



**SACRAMENTO
STEPS FORWARD**

Ending Homelessness. Starting Fresh.

CoC Advisory Board Agenda

May 8, 2019 || 8:10 AM – 9:40 AM

SETA, 925 Del Paso Blvd., Sacramento, CA 95815 – Sequoia Room

I. Welcome & Introductions: Emily Halcon, Secretary			
II. Review and Approval of April 10, 2019 Minutes: Emily Halcon, Secretary			
III. Chair’s Report: Emily Halcon, on behalf of Sarah Bontrager			
IV. CEO’s Report: Michele Watts, Chief Programs Officer, on behalf of Lisa Bates			
V. New Business			
A. Item: Youth Homelessness Demonstration Project- Authorize SSF to Submit an Application on behalf of the CoC (memo attached)	- Presenter(s): Emily Halcon	8:15 AM (10 minutes)	Action
B. Item: Youth Action Board Recommendation (memo attached)	- Presenter(s): Governance Committee Chair Cindy Cavanaugh, County of Sacramento	8:25 AM (10 minutes)	Action
C. CoC Data Quality Plan Implementation (memo & plan attached)	Presenter(s): HMIS & Data Committee Co-Chair Erica Plumb, Mercy Housing & Chris Weare, SSF Data Analytics & Research Manager	8:35 AM (20 minutes)	Action

<p>D. HEAP Programs Presentation</p> <ul style="list-style-type: none"> - Flexible Housing Pool (materials attached) - Youth Emergency Shelter (summary attached) - Host Homes (summary attached) 	<p>Presenter(s):</p> <ul style="list-style-type: none"> - Cindy Cavanaugh - Andrew Guerkink, City of Sacramento - Angela Marin, City of Sacramento 	<p>8:55 AM (40 minutes)</p>	<p>Information</p>
<p>E. Item: Monthly CESH Update</p>	<p>- Presenter(s): Michele Watts</p>	<p>9:35 AM (5 minutes)</p>	<p>Information</p>
<p>VI. Announcements</p>			
<p>VII. Meeting Adjourned</p>			

Receive & File Items

- Follow Ups Report 4/29/19

Upcoming Committee Meetings:

May 20 – PIT Committee

May 20 – Combined CES Evaluation and CES Committees

May 22 – Governance Committee

May 23 – CoC Board Meeting Series: FY19 NOFA Community and Planning Grant Applications

May 23 – Executive Committee Meeting

May 28 – Performance Review Committee

June 5 – Homeless Youth Taskforce

June 6 – CES Committee

Next Meetings: May 13, 2019 10:00 AM – 12:00 PM; and June 12, 2019 regular time

Please note that today's meeting is being recorded and the digital file will be available at sacramentostepsforward.org under Continuum of Care, Agendas and Minutes.



Sacramento Continuum of Care Advisory Board

Wednesday, April 10, 2019 | 8:10 AM – 9:45 AM

925 Del Paso Boulevard, Suite 200, Sacramento, CA 95815 – Sequoia Room

MEMBERS PRESENT: Alexis Bernard, Alyson Collier, Angela Upshaw, April Wick, Christie. M Gonzales, Emily Bender, Emily Halcon, Erin Johansen, Jameson parker, John Foley, John Kraintz, Julie Davis-Jaffe, Lt. Julie Pederson, MaryLiz Paulson, Mike Jaske, Peter Beilenson, Sarah Bontrager, Stefan Heisler, Stephanie Cotter

GUEST(S): Bruce Kaban, Harpal Aulakh, Eduardo Amenyro, Tiffanie Synnott., Aaron Cadone, Benjamin Uhlenop, Kate Hutchinson, Jeff Tardaguila, Amanda Benson, Cynthia Pimentel, Sheri, Green

MEMBERS NOT IN ATTENDANCE: Amani Sawires Rapaski, Cindy Cavanaugh, Ct. Dan Monk, Lashanda McCauley, Noel Kammermann

SSF STAFF: Michele Watts, Nick Lee, Lisa Bates, Kate Casarino

Call to Order: Sarah Bontrager, outgoing Vice Chair, 8:13 AM

I Welcome and Introductions: Sarah Bontrager

II Review and Approval of March Minutes: Emily Halcon, Secretary

- **Motion to approve March Advisory Board meeting minutes as presented: 1st – John Foley; 2nd – MaryLiz Paulson, MSC.**

III Chair's Report: Sarah Bontrager

- Additions and changes made to agenda layout:
 - Added a receive and file section – these include items that don't need action or discussion, but needs to be shared.
 - Added Upcoming Meetings section
- Sarah attended her first SSF Board meeting where Anne Moore was recognized for role of interim CEO of SSF. The SSF Board discussed the agency budget and what staffing needs are moving forward. Sarah will be serving on the committee for the SSF audit.

IV Sacramento Steps Forward CEO's Report: Lisa Bates

- SSF held the Advisory Board new member orientation and Lisa learned that Advisory Board members commit to a lot when volunteering their hours to the CoC. She would like to recognize the members and show appreciation.
- The Follow-Ups log has a new look and there will most likely be more iterations forthcoming until the best layout is made for ease of viewer.

V Item A: CESH Round 2 Funding Opportunity – Lisa Bates

- Lisa Bates presents for Ben Avey: Sacramento is entitled to more CESH funds. The criteria for this round's application will be exactly the same as the last NOFA. The State has amended the original due

date in May to June 28th. The Executive Committee has reviewed the application and recommends that the CoC Advisory Board designate Sacramento Steps Forward as the administrative entity. This means that SSF will regularly report to the Advisory Board, ensuring that the CoC is involved in the decision making. SSF will sign the contract with the state, but the Advisory Board will have some oversight of activities.

- SSF will develop a reporting method that will come into play once the first round of CESH funds has been distributed.
- **Motion to approve the Executive Committee's decision to allocate funds to Section 5 of CESH: Stephanie Cotter, 1st; Mike Jaske, 2nd. MSC.**
- **Motion to designate Sacramento Steps Forward as the Administrative Entity of CESH grant: Stephanie Cotter, 1st; April Wick, 2nd. MSC**

VI Item B: CoC Advisory Board Representation on Sacramento Homeless Crisis Response System Improvements RFQ Panel:

- **Motion to appoint April Wick to represent the Advisory Board on the Review Panel for the Sacramento Homeless Crisis Response System Improvement RFQ: Erin Johansen, 1st; Emily Bender, 2nd. MSC.**

VII Item C: HEAP Programs Presentation

- Eduardo Amenyro presents on Full Service Housing Shelter:
 - Shelter Provider is Sacramento Self-Help Housing
 - Funding is \$1,045,547 in State HEAP funding and \$538,453 in CESH funding through June 2021/
 - The Full Service Rehousing shelter has 15 scattered sites with 75 total beds. HEAP expansion will add 8 additional sites, and 40 beds.
 - Primary goal is to support adults
- Eduardo Amenyro presents on Sacramento County Emergency Family Shelter Program
 - Sacramento County Department of Human Assistance is the lead agency with shelter providers at Next Move and Volunteers of America.
 - The program also collaborates with Mary House, Mustard Seed, Loaves and Fishes, County Child Protective Services, Mather Community Campus, Sacramento and San Juan Unified School Districts.
 - This is funded with \$644,280 in one-time State HEAP funding through June 2021
 - This program has a capacity of 33 families per night. HEAP expansion will increase capacity to 40 families per night.
 - Eligibility: Any combination of legal parent(s)/guardian(s) and at least one child under the age of 18 or 19 and in high school.
- Tiffanie Synnott presents on Expungement Clinic:
 - The lead agency is County Public Defender, collaborating with County Probation, District Attorney, Criminal Court of Sacramento, Superior Court, Department of Human Assistance, HEAP Flexible Housing Pool
 - Funding is one-time HEAP through June 2021 of \$220,000
 - Primary service is to expedite the clearance of criminal records that are creating barriers to services, employment, and housing. Persons with criminal records are eligible for expungements under certain statutory requirements.

- Eligibility: Person experiencing homelessness with qualifying criminal records convicted in Sacramento, who are working with an eligible referring entity.

VIII Item D: PRC NOFA Preparation Updates – Emily Halcon, PRC Co-Chair

- At their last meeting, the Performance Review Committee reviewed and discussed the Renewal Project Scoring Tools without placing weight factors on categories. A survey was sent out to providers to give feedback on the categories presented in the tool. Next steps are to allocate points to each category and to create the New Project Scoring Tool.
- The Advisory Board will need to meet for a second meeting in May to approve the Scoring Tools in time for the FY 2019 NOFA CoC Program Competition release. Poll will be sent out.

IX Item E: HUD CoC Program Planning Projects – Michele Watts, SSF Chief of Programs

- The first monthly meeting to discuss the HUD CoC Program and Planning projects applications will take place on April 25th from 1:00 – 2:30. Invitations will be sent to Advisory Board members.

X Item F: Youth Homelessness Demonstration Project Application – Bridget Alexander, Waking the Village

- The third round of the Youth Homelessness Demonstration Project (YHDP) has been released. It is extremely competitive. The Sacramento CoC has applied for it every year, but has not been granted funds.
- The members of the Homeless Youth Task Force will ban together to help write the application. They will need to collaborate with Stakeholders to show that the community is ready and able to go if Sacramento is selected to receive funds.
- If selected, the community will have 8 months to collaborate and make a goal/program.
- Needs: Formal MOU with Child Welfare, and permission to use data from the 2019 PIT before it is officially released.

XI Announcements:

- City HEAP will go to council for action item on April 23rd at 2:00 PM
- April Wick: Resources for Independent Living will be hosting a Fair Housing Training on April 25th. Information will be sent out via email.
- Martin Ross: Salvation Army is providing a workforce development program and other programs. Brochures and info will be passed out after meeting.
- Jeff Tardaguila: Public transportation has been taken away and will go into effect on September 8th.

XII Adjourn

- Meeting adjourned 9:45 AM



SACRAMENTO STEPS FORWARD

Ending Homelessness. Starting Fresh.

TO: CoC Board Members

FROM: Executive Committee

DATE: May 8, 2019

RE: Authorization to SSF to Apply for HUD Youth Homelessness
Demonstration Program (YHDP) Funding on Behalf of the CoC – Action
Item

As presented at the April 10, 2019 CoC Board meeting, CoCs across the nation are currently engaged in a HUD NOFA competition process for the third round of YHDP funding. Up to 25 awards will be made, of which eight are for rural CoCs. Applications are due May 15, 2019. The Homeless Youth Task Force, a committee of the CoC Board, is desiring to apply and this memo summarizes the YHDP funding opportunity and recommends that the CoC authorize SSF to submit an application as the collaborative applicant.

Background

HUD released YHDP NOFAs in 2016 and 2017. The third round competition is currently underway. This opportunity consists of two distinct phases. Successful proposers first engage in an 8-month process supported by HUD-funded technical assistance to develop Coordinated Community Plans. In the second phase, Community Plans are then used to select projects for funding that meet those needs and fill those gaps.

Projects selected in the second phase are funded with YHDP funds for two years, after which these projects are eligible for renewal as part of Sacramento's CoC Program annual NOFA competition; the CoC's annual renewal demand is increased by the amount of funding required to renew the projects originally funded by the YHDP. These projects are governed by CoC Program regulations articulated in the HEARTH Act Interim Rule.

YHDP award amounts vary from one CoC to another and are based on multiple factors including the size of the homeless youth population in the community and the number and size of other YHDP awards made. In the first two rounds, 21 CoCs received awards, ranging from \$1.3M (Northwest Michigan) to \$7.9M (San Diego); a map of funded CoCs with funding amounts can be found here:

<https://www.hudexchange.info/onecpd/assets/File/Map-of-YHDP-Funded-CoCs.pdf>.

The Sacramento CoC applied in the first two YHDP NOFAs without success. These awards are very competitive. In Round 2, 86 CoCs submitted applications that met the threshold requirements to be scored and Sacramento earned 93.62/100 points, nearly 4 points above the median score of 89.63. Details on our Round 2 score have been provided and are being used to strengthen the Round 3 application. Additionally, recent success with the HUD-sponsored 100-Day Challenge on youth homelessness, and, in fact, simply being selected as a 100-Day Challenge CoC, is promising in terms of Sacramento's likelihood of being funded.

The YHDP NOFA requires that applications be submitted by the CoC and the only entities permitted to apply on behalf of the CoC are designated Collaborative Applicants (CA). A CA is a nonprofit or governmental agency designated by the CoC to submit the annual HUD CoC Program NOFA application. In the Sacramento CoC, SSF became the CA in 2011 and is named as the CA in the current CoC Governance Charter.

Staffing and Resource Impacts if Awarded

If awarded, the YHDP will add to CoC responsibilities and require additional support from SSF. Expected impacts in each of the two phases of this opportunity are outlined below, with additional funding sources noted as well.

Phase One- Coordinated Community Plan (developed with a technical assistance provider funded by HUD)

- CoC Board engagement in the developing the Coordinated Community Plan Activities will likely include participation of some or all members in special meetings and YHDP agenda items at regular CoC Board meetings.
- CoC formal adoption of the Coordinated Community Plan to submit to HUD.
- SSF staff support including HMIS data analytics with development of the Coordinated Community Plan in coordination with the HUD TA provider.

Potential resources to support these activities include YHDP funds and/or by CoC Planning Project funds. The CoC can apply to use a portion of the total YHDP allocation for planning during Phase One. The CoC can also allocate regular CoC Planning Project funds for this purpose.

Phase Two- Housing and Services Projects

- CoC Board with support from SSF staff to oversee a competitive selection process of YHDP funded housing and services projects. This process does not have to mirror the regular CoC NOFA competition and support for the development of that process will be provided via HUD-funded TA in Phase One; however, executing the process is the responsibility of the CoC.
- Potential SSF administrative oversight responsibilities for the projects funded by the YHDP similar to current responsibilities for regular CoC Program projects. If projects selected for funding are proposed by other entities, those entities would take on this responsibility and its cost.

- When the YHDP projects transition to regular CoC Program renewals after two years of operation, continued administration by SSF and any other entities that are administering these projects.

Additional resources to support the YHDP projects selection process can be provided with regular CoC Planning Project funds. Use of YHDP funds may also be allowed, however, additional research is required to confirm this. Ongoing administration of the YHDP-funded projects can include administrative expenses similar to CoC Program project budgets (likely 10% of the total budget).

Recommendation

For the Sacramento CoC to seek YHDP funding, SSF as the Collaborative Applicant must submit an application on behalf of the CoC. At a meeting on April 25, 2019, the CoC Executive Committee discussed the opportunity and agreed to seek this funding. Therefore, the committee makes the following recommendation to the CoC Board:

Authorize SSF to submit an application for YHDP funding on behalf of the Sacramento CoC.

Expected Action

Approve the recommendation as stated above.



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TO: CoC Advisory Board Members
FROM: Governance Committee
DATE: May 8, 2019
RE: Youth Action Board-CoC Linkages Recommendations – Action Item

Context

At the April 10, 2019 CoC Board meeting, Homeless Youth Task Force (HYTF) Co-Chair Bridget Alexander presented on HUD's Youth Homelessness Demonstration Project (YHDP) funding opportunity and requested that the CoC board take an action to approve SSF submitting an application by the May 15th due date.

To be competitively eligible, one threshold requirement includes the existence of a Youth Action Board formally connected to the CoC that is responsible for advising the CoC on policy matters from a youth consumer perspective. The YHDP NOFA specifically states that proposers must have the following:

Youth Action Board (YAB)- A group of at least 3 youth included in policy-making decisions of the CoC, particularly on policies that relate to preventing and ending youth homelessness. Each YAB member must be age 24 or younger, and at least two-thirds of the YAB members must be homeless or formerly homeless. The Youth Action Board must have full membership in the CoC or be a formal committee within the CoC (pp. 8-9).

The Sacramento YAB meets these membership requirements and is an active, well-attended group. For the 2017 YHDP application, the CoC Board agreed to make the YAB a formal committee. However, an implementation plan for ensuring meaningful connectivity still needs to be developed. To improve upon the last application, the Governance Committee was assigned responsibility to develop recommendations on the relationship between the YAB and the CoC Board and to present those recommendations to the full board for approval in May.

The Sacramento CoC has a YAB that meets the requirements of the NOFA. All members are 18 to 24 years old and are homeless or formerly homeless. The YAB meets weekly and anyone who meets this criteria and wants to participate can become a member by attending at least one meeting. This membership structure allows for youth to participate to the extent their circumstances permit, with some long-time

members and other members who attend sporadically or for a relatively short period of time. Three designated co-chairs lead the YAB and these members agree to serve six-month terms. For additional stability and continuity, the YAB is supported by three adult sponsors from local agencies.

Recommendation & Next Steps

The Governance Committee met April 29, 2019 and after review of the YAB requirement in the YHDP NOFA the committee recommended that the CoC Board formally approve the YAB as a committee of the CoC Board.

The Governance Committee also considered designating a seat on the CoC Board for one of the YAB co-chairs. However, after subsequent consultation with two youth service providers representing the YAB, the Governance Committee chair and SSF staff agreed to work directly with the YAB and its sponsors to develop strategies for meaningful YAB-CoC linkages. YAB representation on the CoC Board remains an option, but additional time and direct communication with the YAB members themselves is needed for thoughtful planning on how to operationalize this connection and others. The service providers representing the YAB were appreciative of the CoC Board membership invitation and agreed that this option ought to be explored with the YAB members themselves.

Expected Action

The Governance Committee recommends approval of the recommendation and next steps listed above .



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TO: CoC Board Members

FROM: Erica Plumb, CoC HMIS and Data Committee Co-Chair
Chris Weare, SSF Data Analytics and Research Manager

DATE: May 8, 2019

RE: HMIS Data Quality Implementation Approach – Action Item

In November 2018, the CoC Board approved revisions to the HMIS Data Quality Plan recommended by the HMIS and Data Committee and adopted the new version. Since November, the committee has focused on implementation strategies for the plan. At its April 2019 meeting, the committee approved the implementation approach outlined below and recommends that the CoC Board approve it as well.

This implementation approach calls for SSF to share data about the extent of data quality issues with each agency. Agencies that have significantly more data errors than the community average will be contacted by phone by SSF staff. All other agencies will receive an email with the information. This data quality information will be provided in the form of a dashboard report developed by SSF that focuses on four major errors that are important for system-level analysis of CoC performance and for which there are known data quality issues. They are:

- % errors with income and benefits data elements
- % errors with exit destinations
- % with no services in past 90 days
- % of errors with missing housing move-in dates

In June 2019, SSF will share a training video for agencies' HMIS staff on the use of the new data quality dashboards that identify issues and enable HMIS staff to address them on an on-going basis. June – October 2019 (and ongoing), SSF staff will also be available to work personally with agencies that request assistance to improve data quality, to effectively use the data quality dashboards, and to formulate and implement data quality improvement strategies.

At the October 2019 HMIS and Data Committee meeting, SSF will report on the progress made in improving data quality and share a snapshot of the data issues among all agencies. At this meeting, the committee will develop improvement goals, incentives, and enforcement mechanisms for approval by the CoC Board in November 2019. A three-month pilot period will follow, December 2019 – February 2020.

In sum the proposed schedule is:

Date	Action
May 8, 2019	CoC Board considers approval of data quality implementation approach.
June 2019	SSF staff shares the new SSF data quality dashboards with each agency either through a phone call or by email.
June 2019	SSF publishes a training video for agency HMIS staff on using the new dashboards, including how to identify and correct data errors.
June–October 2019	SSF provides in-person support for agencies that request assistance with data quality issues.
October 10, 2019	HMIS and Data Committee will review progress made on improving data quality, develop goals for continued improvements, and discuss appropriate incentives for promoting data quality.
November 2019	CoC Board will approve goals and incentives proposed by HMIS and Data Committee.
December 2019 – February 2020	Goals and incentives will be piloted for three months after CoC Board approval.

Recommended Action:

Approve the data quality improvement approach as recommended by the HMIS and Data Committee.



SACRAMENTO HOMELESS MANAGEMENT
INFORMATION SYSTEM: DATA QUALITY PLAN

Adopted 11.14.18

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Introduction

This document describes the Homeless Management Information System (HMIS) Data Quality Plan for the Sacramento Continuum of Care (CoC). The Plan includes data quality standards and protocols for ongoing data quality monitoring that meets requirements set forth by the US Department of Housing and Urban Development (HUD). It has been developed by HMIS Lead Agency Sacramento Steps Forward, in coordination with the CoC Advisory Board's HMIS & Data Committee, for approval by the Advisory Board. This Data Quality Plan will be updated annually, considering the latest HMIS Data Standards and locally developed performance plans.

The HMIS is Sacramento's electronic data collection system that maintains client-level data about the individuals and families who receive homeless and other human services throughout the community. The HMIS also assists agencies with project administration, operations, and reporting. Some of the typical benefits of an HMIS include:

- Improved service delivery and prompt referrals for clients
- Immediate access to important client information
- Quick and easy preparation of reports for funders, stakeholders
- Access to CoC-level performance data to inform system improvements

HUD requires that all CoCs receiving HUD grants utilize HMIS or similar database. The County of Sacramento also requires that all projects receiving CalWORKS and other County funding must report client-level data in HMIS. All VA-funded Grant Per Diem and Supportive Services for Veteran Families (SSVF) projects must also report client-level data in HMIS. The only current exceptions to these funders' requirements are projects and agencies specifically serving victims of domestic violence.

What is a Data Quality Plan?

A data quality plan is a community-level document that enhances the ability of the CoC to achieve statistically valid and reliable data. A data quality plan sets expectations for the CoC, the HMIS Lead Agency, and the end users to capture valid and reliable data on persons accessing the homeless assistance system.

Developed by the HMIS Lead Agency and formally adopted by the CoC, the plan:

- Identifies the responsibilities of all parties within the CoC with respect to data quality;
- Establishes specific data quality benchmarks for timeliness, completeness, accuracy, and consistency;
- Describes the procedures for implementing the plan and monitoring progress toward meeting data quality benchmarks; and
- Establishes timelines for monitoring data quality on a regular basis.

HMIS Data Standards

In May of 2014, HUD published the revised and final HMIS Data Standards. The May 2014 Data Standards replaced the March 2010 HMIS Data Standards by which client and project-level data reporting have been guided. The HMIS Data Standards identify Universal Data Elements, Program Specific Data Elements, and Project Descriptor Data Elements which are required of all homeless projects participating in the HMIS. Frequency of data collection and subsequent entry into the HMIS are also required.

Universal Data Elements

The Universal Data Elements establish the baseline data collection requirements for all homeless housing and/or service providers entering data into the HMIS. They are the basis for producing unduplicated estimates of the number of homeless people accessing services from homeless assistance providers, basic demographic characteristics of people who are homeless, and patterns of service use, including information on shelter stays and homelessness episodes over time.

The required Universal Data Elements include the following:

3.1	Name	3.10	Project Entry Date
3.2	Social Security Number	3.11	Project Exit Date
3.3	Date of Birth	3.12	Destination
3.4	Race	3.13	Personal ID
3.5	Ethnicity	3.14	Household ID
3.6	Gender	3.15	Relationship to Head of Household
3.7	Veteran Status	3.16	Client Location
3.8	Disabling Condition	3.17	Length of Time on Street, in an ES or Safe Haven
3.9	Residence Prior to Project Entry		

Program Specific Data Elements

Program-Specific Data elements provide information about the characteristics of clients, the services that are provided, and client outcomes. Many of these data elements represent transactions or information that may change over time. Most Program Specific Data Elements shall be captured at project entry and exit, and a few must be captured at project entry, exit, and on an annual basis.

The required Program Specific Data Elements include the following:

4.1	Housing Status	4.11	Domestic Violence
4.2	Income and Sources	4.12	Contact
4.3	Non-Cash Benefits	4.13	Date of Engagement
4.4	Health Insurance	4.14	Services Provided
4.5	Physical Disability	4.15	Financial Assistance Provided
4.6	Developmental Disability	4.16	Referrals Provided
4.7	Chronic Health Condition	4.17	Residential Move-In Date
4.8	HIV/AIDS	4.18	Housing Assessment Disposition
4.9	Mental Health Problem	4.19	Housing Assessment at Exit
4.10	Substance Abuse		

Project Descriptor Data Elements

Project Descriptor Data Elements (PDDEs) contain basic information about projects participating in a CoC's HMIS and help ensure the HMIS is the central repository of information about homelessness. The PDDE's are the building blocks of the HMIS. They enable the HMIS to:

1. Associate client-level records with the various projects that client will enroll in across CoC projects;
2. Clearly define the type of project the client is associated with the entire time they received housing or services;
3. Identify which federal partner programs are providing funding to the project; and
4. Track bed and unit inventory and other information, by project, which is relevant for the Annual Homeless Assessment Report (AHAR), system performance measures, Housing Inventory Counts (HIC), Point In Time (PIT) counts, and bed utilization reporting.

Project descriptor data are generally entered and managed by the HMIS Lead Agency, not a project end user. They are created at initial project setup within the HMIS and shall be reviewed at least once annually and updated as needed.

The required Project Descriptor Data Elements include the following:

- 2.1 Organization Identifiers
- 2.2 Project Identifiers
- 2.3 Continuum of Care Code
- 2.4 Project Type
- 2.5 Method for Tracking Emergency Shelter
- 2.6 Federal Partner Funding Sources
- 2.7 Bed and Unit Inventory Information
- 2.8 Site Information - Optional
- 2.9 Target Population

Benchmarks and Goals

Timeliness

Timeliness answers the question: "Is the necessary client information entered into HMIS within a reasonable period of time?"

When data is entered in a timely manner, it helps reduce human error that can occur when too much time has elapsed between the data collection/service transaction and the data entry. Timely data entry also ensures that the data is accessible when it is needed, whether for monitoring purposes, meeting funding requirements, or for responding to requests for information. Live Data Entry is highly recommended. There is a Timeliness Report that agencies can use under "Project Based Reports" to monitor the timeliness of data entry for entry into a project and exit from a project.

Each type of project has different expectations on timely data entry. Timeliness is measured by comparing the enrollment entry/exit date to the assessment entry/exit created date. Timeliness cannot be edited, only improved going forward – but assessment information dates should match the date the client interview occurred.

Data Entry Timeline by Project Type

All data shall be entered into the HMIS in a timely manner and Sacramento CoC's goal is to enter 100% of data per the following data entry timelines. As the COC recognizes entering 100% of all data may not be possible in all cases, a benchmark of 95% of all clients being entered in the following time frames has been established.

- **Emergency Shelter projects for Singles:** All Universal Data Elements and Project Specific Data Elements must be entered within **48 hours** of intake and/or exit.
- **Emergency Shelter projects for Families:** All Universal Data Elements and Project Specific Data Elements must be entered within **48 hours** of intake and/or exit.
- **Transitional Housing and Permanent Housing projects:** All Universal Data Elements and Project Specific Data Elements must be entered within **three (3) days** of intake and/or exit.
- **Permanent Supportive Housing (PSH):** All Universal Data Elements and Project Specific Data Elements must be entered within **three (3) days** of intake and/or exit.
- **Prevention and Rapid Re-Housing projects:** All Universal Data Elements and Project Specific Data Elements must be entered within **three (3) days** of intake and/or exit.
- **Supportive Service Only projects (SSO):** All Universal Data Elements and Project Specific Data Elements must be entered within **three (3) days** of intake and/or exit.

Program Descriptor Data Elements for all program types (Emergency Shelter, Transitional Housing, Permanent Housing, Prevention and Rapid Re-Housing, and Supportive Service Only programs) shall be entered concurrently with setup of the program in the Sacramento HMIS.

Completeness

Completeness answers the question: “Are all of the clients we serve being entered into HMIS? Are all of the necessary data elements being recorded into HMIS?”

Complete data is the key to assisting clients in finding the right services and benefits to end their homelessness. Incomplete data may hinder an organization's ability to provide comprehensive care to the clients it serves. Incomplete data can also negatively impact both the Sacramento Continuum of Care and Sacramento Steps Forward's ability to make generalizations of the population it serves, track patterns in client information and changes within the homeless population, and adapt strategies appropriately. HMIS data quality is also part of funding applications, including CoC and ESG, and low HMIS data quality scores may impact renewal funding as well as future funding requests.

Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, including:

- Unduplicated counts of persons served;

- Patterns of use of persons entering and exiting the homeless assistance system in the community; and
- Evaluation of the effectiveness of the community’s homeless assistance system.

Completeness – Universal and Program Specific Data Elements

Sacramento CoC’s goal is to collect 100% of all data elements (**Universal and Program Specific**). Though the CoC recognizes that collecting 100% of all data elements may not be possible in all cases, this goal is set in order to guarantee that the CoC continues to meet HUD-funding compliance requirements and to further ensure participation by the CoC in the Annual Homeless Assessment Report (AHAR). Therefore, the Sacramento CoC’s HMIS & Data Committee with the CoC Board’s approval, has established Data Quality Thresholds (see Table 1, Appendix A). The Data Quality Thresholds set an acceptable range of “Missing/Data Not Collected”, and “Client Doesn’t Know/Client Refused” responses, depending on the data element. To determine compliance, percentages will be rounded (example: .04% becomes 0%).

HUD/Sacramento CoC expects that all clients receiving housing and/or services through the homeless assistance system will have their service delivery documented in the HMIS. If a project only enters data on a few of its clients, the project’s efficiency cannot accurately be determined. Incomplete data may erroneously reflect low bed utilization rates (for housing projects), and may inaccurately reflect clients’ progress in meeting programmatic goals (i.e. employment, transitioning to permanent housing). All projects using the HMIS shall enter data on one hundred percent (100%) of the clients they serve. Due to a lack of historical data, these standards will be reviewed and revised annually to make sure the thresholds are reasonable.

Completeness – Project Descriptor Data Elements

Pursuant to HUD’s HMIS Data Standards, all Project Descriptor Data Elements must be entered for all projects participating in the HMIS. In order to ensure that the CoC meets HUD-funding compliance requirements, the following acceptable response rate ranges have been established:

Project Descriptor Data Elements	TARGET %	ACCEPTABLE NULL/MISSING %
2.1 Organization Identifiers	100%	0%
2.2 Project Identifiers	100%	0%
2.3 Continuum of Care Code	100%	0%
2.4 Project Type	100%	0%
2.5 Method for Tracking Emergency Shelter Utilization	100%	0%
2.6 Federal Partner Funding Sources	100%	0%
2.7 Bed and Unit Inventory Information	100%	0%
2.8 Site Information – Optional	100%	0%
2.9 Target Population	100%	0%

Bed/Unit Utilization Rates

One of the primary features of the HMIS is its ability to record the number of client stays (bed nights) at a homeless residential facility. A project’s bed/unit utilization rate is the number of beds/unit occupied as a percentage of the entire bed inventory. When a client is admitted into a residential project (emergency, transitional, or permanent), s/he is assigned a housing service. This housing service is named as “Housed

with-----name of the project or funding source”. The client remains in this service until s/he is discharged from the project. When the client is discharged from the project, s/he is also discharged from this housing service in the HMIS.

Acceptable range of bed/unit utilization rates for established projects (as per AHAR Guidelines):

- Emergency Shelters: 65%-105%
- Transitional Housing: 65%-105%
- Permanent Supportive Housing: 65%-105%

A project’s bed utilization rate is an excellent barometer of data quality. A low utilization rate could reflect low occupancy, but it could also indicate that data is not being entered in the Sacramento HMIS for every client served. A high utilization rate could reflect that the project is over capacity, but it could also indicate that clients have not been properly discharged from the project in the Sacramento HMIS.

Housing Inventory

The CoC Lead Agency will request housing inventory from each residential facility in the homeless assistance system at least annually. The homeless assistance provider operating the residential facility will provide its housing inventory when requested or when housing inventory has changed to the CoC Lead Agency in timely manner to ensure updates in HMIS.

The CoC recognizes that new projects may require time to reach the projected occupancy numbers and will not expect them to meet the utilization rate requirement during the **first six months** of operating.

Accuracy

Accuracy answers the question: “Does HMIS data accurately reflect true client information? Are the necessary data elements being recorded in HMIS in a consistent manner?”

Information entered into the HMIS needs to be valid, i.e. it needs to accurately represent information on the people that enter any of the homeless service projects contributing data to the HMIS. The best way to measure accuracy of client data is to compare the HMIS information with more accurate sources, such as a social security card, birth certificate, or driver’s license. To ensure the most up-to-date and complete data, data entry errors should be corrected on a monthly basis.

As a general rule, it is a better practice to select “client doesn’t know/refused” than to misrepresent the population.

Data consistency will ensure that data is understood, collected, and entered consistently across all projects in the HMIS. Consistency directly affects the accuracy of data; if an end user collects all of the data, but they don’t collect it in a consistent manner, then the data may not be accurate. All data in HMIS shall be collected and entered in a common and consistent manner across all projects. To that end, all intake and data entry workers will complete an initial training before accessing the live HMIS system, and access additional training opportunities offered by the HMIS Administrator.

All Universal Data Elements and Program Specific Data Elements must be obtained from each adult and unaccompanied youth who apply for services through the homeless assistance system. Most Universal Data Elements are also required for children age 17 years and under.

Most Universal Data Elements and Program Specific Data Elements include a 'Client doesn't know' or 'Client refused' response category. These are considered valid responses if the client does not know or the client refuses to respond to the question. It is not the intention of the federal partners that clients be denied assistance if they refuse or are unable to supply the information. However, some information may be required by projects or public or private funders to determine eligibility for housing or services, or to assess needed services. The 'Client doesn't know' or 'Client refused' responses shall not be used to indicate that the case manager or data entry person does not know the client's response. The HMIS Data Standards assume that fields for which data are not collected will be left blank (i.e. 'missing'). Since Sacramento's HMIS system requires a response to all data fields before saving a record, the HMIS User must use a specific response category "Data not collected". In such cases, "Data not collected" response category is treated as missing data for reporting purposes.

Data Consistency Checks The HMIS staff will check data accuracy and consistency by running reports that check for entry errors such as duplicate files created, overlapping enrollments, or inconsistent responses. Examples of these checks will include:

1. Verification that new client profiles do not duplicate existing profiles
2. Verification that information describing a client's experience in homelessness conforms with other components of the clients record (e.g. a client's approximate date of start of homelessness cannot be AFTER a program enrollment)
3. Verification the referrals and referral responses are correctly entered.
4. Verification that housing start dates are entered correctly.

Data Quality Monitoring Plan

The purpose of monitoring is to ensure that the agreed-upon data quality targets are met to the greatest extent possible, and that data quality issues are quickly identified and resolved. The CoC recognizes that the data produced from the HMIS is critical to meet the reporting and compliance requirements of HUD, the individual agencies, and the CoC as a whole.

The HMIS administrator will post quarterly dashboards reporting program-level performance concerning meeting data quality goals. The reports will include the standards laid out in the Data Quality Plan and will also include other data quality issues as determined by the HMIS Administrator. These public reports will not identify specific programs, but agencies will be able to identify their own data.

Roles and Responsibilities

HMIS Administrator

The HMIS Administrator is responsible for building reports and making them available to the CoC. This includes the data quality reports necessary for data correction. The HMIS staff will be responsible for the

ongoing maintenance of existing reports as well, which includes changes in reports as updates are made to the system.

The HMIS team at Sacramento Steps Forward is also responsible for providing the necessary training for the CoC. Currently, the HMIS team offers the following trainings: New User training, Management Training, Report training, HMIS Security Training, Refresher Training (groups or one-on-one sessions). In addition, HMIS staff is available to provide technical assistance to users that need help correcting data entry errors.

On a quarterly basis, the HMIS staff will provide to the HMIS committee data quality reports for agencies funded by the CoC and offer additional training to those agencies that need to improve their data quality. The quarterly reports for the HMIS committee will provide information on timeliness, bed utilization rates, and data completeness for CoC-funded projects.

HMIS & Data Committee

The HMIS & Data Committee is responsible for reviewing data quality reports quarterly and working with HMIS staff and providers to correct data that does not comply with community-wide standards as established in the Data Quality Plan. The HMIS & Data Committee will maintain an ongoing relationship with the HMIS Administrator to identify training needs for the continuum based on monthly data quality reports.

Data Review Timeline

Monitoring and data quality reviews will be conducted quarterly by the HMIS & Data Committee, in an annual cycle as follows:

QUARTER	DATA UNDER REVIEW	TARGET REVIEW DATE
Quarter 1	Months 1 - 3 Data	25th of the 4th Month
Quarter 2	Month 4 - 6 Data	25th of the 7th Month
Quarter 3	Month 7 - 9 Data	25th of the 10th Month
Quarter 4	Month 10 - 12 Data	25th of the 1st Month (New Cycle)

Additional monitoring, data quality and utilization rates reviews will be conducted in preparation for submission of AHAR data to HUD, in accordance with the following schedule:

AHAR REVIEW MONTH	TARGET REVIEW DATE
October	October 31st
November	November 30th
December	December 31st
January	January 31st
February	February 10th

Target

When data quality benchmarks are met, reporting will be more reliable and can be used to evaluate service delivery, project design and effectiveness, and efficiency of the system. All HMIS partner agencies are

expected to meet the data quality benchmarks described in this document. To achieve this, HMIS data will be monitored and reviewed in accordance with the schedule outlined in this section. All monitoring will be conducted by the Sacramento HMIS Lead Agency in accordance with the HMIS Data Quality Monitoring Tool (Design in Process), and with the full support of the CoC.

Incentives and Enforcement

To ensure that HMIS partner agencies meet the minimum data entry standards set forth herein, a copy of this Data Quality Plan will be posted to the HMIS Lead’s website. Sample intake, annual Status Assessment, and exit forms are posted on HMIS Lead’s website. The HMIS Lead will provide data quality reports to HMIS partner agencies in accordance with the monitoring schedule described in the “Monitoring” section to facilitate compliance with the minimum data entry standards.

Agencies that meet the data quality benchmarks will be periodically recognized by the CoC. HMIS partner agencies that do not adhere to the minimum data entry standards set forth herein will be notified of their errors and provided with specific information regarding the nature of the inaccuracies and methods by which to correct them. The HMIS partner agencies will be given one month to correct any identified data quality issues. Training will be offered to agencies that remain noncompliant with the minimum data entry standards. HMIS partner agencies continuing in default may have access to the HMIS suspended until such time as agencies demonstrate that compliance with minimum data entry standards can be reached.

Table 1, Appendix A

Universal and Program Specific Data Element Quality Thresholds

UNIVERSAL DATA ELEMENT	TARGET %	TH, PSH, HUD SSO, RRH, HP		ES, Non-HUD SSO		Outreach	
		Missing/ Data Not Collected	Client Doesn’t Know/ Refused	Missing/ Data Not Collected	Client Doesn’t Know/ Refused	Missing/ Data Not Collected	Client Doesn’t Know/ Refused
3.1 Name	100%	0%	0%	0%	0%	0%	0%
3.2 Social Security Number	100%	0%	0%	0%	5%	0%	5%
3.3 Date of Birth	100%	0%	0%	0%	5%	0%	5%
3.4 Race	100%	0%	0%	0%	5%	0%	5%
3.5 Ethnicity	100%	0%	0%	0%	5%	0%	5%
3.6 Gender	100%	0%	0%	0%	0%	0%	0%
3.7 Veteran Status	100%	0%	0%	0%	5%	0%	5%
3.8 Disabling Condition	100%	0%	0%	0%	5%	0%	5%
3.9 Residence Prior to Project Entry	100%	0%	0%	0%	0%	0%	0%
3.10 Project Entry Date	100%	0%	0%	0%	0%	0%	0%
3.11 Project Exit Date	100%	0%	0%	0%	0%	0%	0%
3.12 Destination	100%	5%	5%	5%	5%	15%	5%
3.15 Relationship to Head of Household	100%	0%	0%	0%	0%	0%	0%
3.16 Client Location	100%	0%	0%	0%	0%	0%	0%

3.17 Length of Time on Street or in an Emergency Shelter	100%	0%	0%	0%	0%	0%	0%
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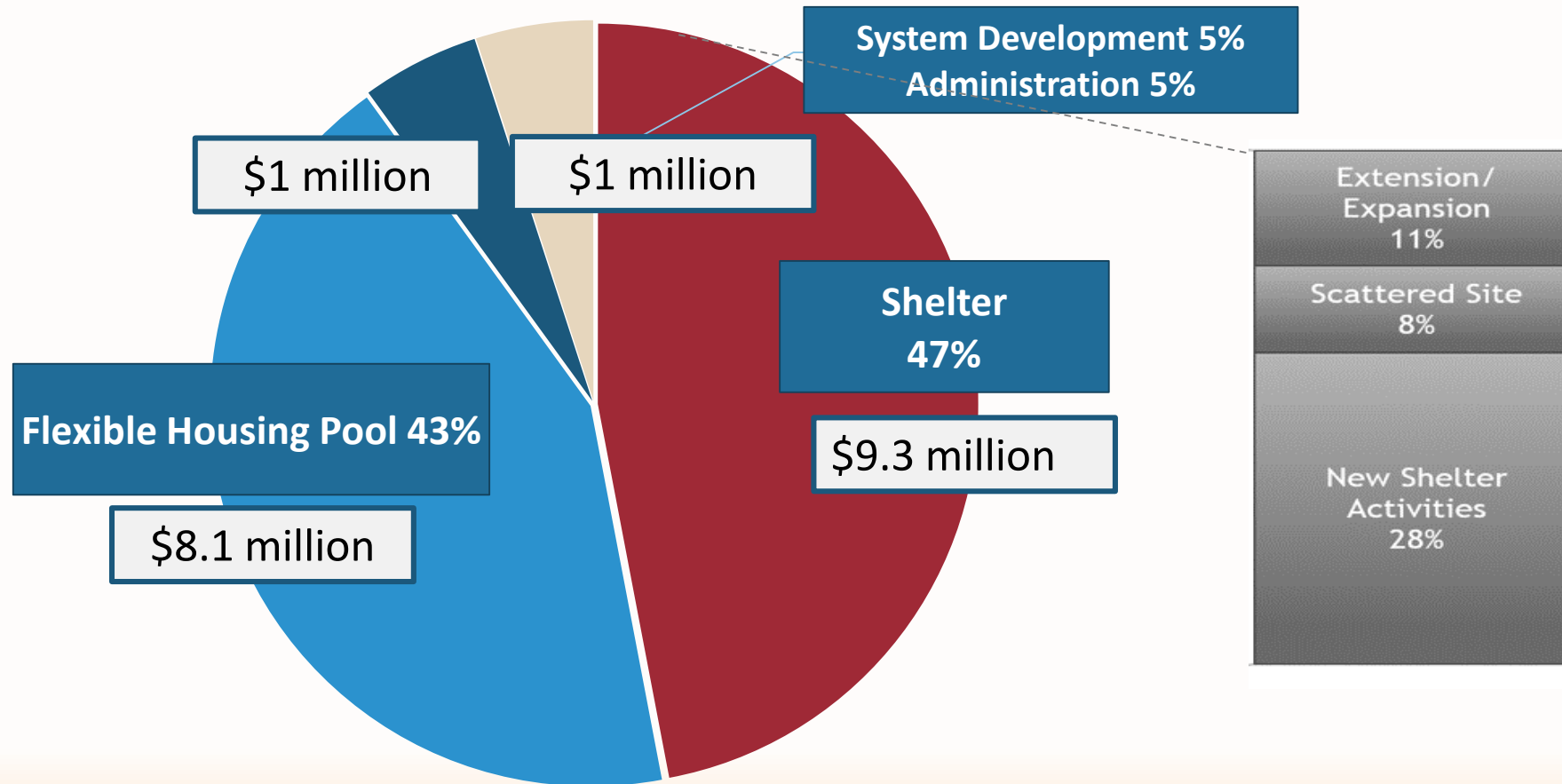
PROGRAM SPECIFIC DATA ELEMENT	TARGET %	TH, PSH, HUD SSO, RRH, HP		ES, Non-HUD SSO		Outreach	
		Missing/ Data Not Collected	Client Doesn't Know /Refused	Missing/ Data Not Collected	Client Doesn't Know /Refused	Missing/ Data Not Collected	Client Doesn't Know /Refused
4.1 Housing Status	100%	0%	0%	0%	0%	0%	0%
4.2 Income and Sources	100%	0%	0%	0%	0%	0%	0%
4.3 Non-Cash Benefits	100%	0%	0%	0%	0%	0%	0%
4.4 Health Insurance	100%	0%	0%	0%	0%	0%	0%
4.5 Physical Disability	100%	0%	0%	0%	0%	0%	0%
4.6 Developmental Disability	100%	0%	0%	0%	0%	0%	0%
4.7 Chronic Health Condition	100%	0%	0%	0%	0%	0%	0%
4.8 HIV/AIDS	100%	0%	0%	0%	0%	0%	0%
4.9 Mental Health Problem	100%	0%	0%	0%	0%	0%	0%
4.10 Substance Abuse	100%	0%	0%	0%	0%	0%	0%
4.11 Domestic Violence	100%	0%	0%	0%	0%	0%	0%
4.12 Contact	100%					0%	0%
Employed	100%	0%	0%	5%	5%	5%	5%

Flexible Housing Pool (FHP) Continuum of Care Advisory Board May 8, 2019

Cindy Cavanaugh, County Homeless Initiatives
Meghan Marshall, Department of Human Assistance

Collaborative HEAP Investment Plan

- \$19.9M plan adopted by CoC Board, County and City of Sacramento



Flexible Housing Pool

- Administered by County Department of Human Assistance, Homeless Programs
- Builds on County Flexible Supportive Re-Housing Program (FSRP) launched in 2018, part of County Homeless Initiatives
 - Permanent supportive housing for highly targeted population
 - Flexible services and collaborative contracting aimed at client success

Intensive Case Management

- **Whatever it takes**
- **Ongoing engagement and services**

Property Related Tenant Services

- **Ongoing Financial assistance**
- **Leverages Housing Choice Vouchers**
- **Tenancy and Landlord Supports**



FHP Goals

End homelessness for up to 635 households through stable, permanent housing

Build a **scalable and flexible** re-housing program through flexible housing pool

Connect system partners to FHP re-housing services to create flow in continuum

- Vulnerable seniors and dependent adults active with County APS
- Persistently homeless eligible for jail diversion
- Persons living in emergency shelters
- Persons engaged in street outreach navigation services

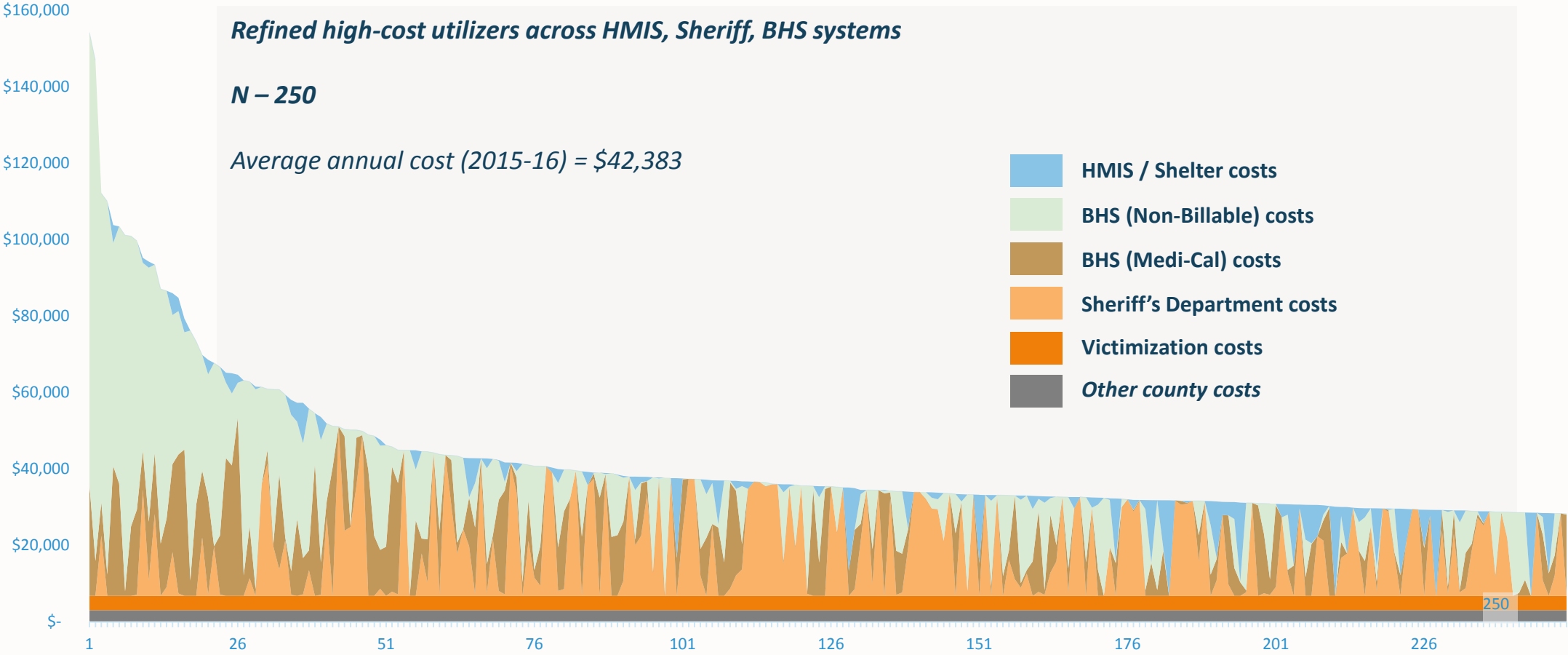
Build connections between homelessness system and criminal justice system

- New jail diversion pilot program
- Expungement Services

Increase **re-housing capacity**: Standardize and improve re-housing and supportive services, training academy, system partnering to reduce client barriers

FSRP Frequent Users Study

Average annual cost to Sacramento County public systems across high-cost, PSH-fit 250 individuals (2015-16)



https://socialfinance.org/content/uploads/Sacramento-Homelessness-PFS-Feasibility-Study_Full.pdf

FSRP Results

- March 2019 public monthly report
 - 213 have been enrolled including top user of the 250 list
 - Consumer Self-Help, Wellspace Health, Hope Cooperative
 - 212 enrolled in Property Related Services
 - Sacramento Self-Help Housing and Volunteers of America
 - 209 persons have been housed since implementation
- Monthly reports and December 2018 end-of-year Board report
<http://www.saccounty.net/Homelessness/Pages/default.aspx>

FHP Background

Flexible Supportive Re-Housing Program (FSRP)	Flexible Housing Pool (FHP)
<ul style="list-style-type: none">• Intensive Case Management Services (ICMS)• Property Related and Tenant Services (PRTS)	Same
Flexible approach to contracting, with ongoing ability to add/remove providers	Same
Collaborative implementation at client level: County, providers, participants	Same
Ongoing Services	Limited-term services using Critical Time Intervention
Participants identified through frequent user data	Participants identified through referrals from identified partner organizations
250 households in permanent supportive housing	Up to 600 households in permanent housing
System collaboration: Behavioral Health, Criminal Justice, Child Protective Services (CPS), Code Enforcement, Disability Advocacy	New system collaboration: Shelter and navigation programs, Public Defender, Adult Protective Services (APS), CoC/SSF, Cities

FHP Timeline

Activity	Estimated Timeframe
Launch program services	May 2019
Phased referral and enrollment	June – October 2019
Rehousing services through individualized services and financial support in permanent housing	June 2019 – June 2021
FHP Partner Learning	Continuous
Services end	June 2021

FHP Stakeholder Engagement

Activity	Estimated Timeframe
<p>Program Development Engagement</p> <ul style="list-style-type: none"> • FSRP Partner Session • HEAP Administration Team • Jurisdictions • Referral Entities • CoC Advisory Board 	<p>February 2019 March 2019 April 2019 April and May 2019 May 2019</p>
<p>Mid-term learning sessions</p> <ul style="list-style-type: none"> • FHP partners (referral orgs, providers, cities) • HEAP Administration Team • CoC and community stakeholders • FHP Participants 	<p>TBD</p>
<p>Reporting</p>	<p>Quarterly/TBD</p>

FHP Services – Property Related Tenant Services

- Secure housing in a variety of settings: apartment rented by participant, master leased, shared, affordable, private, public
- Support client choice in housing
- Help secure Housing Choice Voucher, as appropriate
- Administer flexible rental subsidies, and other financial assistance (deposits)
- Work with owner and tenant to maintain tenancy
- Identify when higher level of care needed (e.g., Permanent Supportive Housing) and help to transition. Clients will maintain eligibility to CoC resources.



FHP Services – Intensive Case Management Services

- Engage client and build relationship
- Support transition to housing
- Provide flexible and individualized case management services focused on housing stabilization when financial assistance ends
- Connect participants to

Health and Behavioral Health Services	Employment Services
Alcohol and Drug Treatment Services	Expungement Services
Entitlement Benefits	Community Activities

Program Standards

Case Management	Re-Housing
<p>At program launch, FHP will use existing CM protocols</p> <ul style="list-style-type: none">• Contract language• Weekly Client Case Conferencing• Mandatory Training Program• Critical Time Intervention approach• RRH Standards will be largely based on Community RRH Standards	<p>Re-Housing Standards will be largely based on Community RRH Standards, with assistance extending up to June 2012.</p>
<p>Seeking consultant services to develop/refine community wide case management and re-housing standards</p>	

FHP Referrals

Referral Source	Total Referrals
Street Outreach/Navigation	175
Shelters	300
Adult Protective Services	80
Jail Diversion Pilot	80
Total	635

FHP Access: Referral Organizations

Referring Organization	Detail	Number	Geography
Adult Protective Services	Seniors (over age 65) Dependent adults (18 to 64 years, with physical or mental limitation)	80	Countywide
Jail Diversion Pilot	Low level misdemeanants approved by Courts for diversion, overseen by County Public Defender	80	Countywide
Participating Shelters	<ul style="list-style-type: none"> Meet low barrier and other community standards Countywide access Willing to participate in bed reservation & coordinated entry In HMIS 	300	Countywide
Street Outreach Programs	Total: 32 navigators	175	
	Youth: 2 Street Outreach Navigators	10	Countywide
	4 Street Outreach Navigators	20	Countywide
	Geographic: 25 Street Outreach Navigators	145	Jurisdictional

FHP Access Street Outreach Preliminary Detail

Program	Staffing Capacity	Referral Allotment
Elk Grove	1	10
Rancho Cordova	1	10
Citrus Heights	1	10
SSF (includes City of Sacramento, unincorporated county and countywide)	9	45
Unincorporated County	4	20
DHA Outreach (countywide)	3	15
Pathways	8	40
North A Day Services	3	15
Wind Youth (countywide)	2	10
Total	32	175

FHP Access Shelter Preliminary Detail

Shelter	Bed Capacity	Referral Allotment
County Family Emergency Shelters	40	20
County Full Service Re-Housing Shelter (FSRS)	75	40
HEAP Expansion of FSRS	40	40
City Triage Shelter	70	0*
The Salvation Army Center of Hope	24	24
North A Street Shelter	80	80
North 5 th Street Shelter	80	80
Wind TAY Shelters	26	26
Total	375	300
* Closing during FHP launch		

FHP Metrics

Number of Participants Housed	<ul style="list-style-type: none">• Of those referred, how many are permanently housed or have another successful exit?• How many participants transition to a higher level of care – existing to CoC PSH or other housing resource?
Returns to Homelessness	How many participants who are rehoused return to homelessness system within 12 months of program exit?
Timeliness	How long does it take from referral to housing placement?
Housing Assistance	What is the average length and amount of FHP assistance? How many applied to HCV? Received HCV? Found housing?
Demographics	What can we say about the level of need? How many of those referred have behavioral health issues? What is length of homelessness or chronicity?

SERVICE TYPE: Housing & Case Management

PROGRAM: Sacramento County Flexible Housing Pool

POPULATION IMPACT

ALL FAMILIES TAY ADULT VETERAN CHRONICALLY HOMELESS ADULT

LEAD AGENCY

County Department of Human Assistance (DHA)

COLLABORATING DEPARTMENTS/AGENCIES

Specified Shelters and Navigation Programs in Unincorporated County, and cities of Citrus Heights, Elk Grove, Rancho Cordova, and Sacramento

Sacramento Housing and Redevelopment Agency

Community Providers: Sacramento Self Help Housing, Volunteers of America, Consumer Self Help Center, Hope Cooperative, WellSpace Health

Sacramento County Adult Protective Services (APS)

Sacramento County Office of the Public Defender

Sacramento Steps Forward

Sacramento Continuum of Care

FUNDING

\$8.1 million in one-time HEAP funding that adds to the County's \$3.7 million annual investment in the Full Service Rehousing Program.

DESCRIPTION

The Flexible Housing Pool (FHP) will provide clients with two kinds of services - Intensive Case Management Services (ICMS) and Property Related and Tenant Services (PRTS).

ICMS provide clients with flexible and individualized case management services. This includes connection to mainstream and community-based health, behavioral health,

income, disability advocacy, expungement clinic and other services essential to permanent housing stability.

Because FHP services are limited term, ICMS will utilize empirically supported approaches, such as Critical Time Intervention, that concentrate services in the early months.

PRTS provides individualized housing services to both clients and property owners. Client housing services include assistance with locating and securing permanent housing, short-term financial assistance, including deposits and rental assistance, and support to help clients maintain housing.

Owner services include working with owners to mitigate concerns related to initial occupancy or ongoing tenancy.

PRTS work to expand housing opportunities in the private market or with public programs throughout Sacramento County. Housing includes shared housing and master leased housing.

Clients are also assisted in applying for Housing Choice Vouchers (HCV) which provides long-term rental assistance and finding housing where the HCV can be used.

PRTS assistance will follow rehousing standards based on progressive engagement, fair treatment of clients, and other best practices.

ICMS and PRTS are flexible and individualized to assist each participant resolve their homelessness and stabilize in housing. Because FHP services are

Homeless Emergency Aid Program - Sacramento of limited duration the program design ensures that clients retain eligibility for other housing programs, such as Continuum of Care (CoC) Permanent Supportive Housing.

DHA and provider staff work collaboratively toward the shared goal of the client's success. Regular case conference helps resolve barriers to permanent housing stability. In FSRP, this partnership has helped to identify and address system barriers and to leverage other County systems, including those identified above.

FHP is connecting crisis response programs in a new way with re-housing services. By connecting unsheltered FHP participants to shelter while they seek housing, FHP participants will have the opportunity to stabilize and transition to permanent housing.

The FHP bed reservation pilot will inform the design of a broader bed reservation system. FHP is also piloting connections with new system partners, including APS and criminal justice (through the Jail Diversion Pilot and expungement service)

FHP is scalable with additional investment. DHA has structured provider contracts to expand quickly when additional funding is identified.

Administration is simplified through a rolling process to solicit providers and staff training ensures quality services.

With HEAP, FHP is able to ramp up services for over 600 unsheltered and sheltered individuals in an accelerated timeframe. FHP will launch in May 2019. Clients will be referred through Fall 2019 and client services will end by June 2021, when FHP funding ends.

ELIGIBILITY

Literally homeless adult individuals and households referred through approved shelter and street outreach referral partners.

ACCESS

As detailed in Attachment I, DHA will accept referrals from approved partners that provide street outreach and shelter services located in jurisdictions that have declared a shelter crisis. In addition, DHA will accept referrals from APS and from the Public Defender Jail Diversion Pilot.

Referring partners will be given an allocation of program referrals.

Referral partners will be responsible for specified client services and activities prior to referral and must agree to meet community standards, currently under development.

Shelters who are referral partners will be asked to reserve a portion of their beds for placement through the DHA bed reservation system.

Referring partners are encouraged to refer participants experiencing long term homelessness with high vulnerability and barriers to permanent housing stability.

DHA and SSF will track key demographic information on FHP participants.

PERFORMANCE METRICS

- People served
- People housed
- Non>Returns to Homelessness
- Length of time: referral to housing
- Length of time: housed
- Per client subsidy
- HCV applications and award
- Transitions to higher level of care
- Benefit linkages

SUPPORTING DOCUMENTS

- I. Referral Partners and Process

Section I Referral Partners

Street Outreach/Navigation programs. The following street outreach/navigation programs are eligible to refer clients to FHP as indicated in the Referral Process, in Section II of this attachment. This allocation considers the number navigators in the program and ensures access to all eligible geographies. All referral partners will be expected to meet community standards for their program type, once adopted.

Program	Staffing Capacity	Referral Allotment
Elk Grove	1	10
Rancho Cordova	1	10
Citrus Heights	1	10
SSF (includes City of Sacramento, unincorporated county and countywide)	9	45
Unincorporated County	4	20
DHA Outreach (countywide)	3	15
Pathways	8	40
North A Day Services	3	15
Wind Youth (countywide)	2	10
Total	32	175

Emergency shelters. The following emergency shelter programs may refer clients to FHP as indicated in the Referral Process, in Section II of this attachment:

Shelter	Bed Capacity	Referral Allotment
County Emergency Family Shelters	40	20
County Full Service ReHousing Shelter (FSRS)	75	40
HEAP Expansion of FSRS	40	40
City Triage Shelter	70	0*
The Salvation Army Center of Hope	24	24
North A Street Shelter	80	80
North 5 th Street Shelter	80	80
Wind TAY Shelters	26	26
Total	375	300

*Triage is scheduled to close prior to launch of FHP

FHP will require that the referring shelter make the same number of beds available to unsheltered referrals, including FHP participants over the course of HEAP funding (e.g., 80 FHP slots equals 80 beds made available). Shelters may opt into DHA bed reservation for a greater number of beds to avoid multiple entry processes for their shelter.

Adult Protective Services (APS). Over the period of FHP implementation, approximately 80 clients may be referred by APS. APS will identify clients who are experiencing literal homelessness and who are not likely to resolve their homelessness within 90 days or through referrals to other housing services or supports.

Jail Diversion Pilot. Over the period of FHP implementation, approximately 80 clients may be referred by the Public Defender (PD) for FHP services. Working with Sacramento Courts and the District Attorney, the PD will identify clients with low-level misdemeanors who are interested in participating in FHP services in lieu of jail. All FHP referrals will be experiencing literal homelessness and are not likely to resolve their homelessness on their own or through referrals to other housing services or supports.

TOTAL REFERRALS	
Street Outreach/Navigation	175
Shelter	300
Adult Protective Services	80
Jail Diversion Pilot	80
Total	635

Section II Referral Process

Referral partners will identify participants who are actively engaged in their services and are unable to resolve their homelessness on their own or after pursuing other rehousing or entitlement programs, such as the CalWORKs Housing Support Program (HSP). All referral partners will be responsible for supporting the participant’s referral to DHA by completing and/or obtaining the following for their client:

1. Participant profile in HMIS or updating information in existing profile
2. Initial VI-SPDAT or a rescreen if the VI-SPDAT is more than a year old
3. California ID
4. Social Security card
5. Completed FHP Participant Profile

Once these items have been received by DHA, the participant will be enrolled into FHP and assigned to a Property Related and Tenant Services (PRTS) provider. PRTS will then meet with the participant and begin identifying immediate housing opportunities. The referral partner will continue to engage with their client until the client moves into permanent housing.

The Intensive Case Management Services (ICMS) will be assigned to the participant upon move-in and will then employ the Critical Time Intervention (CTI) model to support transition and success in permanent housing.

SERVICE TYPE: Shelter/Interim Housing

PROGRAM: New Youth Shelter for Literally Homeless TAY Victims of Crime

POPULATION IMPACT

ALL FAMILIES TAY ✓ ADULT VETERAN CHRONICALLY HOMELESS ADULT

LEAD AGENCY

The Sacramento LGBT Community Center

COLLABORATING DEPARTMENTS/AGENCIES

City of Sacramento

County of Sacramento

Sacramento Continuum of Care

FUNDING

CoC Homeless Emergency Assistance Program funding: \$166,395. The California Governor’s Office of Emergency Services (Cal OES): \$300,000.

DESCRIPTION

The Center will operate a 12-bed temporary residential shelter (anticipating 36 unique individuals served annually) in the Central City located near the Center’s main office and Q-Spot, which is their drop in center.

Prospective shelter participants will be directed to the Q-Spot for eligibility determination and information about the shelter and its services. The Shelter will operate from the low-barrier model and will provide an affirming environment inclusive of individuals, adult families, and participants with pets.

Minimal rules will be placed upon participants of this program and services will be offered, but not mandatory.

The Center anticipates partnerships with Capital Star, the lead agency in the Youth Help Network, a county administered mental health program. This partnership expands The Center’s capacity to provide specialized mental health services to program participants.

The Center will partner with Wind Youth Services and Waking the Village for referrals to housing, case management, and support groups.

On-site pro bono legal services will be provided through a partnership with Legal Services of Northern California.

For victims experiencing an occurrence of domestic violence, The Center has forged a partnership with WEAVE for crisis intervention, art groups, and counseling services.

The Center is a partner in the local Continuum of Care and its Coordinated Entry System, and also enters data into the community’s Homeless Management Information System.

ELIGIBILITY

Sacramento County residents age 18-24 who are experiencing literal homelessness as defined by a primary nighttime residence that is a public or private place not meant for habilitation and who are actively or have been a victim of crime (non-specified).

Homeless Emergency Aid Program - Sacramento

ACCESS

Initial access will be coordinated off-site at the Sacramento LGBT Community Center's Q-Spot.

Youth will be asked to complete an intake interview to determine eligibility. Upon determination of eligibility, youth will be guided to complete a short on-line form and be placed on the

program's waitlist which will alert housing staff of a potential program participant. Once an opening occurs, staff will notify next-in-line youth and provide support to enroll in shelter.

PERFORMANCE METRICS

Unduplicated participants served

Exits to permanent housing

Number of participants with multiple enrollments;

Participant length of stay

Participant exits to unsheltered homelessness

SERVICE TYPE: Interim Housing, Case Management, Re-Housing

PROGRAM: Youth Host Home Pilot Program

POPULATION IMPACT

ALL FAMILIES TAY ✓ ADULT VETERAN CHRONICALLY HOMELESS ADULT

LEAD AGENCY

The Sacramento LGBT Community Center

would be new to the community, and has the possibility of leveraging partnerships with various youth service providers to continue trying innovative ways of serving the TAY population.

COLLABORATING DEPARTMENTS/AGENCIES

City of Sacramento

The Center anticipates a partnership with Point Source Youth to provide training and assistance with ramping up the Pilot.

County of Sacramento

Sacramento Continuum of Care

A collaboration among 20 of Sacramento’s youth service providers recently completed the 100-Day Challenge, a project aimed to place 200 young adults aged 16-24 in permanent housing, which more than exceeded its goal. The Host Home Pilot program would capitalize on the cross-agency collaboration and the relationships developed through that project.

FUNDING

The Center is requesting a total of \$443,504 over two years from the HEAP City and CoC’s allocation.

DESCRIPTION

The Youth Host Home program is a pilot based on Point Source Youth model currently deployed in 12 U.S. cities, including Los Angeles and San Francisco which are models for Sacramento.

The Pilot program will participate in HEAP’s Flexible Housing Pool and the shelter, case management and coordinated entry standards being developed CoC-wide through HEAP and CESH.

It is anticipated that the program will serve at least 10 TAY and recruit at least 10 host homes in program year one, and at least 30 TAY and recruit at least 20 host homes in year two .

The Center has already initiated ramp up by increasing capacity to support this Pilot, and the new HEAP funded Youth Shelter program; they have hired an Assistant Director for Housing, who will oversee these two programs in addition to other Center activities.

Following a youth-driven matching process, private host homes provide a room, food and emotional support to youth experiencing homelessness, for an average stay of 5-6 months. Hosts receive a monthly stipend of \$400 to help offset additional costs incurred by participation in the program.

ELIGIBILITY

The goal is to divert TAY who are newly homeless from the streets. This model of interim housing

Sacramento County residents age 18-24 who are experiencing literal homelessness as defined by a primary nighttime residence that is a public or private place not meant for habilitation.

Homeless Emergency Aid Program - Sacramento

ACCESS

TAY access to the program would be by referral from the LGBT Center and other youth partners such as Wind Youth Services and Waking the Village. The Center will verify eligibility and program fit, and will match participants with volunteer hosts.

PERFORMANCE METRICS

Unduplicated participants served; and

Exits to permanent housing

Number of instances of service

Participant length of stay

Exits to unsheltered homelessness

Number of host homes recruited



SACRAMENTO CONTINUUM OF CARE BOARD MEETING Follow Up Log

*Assigned - Request has been assigned to staff or committee
In Process - Assigned staff or committee is implementing a response to the request
Ongoing - Request response is a reoccurring activity
Complete - Request response is complete*

Status Definitions:

Issue Title	Issue Description	Date Identified	Status	Assigned To / Owner	Date Assigned	Follow up Due Date	Date Completed	Resolution/Follow up	Comments
Follow-Ups from April 10, 2019 Meeting									
Produce accessible documents	The font used for meeting materials should be larger. The font used in the CESH application provided in the packet was extremely small.	4/10/19	Ongoing	Kate	4/10/19	Monthly	Ongoing	All meeting materials will be produced with a minimum font of 12 pt.	
Invite members to FY2019 NOFA Input Sessions	Send meeting invitations to members for the monthly input sessions on the CoC Application and Planning Project Application to begin in April.	4/10/19	Complete	Kate	4/10/19	N/A	4/11/19	Staff will send meeting invitations to members	
Follow-Ups from Prior Meetings									
Special Meeting- Data	Provide more data on the missing cohort from the data shared at the special priorities-setting meeting	3/13/19	Assigned	Michele	3/13/19	6/12/19		System-level data	Implementation plan and timeline is being developed and staff will share this information at the June meeting
Community Solutions Work	Advise the CoC of SSF's work with Community Solutions, current and past	3/13/19	Assigned	Lisa	3/13/19	TBD		Staff will prepare a written and verbal presentation materials on the Community Solutions work undertaken today (veterans, coordinated entry, by name list)	Need to prioritize and schedule
Data Team Work Plan	Advisory Board requests additional data presentations- staff will provide a Data Team work plan and schedule of presentations	2/14/18	Assigned	Michele	2/14/18	5/8/2019 6/12/19		Staff will present a Data Team work plan and timeline that includes regular presentations to the Advisory Board	Original follow-up request was more narrow, but members and staff have formulated a broader request over time

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Status Definitions:

Issue Title	Issue Description	Date Identified	Status	Assigned To / Owner	Date Assigned	Follow up Due Date	Date Completed	Resolution/Follow up	Comments
HEAP/CESH Responsibilities	Advisory Board needs to know what HEAP and CESH decisions require their input and/or approval	6/13/18	Assigned	Ben	6/13/18	4/10/19		SSF will work with the City and County to develop an outline of HEAP and CESH decisions that require their input and/or approval	A plan for this request is underway but will be completed incrementally
100-Day Challenge	Advisory Board requests a written report on 100-Day Challenge results, including homeless status and housing location	2/13/19	Assigned	Michele	2/13/19	4/10/2019 6/12/19		Initial Follow Up Due Date of 4/10/19 cannot be met; 100-Day Team and staff will coordinate to prepare a written report for May or June Advisory Board meeting	100-Day Team members have been focusing on completing the Youth Homelessness Demonstration Project Application due 5/15/19
Governance Charter	Review the Governance Charter and the regulations regarding its required components	5/9/18	Assigned	Governance Committee	6/13/18	TBD			Committee recommendations anticipated in Summer 2019
Committee Formation	Develop a process for convening new standing and ad hoc committees	5/9/18	Assigned	Governance Committee	6/13/18	TBD		Governance Committee will develop a process for convening new committees	Governance Committee is working on committees more broadly and recommendations are anticipated in Summer 2019
Committee Reports	Members suggest Committee Reports be a standing monthly agenda item	5/9/18	Assigned	Governance Committee	6/13/18	TBD		Governance Committee will recommend strategy for ensuring Advisory Board members are kept abreast of the committees' activities	Governance Committee is working on committees more broadly
Committee Responsibilities	Need to balance conducting Advisory Board business in a timely manner and taking the time needed to fully discuss and understand decisions being made	6/13/18	Assigned	Executive Committee & Governance Committee	6/13/18	TBD		Multiple strategies: address important decisions in two meetings; provide materials and take questions in advance to help staff and presenters prepare; Executive Committee reviews agendas in advance to ensure sufficient time; Governance Committee will recommend a committee structure that supports efficient use of Advisory Board time	

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Status Definitions:

Issue Title	Issue Description	Date Identified	Status	Assigned To / Owner	Date Assigned	Follow up Due Date	Date Completed	Resolution/Follow up	Comments
System-Level Planning and Performance	Advisory Board needs a committee or another avenue for system-level planning and performance review	4/11/18	Assigned	Governance Committee	6/13/18	TBD		Governance Committee will incorporate resolution of this item within its broader discussion of and recommendations regarding committees	Committee recommendations anticipated in Summer 2019
HUD Planning Project and CoC Applications	FY2019 Planning Grant and CoC Application: Provide year-round opportunity for input & review	8/8/18	In Process	Michele	8/8/18	4/1/19-9/1/19		Meetings will be held the 4th Thursday of the month, 1 PM - 2:30 PM; Meeting #1 was held 4/25/19 and focused on Planning Projects funded to date; Meeting #2 will be held 5/23/19	Staff will host monthly Planning Project and CoC Applications input sessions between April and August 2019 to prepare content for the FY2019 NOFA competition
Meeting Materials Timeliness	Members need to receive meeting materials sooner to allow for sufficient time for review and preparation for the meetings	5/9/18	In Process	Michele	5/9/18	Monthly	Monthly	Meeting materials will be provided the Thursday before the Wednesday meeting	2019 meeting materials distribution dates: Jan - Friday 1/4 Feb - Friday 2/8 Mar - Monday 3/11 Apr - Friday 4/5
HEAP/CESH Updates	Advisory Board requests monthly written reports on HEAP/CESH planning and implementation	2/13/19	On Going	Ben	2/13/19	3/13/19	Monthly		Staff will provide written report(s) for CESH at every monthly meeting, HEAP program updates will be provided periodically
New Member Orientation	Conduct an orientation for new members and other members who have joined since the last orientation on March 7, 2018	3/13/19	Complete	Kate	3/13/19	4/8/19		New member orientation scheduled for Monday, April 8, 2019, with staff and Executive Committee members	
Special Priorities-Setting Meeting-Materials	Send out materials from 3/12/19 special priorities-setting meeting	3/13/19	Complete	Kate	3/13/19	4/10/19	4/3/19	Packet to include agenda, handouts, and meeting summary to be distributed to members and posted on the SSF website	
Committee Meetings Schedule	Advise members of when committee meetings are upcoming	2/14/18	Complete	Kate	2/14/18	Monthly	Monthly	Upcoming meetings are printed at the end of each Advisory Board meeting agenda	Several strategies have been implemented over time, the current strategy began with the March 2019 meeting and will continue monthly
FY2018 HUD CoC NOFA Competition Awards	HUD has announced the FY2018 CoC NOFA competition awards	2/13/19	Complete	Michele	2/13/19	4/10/19	4/10/19	FY2018 HUD CoC NOFA competition awards staff report will be provided to the Advisory Board	Written report provided in the April meeting packet

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