFR 578.103 (a)(17)) |  |  |  |  |
| Did the project conduct a re-assessment, at least once annually, that the program participant lacks sufficient resources and support networks necessary to retain housing without Continuum of Care assistance?  24 CFR 578.37(a)(1)(ii); 24 CFR 578.103(a)(17)) |  |  |  |  |
| Is there an updated housing stability plan that document the re-assessment? (24 CFR 578.53(b)(4)) |  |  |  |  |
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