

Leadership Council Meeting

Wednesday, November 20, 2019

220 12th Street, Marina, CA

1:30PM-3:00PM

Leadership Council Co-Chairs: Luis Alejo (Monterey County Board Supervisor)

Members Present & Affiliations: Mike LeBarre (Mayor of King City), Joseph Gunter (Mayor of Salinas), Cheryl Camany (Salinas City Elementary School District), Elsa Jimenez (Monterey County Health Dept.), Michael Lisman (Monterey County Health Dept.), Enrique Arreola (San Benito Health & Human Services), Lori Medina (Monterey County Dept. of Social Services), Alfred Diaz-Infante (CHISPA), Robin McCrae (Community Human Services), Dave Pacheco (City of Seaside) Dan Baldwin (Community Foundation of Monterey County), Jack Murphy (Veterans Transition Center), Kurt Schake (Veterans Transition Center)

Staff: Elliott C. Robinson, Derek Ferree, Nykole Sakihara and Roxanne V. Wilson (Coalition of Homeless Services Providers)

Guests: Georgina Alvarez (CCCIL), Stacie Alziebler-Perkins (Gathering for Women), Christopher Valenzuela (City of Salinas), Alicia Kuul (SCCA Homeless Union), Rita Acosta (Sacramento Homeless Union), Crystal Sanchez (Sacramento Homeless Union), Erin Iverson (Sacramento Homeless Union), Betty Rios (Sacramento Homeless Union), Cooper (Sacramento Homeless Union), Anna Velasquez (Senator Caballero's Office), Ricardo Estrada (ASM Rivas' Office), Glorietta Rowland (County of Monterey), Rodrigo Torres (Community Homeless Solutions), Wes White (Salinas Homeless Union), Jill Allen (Dorothy's Place), Pamela Weston (Norcal MHA), Jess Gutierrez (Housing Resource Center), Reyes Bonilla (Community Homeless Solutions), David Pratt (County of Monterey), Erica Barker (Assemblymember Mark Stone).

I. **Welcome, Introductions, and Announcements:** The meeting began at 1:33 pm and around the table introductions were made.

II. **Additions/Modifications to the Agenda:**

- LeBarre requests the action item (holding a meeting in San Benito) be moved to the top of the agenda.
- Alejo requests modifications to the format of the agenda.

III. **Public Comment:** The public is encouraged to attend Leadership Council meetings to observe council activities. Members of the public are asked to sign in so that the record reflects their presence. Public comments are limited to three (3) minutes per speaker.

- Sanchez requests that representatives from the population of people experiencing homelessness be considered when making decisions. Requests that cities stop sweeps, as they hinder people from progressing and getting off the streets. Notes that systems and policies currently in place add to the number of homeless in the area.
- Kuul states that sweeps are damaging to people. Requests help, especially for the elderly and disabled within the homeless community. Requests that cities focus on finding humane solutions rather than enforcement and to stop the criminalization of homelessness. Addresses the loss of life experienced by people within the community and requests help from the cities.
- Alejo expresses condolences for the loss.
- Acosta requests a stop to sweeps in Salinas. Expresses confusion over sweeps and where they are allowed to go, especially for those who are experiencing medical problems. States that sweeps exacerbate medical issues and prolong healing. Requests that Salinas PD and the City of Salinas help the people in the area.
- Representative from the Homeless Union expresses need to change domestic violence survivor policy to help protect survivors.
- Representative from Homeless Union questions the process of sweeps and highlights the harm and damage done to people and their property during sweeps. States that sweeps only create more trash and the increased frequency forces them to move too many times.
- White requests relief from the Leadership Council. States that the Council needs to fulfill their mission and their role to protect the people experiencing homeless. Calls for a cessation of sweeps without having adequate shelter for people. States that sweeps hurt more than they help and requests the City of Salinas stop sweeps. Suggests an immunity from sweeps if someone is enrolled in CARS.

- Acosta requests a stop to sweeps without having a shelter as an alternative. Requests a stop to the criminalization of homeless individuals.
- Kuul makes an official request to the Leadership Council on behalf of the California Homeless Union and the National Union of the Homeless to help the homeless population in the area.
- Alejo reassures that the Council is going to ensure that voices be heard as the region looks for a viable solution.

IV. Consent Agenda:

- a) September 4, 2019 LC Meeting Minutes
- b) October 23, 2019 Service, Employment and Income Committee Minutes
- c) October 23, 2019 HMIS Oversight Committee Minutes

Motion to approve all meeting minutes made by Le Barre. Second by Gunter. No abstentions. Motion carries unanimously.

V. Request from San Benito to Host a Future Meeting:

Arreola requests the LC Council have their next meeting in San Benito in order to show support to San Benito and gain a better understanding of their programs.

Gunter requests the first meeting of the year be in San Benito.

Alejo requests that all attend the meeting and commits to attending in support of San Benito. Tentative date for San Benito meeting is set for January 22, 2019.

Robinson adds to the importance of attendance and the necessity of a quorum since HHAP will need to be submitted following that meeting.

Motion to approve LC Council meeting in San Benito made by Gunter. Second by Le Barre. No abstentions. Motion carries unanimously.

VI. CoC Governance Charter and Standards Update:

Wilson presents the information regarding charter and standards update. (Appendix A)

Discussion Review:

- Robinson gives background on project with Home Base.
- January 6th will have meeting for feedback.
- January 31st draft will be due. To be presented at the March LC meeting for review.

VII. HHAP Discussion:

Robinson presents HHAP updates. (Appendix B)

a. Allocation

Possibly 3+ million dollars to CoC, 3 million to Monterey County, 1 million to San Benito County

b. Requirements

Housing First, HMIS/CARS, collaboration between jurisdictions

c. Timeline

February 15, 2020 application due, **June 20, 2025** funds must be expended.

Discussion Review:

- Alejo comments that the State wanted to move away from CoC funding which led to county allocations.
- Baldwin requests more information on the allocation process within the region and how agencies will apply for the funding. Robinson states that collaboration will be necessary during application process and agencies will apply for funding to either counties or the CoC.
- Le Barre clarifies that smaller cities should also apply for funding from the counties and the CoC.
- Robinson reviews core components of Housing First policy. *(Appendix C)*
- Le Barre comments that CES helps to meet the most pressing needs. Robinson elaborates on the CARS system and provides examples of how the system works.
- Need to discuss at future meeting how to expend HEAP interest funds.
- Notes that there is a clarifying question to HCFC on the use of the LSA.
- Notes a TA question to HCFC regarding the PIT Count and how to split them between the two counties.

- Robinson asks if there are partners that should be seated at the table that are currently not part of the Council. Highlights need for people with lived experience, law enforcement, DA, workforce development, and youth.
- Arreola asks for clarification on how to include partners in the application narrative. Robinson responds that specific partners are not necessary to name but must have a plan for including partners.
- Baldwin clarifies that strategic plan is the Lead Me Home plan. Robinson states that CHSP is collecting quotes for the revision of the plan.
- Robinson requests information on the number of people planning to apply. Arreola will be point for San Benito County. Medina states that DSS, CAO's office, and Health will collaborate for Monterey County.
- Baldwin asks if each entity needs to submit an application.
- Alejo asks if HHAP funds may be expended on capital improvements. Robinson responds that demonstrated need should be sufficient for using funds for capital improvements.
- Robinson adds that resource shortages for shelter and service create tension within the system.
- Alejo emphasizes importance of using HHAP funds in a strategic way to help the homeless population in the region.
- Baldwin asks what the role of CHSP will be in the HHAP process. Robinson responds that CHSP will be developing methods to collect data.
- Baldwin states a hope that our system reflects real change in the lives of the people experiencing homelessness. Requests that HHAP funding will consider the statements made by the California Homeless Union. Robinson states that HEAP community input will be used for this application.
- Le Barre comments that CoC should be used for implementation of services, cities for finding gaps in service and counties for well-rounded structural support. Comments that HEAP process was good opportunity to highlight coordination and is encouraged by new funding opportunity. Robinson states that collaboration will be important to ensure all bases are covered as effectively as possible.
- Weston comments that in 2015 there was good collaboration and requests that a steering committee, to deal with harm reduction and access to services, be created for HHAP funding.
- Sanchez states that impacted voices need to be included in the HHAP funding process.

VIII. CHSP Monitoring of HUD Contracts:

Ferree and Sakihara present on CoC monitoring policy. (Appendix D)

Discussion Review:

- Robinson states that monitoring policy was created at request of the Council.
- Highlights cohorts and the beginning of monitoring in March
- Alejo thanks the CHSP team for their hard work.

IX. HEAP and funded partner status report:

Robinson states that all contracts have been finalized and all are fully executed. Robinson notes that there have been some issues with workforce stability and those issues should not take away from the progress being made and the hard work of the agencies.

Questions/Comments/Discussion:

- CH Services: Salinas Youth SOP has begun operating and have hired a full staff. States confidence in the team and the work they will be doing. Vans are last to be purchased and then they will be able to start the street outreach portion. Will work in teams of two and all have their necessary licenses.
Peninsula shelter has working name: Casa de Noche Buena. Not worried about sustaining operations and have plan for more funding opportunities when HEAP runs out.
Robinson adds that Peninsula shelter will be for women and families with children.
- Warming Shelter: Rowland states that Reyes and Community Homeless Solutions are running the shelter. They have been at capacity and are looking to add more in June. The next phase includes adding beds.
- Alejo Board of Supervisors funded addition of showers and other amenities while awaiting the shelter in June.
- Jimenez adds that WPC also funded the addition of the showers. Requests ideas for the rest of WPC dollars. Currently help with rent, evictions, and legal help.
- Rowland adds that there is excitement for what has been done and future projects.
- Pratt presents the regional emergency shelter in Salinas. Received 4 bids from local contractors. Board of Supervisors awarded contract to local company November 19th. Construction to begin in December with completion set for end of 2020 or Spring 2021.

- Arreola asks which populations would be served by the shelter and the capacity. Pratt responds that men, women, families will all be allowed to access the shelter. There are approximately 100 beds with the additions of common areas. More features can be added as the program grows.
- Kuul states that successful programs should not focus on the aesthetic of the shelter and urges that the shelter be run by a responsible provider that will treat people well.
- Rowland responds that the service provider for the shelter has yet to be determined and there will be an RFP for a shelter operator. States that the county will keep that advice in consideration when it comes time to choose an operator.
- Sanchez asks about the occupancy set-up. Urges the county to consider separate spaces for men, singles and families. Pratt responds that with input from providers, there will be separate spaces for singles and families.
- Alejo explains that the current temporary shelter is also set-up with separate spaces for singles and families. Adds that sex offenders are not allowed in the shelter and will not be allowed in the new shelter due to the safety of others and especially children.
- Rios questions what the providers are doing now to help the population because there are people that need shelter now and cannot wait for months until a new shelter is built.
- Acosta echoes the sentiments from Rios. Questions the amount of beds being provided because there will not be enough for all homeless in the area. Comments on the lack of care felt from the city officials and police departments that she feels only care about grant money. Questions what to do now when their only form of shelter gets taken from them and does feel taken care of by the City of Salinas, where she has lived for her whole life and there is no affordable housing.
- Weston asks if people will be able to stay at the emergency shelter during the day. Alejo responds that the initial plan includes opening during the day but the final decision will be made when an operator is chosen.
- Representative from CA Homeless Union asks for a safe space for people to pitch their tents since there is not enough affordable housing nor shelters to house people.
- White asks if the shelter on West Alisal will remain open. Alejo responds that the shelter at West Alisal will close and no longer be operational.
- San Benito: Arreola presents HEAP projects. Capital project has secured an architect and will have a walk-through of the property. They are waiting to do a topographic survey due to the proximity to fault lines. Youth services has contracted with Youth Alliance for youth outreach. Confirmed staff for rental assistance and outreach teams. Outreach team will have a deputy sheriff and two social workers.
- HRC: Gutierrez presents HEAP project. Slight issue with staffing, but have hired new staff. HRC is expecting to begin housing people in the next month.
- CH Solutions: Bonilla presents HEAP project. Slight issues, but they are now resolved with help from US Department of Health and Human Services. Project is one or two months behind, but there is confidence in the construction team to complete the work on time.
- CCCIL: Alvarez presents HEAP project. As of today they have enrolled 13 individuals and have successfully housed 3. Another person is waiting on approval from Housing Authority to also be housed. One problem they face is the lack of housing and section 8 vouchers.
- Robinson adds that CCCIL is owed a tamale lunch from Robinson and Allen for being the first to successfully house someone.

X. HUD 100 Day Youth Challenge on Youth Homelessness:

Robinson states that the 100 Day challenge was brought by Marty Fleetwood and presents an opportunity to receive an expansion grant for youth services in the CoC and increase annual renewal demand.
Tabled by Alejo for a future meeting.

XI. CHSP Public Messaging:

Tabled for future meeting.

XII. CARS Evaluation/HOME v3 Status:

Tabled for future meeting.

Meeting adjourned 3:01 pm.

Minutes taken and prepared by Nykole Sakihara.

CoC Written Standards and Governance Charter

Timeline and Tasks

Data Collection – October 2019

- Requesting existing policies and other supporting documents (e.g. eligibility forms)
- Completing 2-3 interviews with key members of the CoC and CoC lead agency

Analysis – October/November 2019

- Reviewing all provided documents
- Research to ensure federal and state grant program compliance
- Analysis of current policies and identification of components for use in new iteration
- Analysis of community examples to inform framework/table of contents drafting
- Preparing a framework/table of contents for review by CoC lead agency

Drafting – November/December 2019

- Preparing a draft set of new policies incorporating components from existing policies

Community Input – January 6, 2020

- Facilitating a meeting of CoC members to review policies and gather feedback
- After receiving agency feedback via full day meeting, preparing a final version

Completion Date of January 31, 2020

Appendix B: HHAP Discussion



Homeless Housing, Assistance and Prevention (HHAP)

Program Guidance Information Session



AGENDA

- Program Overview
- Important Dates
- Eligible Applicants
- Application and Disbursement Process and Requirements

The PowerPoint is an overview of the HHAP Program.
For specific details, please review the HHAP Program Guidance

<https://www.bcsb.ca.gov/hcfc/>



HHAP PROGRAM OVERVIEW

- HHAP was signed into law by Governor Gavin Newsom on July 31, 2019.
- HHAP is authorized by AB101 (Chapter 159, Statutes of 2019).
- HHAP is designed to provide jurisdictions with one-time grant funds to support **regional coordination** and **expand or develop local capacity** to address their immediate homelessness challenges.
- Spending must be informed by a best-practices framework

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HHAP IMPORTANT DATES

| HHAP TIMELINE | |
|------------------------|---|
| October 2019 | Program Guidance published |
| November 2019 | Application Map and Instructions to be published |
| November-December 2019 | Release of NOFA and Application **dependent upon the release of 2019 point-in-time count by US Housing and Urban Development** |
| February 15, 2020 | HHAP Applications Due |
| April 1, 2020 | All HHAP awards to be made |
| May 31, 2023 | HHAP program funds must be contractually obligated **varies for counties, CoCs, and large cities** |
| June 30, 2025 | HHAP program funds must be fully expended |

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HHAP AVAILABLE FUNDING

| ELIGIBLE APPLICANT | FUNDED AMOUNT | FUNDING DETERMINATION |
|---|---------------|---|
| CONTINUUM OF CARE (CoC) [Part 1 of Division 31 of the HSC § 50218 (a)(1)] | \$190,000,000 | Based on each CoCs proportionate share of the state's total homeless population based on the homeless point-in time count. |
| CITY/CITY THAT IS ALSO A COUNTY, with a population of 300,000 or more, as of January 1, 2019. [Part 1 of Division 31 of the HSC § 50218 (a)(2)] | \$275,000,000 | Based on the city's proportionate share of the total homeless population of the region served by the CoC within which the city is located, based on the homeless point-in time count. |
| COUNTY [Part 1 of Division 31 of the HSC § 50218 (a)(3)] | \$175,000,000 | Based on the county's proportionate share of the total homeless population of region served by the CoC within which the county is located, based on the homeless point-in time count. |

Allocation amounts will be released within 5 days after the US Department of Housing and Urban Development (HUD) publishes the 2019 Point-In-Time count.

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ELIGIBLE APPLICANTS

- Applications for HHAP funds will **only** be submitted to HCFC by the 44 Continuums of Care (CoCs), 13 large cities and 58 counties.
 - A large city is defined as having a population of 300,000 people or more, as of January 1, 2019.
- Individual persons, cities (not identified as one of the 13 large cities), and/or nonprofit organizations are not eligible to apply directly to HCFC for HHAP funds.
- Those interested in receiving HHAP funds will apply directly to the CoC's, large cities, and/or counties, through the local process established by the eligible applicants.

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ADMINISTRATIVE ENTITY

- Eligible applicants who are large cities and counties are the Administrative Entity (AE).
- For a CoC, the AE means:
 - a unit of general-purpose local government (city, county or a city that is also a county),
 - a Joint Powers Authority (JPA),
 - or a nonprofit organization that has previously administered HUD CoC funds and been designated by the CoC to administer program funds.
- For this application, CoC and AE are used interchangeably.

<https://www.bcsf.ca.gov/hcfc/>



HHAP ELIGIBLE USES

| | | |
|--|--|--|
| Rental Assistance and Rapid Rehousing | Operating Subsidies and Reserves | Landlord Incentives |
| Outreach and Coordination (including employment) | Systems Support to create regional partnerships | Delivery of Permanent Housing |
| Innovative solutions like motel/hotel conversion | Prevention and shelter diversion to permanent housing | New navigation centers and emergency shelters (based on demonstrated need) |

****funds shall be expended on best-practices****

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BEST PRACTICES

- Include but are not limited to:
 - Housing First
 - Permanent Supportive Housing
 - Trauma Informed Care
 - Harm Reduction
 - Landlord Engagement
 - Housing Navigation
- Solutions can be innovative
- Sharing solutions and strategies



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HHAP ELIGIBLE USES (CONTINUED)

- Grantees **must spend at least 8%** of the program allocation on best-practices that meet the specific needs for homeless youth populations.
- Grantees **may use up to 5%** of the program allocation on:
 - Strategic homelessness plan and/or,
 - For infrastructure development to support coordinated entry systems and Homeless Management Information Systems (HMIS).
- Grantees **may use up to 7%** of their program allocation for administrative costs to administer its program allocation.

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HHAP INELIGIBLE USES

- Grantees **shall not** supplant existing local funds for homeless housing, assistance, or prevention.
- Grantees **cannot** replace local funds that are committed to an existing or developing homeless assistance program.
- Grantees **shall not** fund projects or services that are not in compliance with Housing First Policy.
- Reimbursement **is not** permitted for activities occurring prior to July 1, 2019.

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HHAP NOTICES

- HCFC published two notices on October 7, 2019.
- Notice to Request to Use 2017 Point-In-Time Count
 - Eligible applicants have until midnight on the day HUD releases the 2019 Point-In-Time Count make a request
- Notice of Intent to Redirect HHAP program allocation
 - Eligible applicants have until February 15, 2020 to redirect their HHAP program allocation
 - Submitting a notice of intent is not a binding agreement

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EXPENDITURE DEADLINES

- HHAP funds must be fully expended by June 30, 2025.
 - By May 31, 2023, grantees must contractually obligate:
 - **Counties** 100% of their program allocation
 - **CoCs and large cities** 50% of their program allocation
- **please refer to the Program Guidance document for additional details.

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EXPENDITURE DEADLINES EXAMPLE

If a grantee only contractually obligated 40% of their program allocation then:

| DATE | COUNTY | CoC AND LARGE CITIES |
|-------------------|--|---|
| May 31, 2023 | Must notify Agency: <ul style="list-style-type: none"> • The name of the CoC(s) • The amount of program funds to be reverted | <ul style="list-style-type: none"> • Contractually obligate 50% |
| June 30, 2023 | <ul style="list-style-type: none"> • Evidence that the funds were transferred • submit an updated budget | <ul style="list-style-type: none"> • Submit an alternative disbursement plan |
| July 31, 2023 | | <ul style="list-style-type: none"> • Agency approve or deny disbursement plans. |
| December 31, 2023 | | <ul style="list-style-type: none"> • Remaining 10% of program funds not fully expended by this date shall be returned to Agency. |

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HHAP APPLICATION PROCESS

- The Notice of Funding Availability (NOFA) and Application will be released within 10 days of HUD publishing the final 2019 Point-In-Time Count.
- Streamlined process designed to quickly and efficiently award and distribute funds.
- Applications will be reviewed and approved as they are received.
- Technical assistance will be provided to ensure applications are submitted

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HHAP APPLICATION HIGHLIGHTS

- The application will be completed online.
- Application does not have a “save” feature and must be submitted in one sitting.
- The applicant will receive a confirmation email that includes a copy of the application, a tracking number, and a checklist of documents that **must** be submitted.
- The applicant **must** reply to the email and attach all items listed on the checklist.
- Documents **must** be submitted for the application to be considered complete.

****Documents can be submitted at a later date, but no later than March 1, 2020****

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APPLICATION REQUIRED DOCUMENTS

- ✓ Narrative
- ✓ Budget
- ✓ Letters of Support
- ✓ Redirection of Funds Documentation
- ✓ Authorized Signatory Form
- ✓ GovTin or Payee Data Record

<https://www.bcsb.ca.gov/hcfc/>



HOMELESSNESS SUMMARY (PAGE 8-SECTION 1)

- Eligible applicants shall use the HUD [Longitudinal System Analysis](#) (LSA)
- CoC's will share the LSA with Counties and Large Cities
- All applicants **MUST** submit an electronic copy of their LSA with application.
- Large cities and counties may included additional information specific to their region.

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REGIONAL COORDINATION (PAGE 8-SECTION 2)

- Describe the Coordinated Entry System (CES)
 - **CoC's** –Identify barriers or challenges and plans to address them
 - **Large Cities/Counties** – Describe how you interface with the CES
- Describe the prioritization criteria
- Describe how they have coordinated with their partnering CoC, large city (if applicable), and/or county to identify their share of the regional need to address homelessness.
- Outline efforts to create sustainable, long-term solutions

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RESOURCES (PAGE 9-SECTION 3)

- Describe existing programs and resources specific to addressing homelessness
- Describe how they are integrated and coordinated with their partnering CoC, large city (if applicable), and/or county



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PARTNERS (PAGE 9-SECTION 4)

- **Describe Partners Working on HHAP Projects With You**
 - Projects & Partners DO NOT have to be identified at time of application
 - Describe process to include partners instead
- **Partners At Minimum Should Include:**

| | | |
|--------------------------------|-----------------------------|----------------------------|
| ✓ People with lived Experience | ✓ Law Enforcement | ✓ Behavioral Health |
| ✓ Providers | ✓ Educators | ✓ DA, parole agents |
| ✓ Youth programs | ✓ Faith-based organizations | ✓ Workforce Development |
| ✓ Health-Care | ✓ Other Cities | ✓ Public Housing Authority |
- **Explain Barriers to Partnering and solutions**

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FUNDING (PAGE 9-SECTION 5)

- Detailed annual budget that includes federal, state, and local
 - EXAMPLES:**
 - ✓ [Homeless Emergency Aid Program \(HEAP\)](#),
 - ✓ [California Emergency Solutions and Housing \(CESH\)](#),
 - ✓ [No Place Like Home \(NPLH\)](#)
 - ✓ [CalWORKS Housing Support Program \(HSP\)](#)
 - ✓ [Permanent Local Housing Allocation \(PLHA\)](#)
- Provide information on the programs supported by the funds identified in the detailed budget and how HHAP program funds will complement these identified funds.

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SOLUTIONS (PAGE 9-SECTION 6)

- **Overview of the planning efforts to address homelessness.**
 - Use elements from strategic plan
- **Identify measurable goals (Examples)**
 - Decrease the percent of our jurisdiction's total homeless population that is unsheltered by 10 percentage points annually (baseline of 65% from 2018)
 - Reduce the number of people who become homeless for the first time across our jurisdiction by 20% annually (baseline of 2,000 households from 2018)
 - Increase the percent of successful shelter exits into permanent housing by 5 percentage points annually (baseline of 60%).

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DISBURSEMENT PROCESS

- HHAP Program funds will be disbursed within 90 days of a **completed** application.
 - ✓ Award letter and Standard agreement issued within 30 days
 - ✓ Awardee reviews, signs, and returns contract within 30 days
 - ✓ 100% of program allocation disbursed within 30 days
- Funds will be disbursed directly to the AE.

****The approval process may extend beyond 90 days if the supporting documentation is incomplete and/or if there is a delay in the AE returning the signed standard agreement****

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COLLABORATION, COORDINATION, AND COMMITMENT



- **Collaboration**-Local, state, and federal government, stakeholders, non-traditional entities, people with lived experience.
- **Coordination** to maximize funding and resources to achieve solutions
- **Commitment** to doing our part.

<https://www.bcsh.ca.gov/hcfc/>



https://www.bcsh.ca.gov/hcfc/documents/heap_funding_matrix.pdf

<https://www.bcsh.ca.gov/hcfc/>





https://www.bcsch.ca.gov/hcfc/documents/heap_funding_resources.pdf

<https://www.bcsch.ca.gov/hcfc/>



Contact Information

- HCFC website <https://www.bcsch.ca.gov/hcfc/>
- Questions: HCFC@BCSCH.ca.gov
- To request HCFC staff presentations:
<https://www.bcsch.ca.gov/hcfc/webapps/request.php>
- To receive information releases regarding the HEAP program, please register for the program [listserv](#)
- Social media
 -  https://twitter.com/CA_HCFC
 -  <https://www.facebook.com/CalHCFC/>
- Amber Ostrander, HHAP Grant Manager
Amber.ostrander@bcsch.ca.gov
(916) 651-7995 (office)
(916) 477-4228 (cell)

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Appendix C: Housing First Policy

11/25/2019

Codes Display Text



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WELFARE AND INSTITUTIONS CODE - WIC

DIVISION 8. MISCELLANEOUS [8050 - 8261] (*Division 8 repealed and added by Stats. 1967, Ch. 1667.*)

CHAPTER 6.5. Housing First and Coordinating Council [8255 - 8257] (*Chapter 6.5 added by Stats. 2016, Ch. 847, Sec. 2.*)

8255. For purposes of this chapter:

(a) "Coordinating council" means the Homeless Coordinating and Financing Council established pursuant to Section 8257.

(b) "Core components of Housing First" means all of the following:

(1) Tenant screening and selection practices that promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services.

(2) Applicants are not rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness."

(3) Acceptance of referrals directly from shelters, street outreach, drop-in centers, and other parts of crisis response systems frequented by vulnerable people experiencing homelessness.

(4) Supportive services that emphasize engagement and problem solving over therapeutic goals and service plans that are highly tenant-driven without predetermined goals.

(5) Participation in services or program compliance is not a condition of permanent housing tenancy.

(6) Tenants have a lease and all the rights and responsibilities of tenancy, as outlined in California's Civil, Health and Safety, and Government codes.

(7) The use of alcohol or drugs in and of itself, without other lease violations, is not a reason for eviction.

(8) In communities with coordinated assessment and entry systems, incentives for funding promote tenant selection plans for supportive housing that prioritize eligible tenants based on criteria other than "first-come-first-serve," including, but not limited to, the duration or chronicity of homelessness, vulnerability to early mortality, or high utilization of crisis services. Prioritization may include triage tools, developed through local data, to identify high-cost, high-need homeless residents.

(9) Case managers and service coordinators who are trained in and actively employ evidence-based practices for client engagement, including, but not limited to, motivational interviewing and client-centered counseling.

(10) Services are informed by a harm-reduction philosophy that recognizes drug and alcohol use and addiction as a part of tenants' lives, where tenants are engaged in nonjudgmental communication regarding drug and alcohol use, and where tenants are offered education regarding how to avoid risky behaviors and engage in safer practices, as well as connected to evidence-based treatment if the tenant so chooses.

(11) The project and specific apartment may include special physical features that accommodate disabilities, reduce harm, and promote health and community and independence among tenants.

(c) "Homeless" has the same definition as that term is defined in Section 91.5 of Title 24 of the Code of Federal Regulations.

(d) (i) "Housing First" means the evidence-based model that uses housing as a tool, rather than a reward, for recovery and that centers on providing or connecting homeless people to permanent housing as quickly as possible. Housing First providers offer services as needed and requested on a voluntary basis and that do not make housing contingent on participation in services.

System Performance Monitoring Plan

Policies & Procedures

Prepared by the Coalition of Homeless Services
Providers

October 2019



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2019 CoC Program Monitoring Process Policy

I. Purpose:

The primary purpose of the Monterey and San Benito Counties Continuum of Care (CoC), represented by the Coalition of Homeless Services Providers (CHSP), is to carry out the responsibilities of a CoC as defined by the CoC Program Interim Rule (24 CFR 578).

A significant part of these responsibilities is the creation and implementation of a System Performance Monitoring Plan for monitoring the performance of recipients and subrecipients (agencies) of CoC program funding. This plan strives to improve outcomes for persons experiencing homelessness who are receiving assistance through these projects and achieving the Leadership Council's vision for everyone in the CoC region to have a safe, stable place to call home.

CHSP must consult with agencies of CoC program funding operating within the boundaries of the CoC to:

- A. Establish performance targets;
- B. Monitor agency performance;
- C. Evaluate outcomes; and
- D. Act against poor performers

The System Performance Monitoring Plan will provide the necessary structure to comply with regulatory requirements as well as advance the CoC's efforts to end homelessness across the region.

II. Introduction:

The goals of Monterey and San Benito counties' Continuum of Care Program Monitoring plan is to:

- A. Proactively assist projects with efforts to comply with Department of Housing and Urban Development (HUD) regulations. Although CoC program monitoring does not exhaustively address all HUD program requirements, this process addresses areas that HUD prioritizes for allocation of funds.
- B. Provide guidance and Technical Assistance (TA) opportunities to CoC-Funded projects.
- C. Address and help resolve performance concerns related to policies, procedures, and outcomes.
- D. Ensure there is consistency in how agencies/projects implement their CoC-Funded programs.

III. Process:

All CoC funded programs are subject to the most current regulations established by HUD. Additional requirements may also exist for these programs based on local priorities and goals. Funded programs are responsible for reviewing, understanding and complying with these regulations and requirements. This monitoring process was developed to fall within those regulations and reflect best practices for the Monterey and San Benito County's CoC.

There are four components of the monitoring process:

- A. The agency evaluation tool;
- B. On-site client file review;
- C. Self-assessment; and
- D. HMIS security check.

The agency evaluation tool and self-assessment are completed at the agency level. When multiple projects are monitored at an agency, the on-site client file review is the only component that occurs independently for each project. Monitoring processes will be conducted on a strict timetable, included here in this policy manual.

Since the use of HMIS is a requirement for CoC funded programs, the HMIS security checks will also occur during site visits. There will be one security check for each agency to be conducted by the designated HMIS staff person. There is a link to the requirements for HMIS security compliance, which can be found in the references. The security plan and compliance checklist can also be found on the CHSP website under the HMIS Admin-ART documents web page.

Entities and Team Members Involved with the Monitoring Process: Monitoring will primarily be conducted by a team of 2-3 staff members from CHSP:

- A. 1-2 CoC Program Staff: To review self-assessments and agency evaluation tool and perform on-site client file reviews; and
- B. 1 HMIS Staff: To evaluate questions regarding HMIS data entry during the on-site client file reviews.

Additionally, as the lead entity for CoC programs in Monterey and San Benito, Leadership Council members will also be aware of the agencies/programs that are monitored and, as necessary, contribute to feedback or support related to CoC procedures.

IV. Timeline:

Monitoring will begin in December and continue through November. CHSP will divide the monitored agencies into three cohorts. Agencies will be monitored during each cohort, the number of which will vary depending on the number of projects within each agency. Those agencies within a cohort will have the same due dates and deadlines, but on-site client file reviews will occur on separate dates. The cohorts are divided as follows:

Cohort 1: March to April
Cohort 2: April to May
Cohort 3: May to June

V. Subrecipients:

If a project that has a sub-recipient is selected for monitoring, CHSP will work directly with the selected agency and that agency will be responsible for gathering information and responding to CHSP on behalf of the sub-recipient.

If the selected agency determines that a subrecipient is not complying with a program requirement or its subrecipient agreement; the agency must take action through the following process:

- A. The agency will document the subrecipient non-compliance with the CoC Program regulations and develop corrective actions designed to prevent a continuation of the deficiency, to mitigate to the extent possible, its adverse effects, and to prevent its recurrence. This report will be submitted to CHSP.
- B. CHSP will convene a meeting to review program performance and compliance to the CoC program guidelines and present the proposed corrective actions. The agency and subrecipient will attend the meeting to support the development of a schedule with milestones necessary to implement the corrective actions. The outcome of this review will be a Technical Assistance Plan that assigns responsibilities for carrying out the remedial actions and corresponding dates for evaluating activities.

VI. Notification and Preparation:

Agencies will be notified a minimum of two weeks prior to the beginning of the cohort. Therefore, cohort 1 will be notified by February 17, cohort 2 will be notified by April 15, and cohort 3 will be notified by June 15.

CHSP will post the following materials to the monitoring page of their website so agencies may prepare in advance of their scheduled time frame:

- A. CoC Monitoring Tool which includes the agency evaluation PDF form, self-assessment PDF form and on-site client file review PDF form;
- B. Monitoring process instruction manual;
- C. A sample summary report; and
- D. A sample TA plan.

VII. Methods:

CHSP will utilize four monitoring components:

- A. The agency evaluation tool;
- B. On-site client file review; and
- C. Self-assessment
- D. Summary Report

If more than one project is selected from a single agency, the agency will only be asked to complete one self-assessment and one agency evaluation, but an on-site client file review will be conducted for each project.

- A. Agency Evaluation Tool:** The Agency Evaluation Tool is used to evaluate policies and procedures in place at the agency to ensure compliance with HUD regulations and local priorities. Because there are many acceptable ways to operate a program, for each question the agency/project provides a description of how they comply, followed by uploading supporting documents/evidence or identifying whether supporting evidence may be demonstrated best through an on-site visit or staff interviews. The criteria prioritized in the Agency Evaluation Tool are listed in more detail in the appendix section of this policy manual.
- B. On-Site Client File Review:** The file review evaluates whether appropriate documentation is maintained in participant files for eligibility, housing, and supportive services. A cross reference between the physical files and HMIS database is performed for areas such as: consent, enrollment, move-in dates, housing status, and income.

The file review lasts one-two business day(s) and occurs on-site at the project's facility. The on-site client file review is completed for 3-5 participants. When selecting participant files, CHSP will choose a cross-section of files that will include participants who have recently exited, who have recently enrolled, and who have long periods of program enrollment. CHSP will send the agency the selected list of HMIS Client IDs 1-2 days before the review so staff may retrieve the files.

At the beginning of the review, CHSP will ask staff to demonstrate how forms and documentation are organized within the file structure. However, agency staff do not need to remain with the monitors the whole time. CHSP will highlight preliminary results at the end of the file review.

There will also be time designated during this day for a staff member to review additional on-site documents related to the agency audit and/or interview staff, if necessary. The on-site client file review PDF form is available for review and preparation purposes on the monitoring page of CHSP's website.

- C. Self-Assessment:** The self-assessment is an opportunity for the project to reflect on performance and challenges related to practices that are priorities in our community. It is an opportunity for the agency to self-evaluate their project and discuss areas in which they would like to request technical assistance (TA).

Topics covered in the self-assessment include homeless and chronic homeless definitions and recordkeeping, coordinated entry, enrollment, housing, eviction prevention, data collection, staff development, service provision, and grant management.

One week prior to site visit agencies should complete and submit self-assessment to CHSP. Question types include narratives, checkboxes, Yes/No, and rating scales. The self-assessment also provides an opportunity for the project to identify additional TA needs related to performance on the intent to renew (NOFA) or the CHSP monitoring tool.

D. Summary Report: The summary report is a culmination of the results from both the agency evaluation and the on-site client file review. The report will consist of specific instances where the agency is out of compliance with reference to the code that is being violated. Also included in the summary report will be recommendations for corrective action. Those recommendations can be used to inform the Technical Assistance (TA) Plan.

VIII. Timeframe and Process for Cohorts:

This is the schedule that will occur over the 8 week/40 business day monitoring window. If needed, adjustments may be made to the schedule to ensure CHSP and the selected agency are able to complete CoC responsibilities.

| Day | Agency |
|-------|--|
| 1 | Receive agency evaluation tool, self-assessment, and requests to schedule on-site client file review date and conference call date |
| 15 | Self-assessment is due |
| 20-35 | On-site client file reviews occur; agency evaluations occur; HMIS security checks occur |
| 36 | Receive summary report covering agency evaluation & file review |
| 37-40 | Conference calls occur to discuss self-assessment, summary report, and develop a TA plan |
| 40 | Receive TA plan and schedule TA activities for future dates |

IX. Results:

On day 36 the agency will receive a monitoring summary report which will include the results of the agency evaluation and the on-site client file review components. A conference call or on-site follow-up appointment with the agency and CHSP staff will be held within 5 days to discuss the results, answer questions about the report, discuss the self-assessment component, and decide what to include in the technical assistance (TA) plan.

X. Technical Assistance:

Types of technical assistance may include:

- A. Formal or informal discussions;
- B. Referrals to training;
- C. Special/tailored training sessions;
- D. Feedback on drafted or revised policies; and
- E. Referrals to other content experts within or outside of Monterey and San Benito's CoC.

The process of completing monitoring components and receiving results from CHSP is also considered technical assistance due to the potential for agencies to develop additional understanding of requirements and practices by participating.

After the conference call or on-site follow-up occurs in which the agency and CHSP staff agree upon areas in which technical assistance is needed and available, CHSP will write a TA plan and send it to the agency. The following five days will be reserved to provide TA, either to individual agencies or to a group within the cohort. If TA cannot be provided in that timeframe, it will be scheduled for a future date.

XI. Remedial Action and Sanctions

CHSP will review the performance of each agency in carrying out its responsibilities. For programs that fail to meet program requirements:

- A. CHSP shall notify the agency of the nonperformance and/or non-compliance with CoC Program regulations, taking into account participant comments and complaints.
- B. If the agency fails to respond to the proposed corrective actions of the corrective action plan, or fails to reply within the designated time frames, and is not able to demonstrate compliance, the following sections describe remedial actions and sanctions that may be taken or imposed by both HUD and/or The Continuum of Care.

Remedial Actions: Remedial actions as described at 24 CFR part 578.107(b)(1) may include the following:

- A. Developing and following a schedule of actions for carrying out project activities and projects affected by non-compliance, including schedules, timetables, and milestones;
- B. Establishing and following a grants management plan that assigns responsibilities for carrying out remedial actions;

- C. Canceling or revising project activities or projects likely to be affected by noncompliance before expending associated grant funds;
- D. Re-programming grant funds not yet expended for given activities or projects to eligible costs or projects;
- E. Suspending funds disbursement;
- F. Influencing future scores in the CoC ranking process;
- G. Reducing or terminating an agency's remaining grant funds and re-allocating funds to other agencies or returning funds to HUD; and
- H. Requiring matching contributions to be made before or in conjunction with draws being made from the agency's grant.

Sanctions by HUD: Sanctions, as defined at 24 CFR part 578.107(b)(2) through (9), may include the following:

- A. Changing method of payment to reimbursement;
- B. Suspending payments to preclude the further expenditure of funds for affected projects or activities;
- C. Continuing the grant with a substitute recipient of HUD's choosing;
- D. Denying matching credit for all or part of the cost of the affected activities and requiring further matching contributions;
- E. Requiring the recipient to reimburse its line of credit in an amount equal to the funds used for the affected activities;
- F. Reducing or terminating the remaining grant;
- G. Imposing conditions on a future grant; and
- H. Imposing other legally available remedies.

XII. Communication Strategy:

Regarding the timely follow-through on monitoring activities, CHSP aims to work collaboratively, not punitively, with monitored agencies and provide clear communication and expectations throughout all components so that activities can be successfully fulfilled.

Additionally, CHSP has established a protocol to provide **3 reminders** to agencies regarding missed deadlines. After three reminders have been issued, CHSP will take note in the monitoring report of

actions and activities that are incomplete, and this information may be shared as outlined in the “Sharing Monitoring Results” section.

XIII. Evaluation:

CHSP staff will conduct an end-year evaluation of the process by asking agencies to complete a survey, reviewing aggregate monitoring results, and seeking feedback from the monitoring workgroup. Aggregate monitoring results will contain data including, but not limited to, the number of policies/procedures that are revised, the number of new policies/procedures that are created to address identified gaps or improve future compliance, and the number of resources or connections provided to monitoring recipients. Following the end-year evaluation, CHSP will identify best practices and make recommendations for any adjustments needed to the next year’s process. A year after monitoring is completed, when the agencies have completed another year of the local evaluation, the agencies will be asked to complete an additional follow-up survey with questions that will help determine the impact of the completed monitoring components on score changes or trends. CHSP will also track HUD audits that occur after agencies are monitored to determine if the process contributed to prevention of findings or concerns.

XIV. Sharing Monitoring Results:

Aggregate monitoring results will be shared with workgroups and the community at large to illustrate system strengths and weaknesses that are identified through the monitoring process. Information will be shared without disclosing the performance of specific agencies/projects. However, specific groups have the potential to receive monitoring results that disclose the performance of specific agencies/projects.

The groups that may receive this type of information are:

- A. The Leadership Council;
- B. Oversight Committee;
- C. CHSP Board of Directors;
- D. Monterey and San Benito County's Department of Human Services and Department of Social Services; and
- E. HUD.

The circumstances under which identifiable information will be shared with these groups are:

- A. If findings from the monitoring are significant enough that those deciding on matters of funding and/or ranking should be made aware of them;
- B. If the monitoring uncovers agency/project misrepresentation of information in the evaluation; or
- C. If the agency/project does not participate in all components of the monitoring process.

Appendices

I. Glossary of Common Terms:

Collaborative Applicant: an instrumentality of state or local government, local government, nonprofit, state, or public housing authority that has been designated by the Continuum of Care to collect the required application information from all projects within the geographic area of the Continuum and apply for a grant.

Recipient: an applicant that signs a grant agreement with the U.S. Department of Housing and Urban Development (HUD), as defined in Section 424 of the McKinney-Vento Act.

Subrecipient: a private nonprofit organization, State or local government, or instrumentality of a State or local government that receives a subgrant from the recipient to operate a project. The definition of “subrecipient” is consistent with the definition of “project sponsor” found in Section 401 of the McKinney-Vento Act.

II. Proposed Monitoring Criteria:

Administration and recordkeeping activities include, but are not limited to: Continuum of Care Records (24 CFR 578.103(a)(1)) As the jurisdiction’s CoC Collaborative Applicant, CHSP will maintain documentation relating to establishment and operations of the local Continuum of Care (CoC).

1. Homeless Status – Documentation of literal homelessness as defined in 24 CFR Part 576.500(b).
2. At Risk of Homeless Status – Documentation that establishes “at risk of homelessness” status of each individual or family who receives homelessness prevention assistance as defined in 24 CFR Part 576.500(c).
3. Chronically Homeless Status – Documentation that establishes “chronically homeless” status of each individual or family who receives assistance as defined in 24 CFR Part 578.3.
4. Reasonable Belief of Imminent Threat of Harm – Documentation for people who moved to a different Continuum of Care (region) due to imminent threat of further domestic violence, dating violence, sexual assault, or stalking under 24 CFR Part 578.51(c)(3).
5. Annual Income – Perform initial, and at least annually thereafter, a review of income for people receiving housing assistance where rent or occupancy charge is paid by the program participant. The annual income review will be performed in compliance with 24 CFR Parts 578.77. Calculating Occupancy Charges, Rent and Annual Income will be entered in HMIS using the anniversary of the program
6. entry date that is established “when the fiscal payment of rent begins (first date of Housing Assistance Payment)” regardless of the date when the actual income review was completed, as long as this review was no sooner than 30 days prior to the anniversary date, and no later than 30 days following the anniversary date. The supporting income documentation will be retained in the participant case file, and may be uploaded into HMIS for agencies using electronic filing.

7. Program Participant Records – Documentation for each program participant receiving services, an annual assessment of services for those program participants that remain in the program for more than a year, and compliance with the termination of assistance requirements under 24 CFR 578.91.
8. Housing Standards - Documentation of compliance with the housing quality standards (HQS), to include inspection reports under 24 CFR 578.75(b).
9. Services Provided – Documentation of supportive services provided under the agencies or subrecipients program and the amounts spent on those services, to include the annual assessment of services for participants and that the service package offered to program participants was adjusted, as applicable.
10. Services to Families/ Youth - Agencies must have a designated staff person to be responsible for ensuring that children being served in the program are enrolled in school and connected to appropriate services in the community (Education), including early childhood programs such as Head Start. A policy must be in place to ensure that families with children under the age of 18 are not denied admission or separated when entering housing. 24 CFR § 578.93 (e); 24 CFR § 578.23 (c)(iii)(iv).
11. Match – Records of the source and use of contributions made to satisfy the match requirement in 24 CFR 578.73, to include the records of match provided by subrecipients. The record will show how the value placed on third party in-kind contributions was derived.
12. Conflicts of Interest – Documentation to show compliance with organizational conflict-of interest requirements.
13. Homeless Participation – Documentation to show compliance with the homeless participation requirements.
14. Faith-Based Activities – Documentation to show compliance with the faith-based requirements under 24 CFR 578.87(b), as applicable.
15. Affirmatively Furthering Fair Housing – Maintain marketing, outreach and other materials used to inform eligible persons of the program to document compliance with the requirements in 24 CFR 578.93(c).
16. Other Federal Requirements – Documentation in support of compliance with 24 CFR 578.99, as applicable. www.fsr.gov
17. Subrecipients and Contractors – The agency will retain copies of all solicitations from and agreements with subrecipients, records of payment requests and payments, and documentation of monitoring findings with corrective actions of subrecipients, as applicable.
18. Other Records Specified by HUD - Other documentation defined in 24 CFR 578.103(a)(17).

Reference of Codes, Regulations, and Requirements

Code of Federal Regulations: Title 24 part 578, 2 CFR part 200

Compliance with other federal requirements (i.e. lead based paint, Section 3, Section 504), if applicable 24 CFR § 578.99; 24 CFR § 35; 24 CFR § 578.3

Environmental Review 24 CFR § 578.99; 24 CFR § 578.31

Fair Housing and Equal Opportunity requirements 24 CFR § 578.93; 24 CFR § 578.103(a)(15)

Fair Housing Laws and Presidential Executive Orders

https://www.hud.gov/program_offices/fair_housing_equal_opp/FHLaws

HMIS Security Plan and Quarterly Compliance Checklist <http://www.chspmontereycounty.org/wp-content/themes/chsp/img/Security-Plan.pdf>

HUD-CoC Notices <https://www.hudexchange.info/coc/coc-program-law-regulations-and-notices/#notices>

The Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH) of 2009

The McKinney-Vento Homeless Assistance Act As Amended by S.896