

## **1A. Continuum of Care (CoC) Identification**

### **Instructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1A-1. CoC Name and Number:** MA-504 - Springfield/Hampden County CoC

**1A-2. Collaborative Applicant Name:** City of Springfield MA

**1A-3. CoC Designation:** UFA

**1A-4. HMIS Lead:** City of Springfield MA

## 1B. Continuum of Care (CoC) Engagement

**Instructions:**

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**1B-1. CoC Meeting Participants. For the period from May 1, 2017 to April 30, 2018, using the list below, applicant must: (1) select organizations and persons that participate in CoC meetings; and (2) indicate whether the organizations and persons vote, including selecting CoC Board members.**

Organization/Person Categories	Participates in CoC Meetings	Votes, including selecting CoC Board Members
Local Government Staff/Officials	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes
Law Enforcement	Yes	No
Local Jail(s)	Yes	Yes
Hospital(s)	Yes	No
EMS/Crisis Response Team(s)	Yes	No
Mental Health Service Organizations	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes
Disability Service Organizations	Yes	No
Disability Advocates	No	No
Public Housing Authorities	Yes	Yes
CoC Funded Youth Homeless Organizations	Yes	Yes
Non-CoC Funded Youth Homeless Organizations	Yes	Yes
Youth Advocates	Yes	No
School Administrators/Homeless Liaisons	Yes	Yes
CoC Funded Victim Service Providers	Yes	Yes
Non-CoC Funded Victim Service Providers	Yes	Yes
Domestic Violence Advocates	Yes	Yes
Street Outreach Team(s)	Yes	No
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	No	No
LGBT Service Organizations	No	No
Agencies that serve survivors of human trafficking	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes
Mental Illness Advocates	No	No
Substance Abuse Advocates	No	No

<b>Other:(limit 50 characters)</b>		
State agency staff	Yes	Yes
Veterans Administration	Yes	Yes

**1B-1a. Applicants must describe the specific strategy the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness. (limit 2,000 characters)**

In coordination with the Western Massachusetts Network to End Homelessness, the CoC holds five open and publicly advertised meetings each month: Individual Services, Unaccompanied Youth, Veterans, Family Services and Career Services. Advance notice of the meetings and minutes from the meetings are posted on the Network's website, which has been active for almost 10 years and has close to 200 subscribers.

Throughout the year, these committees include various items on agendas and invite guests. Ideas from meetings have led to additional planning, work groups, and strategies. In the past year, the committees have: guided the CoC's development of youth planning; organized a providers resource networking fair; started a workgroup looking at the intersection of homelessness and domestic violence; and coordinated a new housing initiative for non-VA-eligible veterans.

The CoC's Board of Directors meetings are announced in advance and open to the public.

**1B-2.Open Invitation for New Members. Applicants must describe: (1) the invitation process; (2) how the CoC communicates the invitation process to solicit new members; (3) how often the CoC solicits new members; and (4) any special outreach the CoC conducted to ensure persons experiencing homelessness or formerly homeless persons are encouraged to join the CoC. (limit 2,000 characters)**

- (1) The CoC is open to anyone interested; there is no process.
- (2) The CoC solicits new members by posting notice on its website that new members are welcome, and can join by indicating interest to the CoC administrator or attending meetings. CoC and subcommittee meetings are posted publicly online and are open to all. CoC leadership assesses types of entities and perspectives that are not represented on the CoC Board of Directors, and undertakes outreach to invite persons representing these entities and perspectives to join the Board.
- (3) The CoC assesses gaps and invites new members on an ongoing basis throughout the year.

(4)The CoC works with provider organizations to identify homeless and formerly homeless persons to be involved with the CoC and serve on the Board of Directors.

**1B-3.Public Notification for Proposals from Organizations Not Previously Funded. Applicants must describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding, even if the CoC is not applying for new projects in FY 2018, and the response must include the date(s) the CoC publicly announced it was open to proposals. (limit 2,000 characters)**

The CoC uses an open Request for Proposals (RFP) to select new projects, which compete against renewal projects. New and renewal projects are scored according to published objective criteria, CoC funding priorities are considered in choosing the project/population types where there is most need, and a committee made up of CoC members who are not associated with any applicants makes final decisions on which projects to include in the CoC application.

For the FY18 competition, the RFP was posted on the websites of the Springfield-Hampden CoC, and the City of Springfield Office of Housing on July 11, 2018. The CoC placed notice of the RFP in the local newspaper, and emailed it to nonprofit agencies that provide housing and homeless programs. The RFP explains how applications must be submitted (in esnaps) and informs potential applicants that CoC staff will guide them through use of esnaps.

This year's competition attracted two new applicants, both of which have been selected for bonus projects to be included in the application this year.

## 1C. Continuum of Care (CoC) Coordination

**Instructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1C-1. CoCs Coordination, Planning, and Operation of Projects. Applicants must use the chart below to identify the federal, state, local, private, and other organizations that serve individuals, families, unaccompanied youth, persons who are fleeing domestic violence who are experiencing homelessness, or those at risk of homelessness that are included in the CoCs coordination, planning, and operation of projects.**

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	No
Funding Collaboratives	Not Applicable
Private Foundations	Yes
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	Not Applicable
Other:(limit 50 characters)	
Veterans Administration	Yes

**1C-2. CoC Consultation with ESG Program Recipients. Applicants must describe how the CoC:**  
**(1) consulted with ESG Program recipients in planning and allocating ESG funds; and**  
**(2) participated in the evaluating and reporting performance of ESG Program recipients and subrecipients.**  
**(limit 2,000 characters)**

(1) The City of Springfield and the State of Massachusetts both provide ESG funding in the CoC's geography. Springfield reviews CoC data and consults with the CoC in creating priorities for the ESG program and selecting projects to fund. The CoC and the City collaborate to create and update the CoC-ESG

written standards. Massachusetts seeks input from the CoC on ESG priorities.

(2) The City of Springfield and state of Massachusetts provide Consolidated Annual Performance and Evaluation Reports (CAPER) to the CoC, and the City and state provide annual ESG monitoring reports to the CoC. CAPER and monitoring reports are used to create annual report cards for ESG programs which are provided to ESG subrecipients.

**1C-2a. Providing PIT and HIC Data to Consolidated Plan Jurisdictions. Did the CoC provide Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area?** Yes to both

**1C-2b. Providing Other Data to Consolidated Plan Jurisdictions. Did the CoC provide local homelessness information other than PIT and HIC data to the jurisdiction(s) Consolidated Plan(s)?** Yes

**1C-3. Addressing the Safety Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors. Applicants must describe:**

**(1) the CoC’s protocols, including the existence of the CoC’s emergency transfer plan, that prioritizes safety and trauma-informed, victim-centered services to prioritize safety; and**

**(2) how the CoC maximizes client choice for housing and services while ensuring safety and confidentiality. (limit 2,000 characters)**

(1) The CoC's coordinated entry process allows for DV survivors to be entered into the system using a standardized code that replaces name and identifying information; contact information is provided only for a caseworker/Housing Navigator, who is the point of contact for housing matches. The CoC's Emergency Transfer Plan provides that a tenant in a CoC program who is the victim of domestic violence, dating violence, sexual assault or stalking and requests a transfer will be transferred within the program or outside the program to next available CoC-funded unit for which the person or household is eligible under HUD's CoC rules, without needing to meet other eligibility or preference requirements. The eligible person or family retains their original homeless or chronically homeless status for the purposes of the transfer. Remaining family members retain their housing in the original unit, unless terminated by the program or landlord for cause.

(2) All clients are empowered to exercise choice in selection of housing, and clients may refuse housing offers without providing a reason and maintain their original place in the coordinated entry consolidated housing list. The CoC permits transfers between programs, and DV transfers are prioritized without the housing provider knowing the reason for the transfer.

**1C-3a. Applicants must describe how the CoC coordinates with victim services providers to provide annual training to CoC area projects and Coordinated Entry staff that addresses best practices in serving survivors of domestic violence, dating violence, sexual assault, and stalking. (limit 2,000 characters)**

The CoC coordinates with the YWCA of Western Massachusetts, the largest provider of emergency DV shelter and housing in our area, to provide annual training to Coordinated Entry staff and CoC provider staff. YWCA staff have prepared a two-hour training for CoC staff on best practices regarding safety and planning protocols in serving survivors of domestic violence. The training emphasizes trauma-informed and victim-centered practices. The training was most recently held on September 10, 2018 and was attended by 64 individuals from 16 agencies.

In addition to this annual training, the CoC assists in coordinating other trainings related to domestic violence throughout the year. The CoC has had DV experts attend service provider meeting to discuss privacy and confidentiality issues. It has also provided a DV training for CoC providers at its Homeless Network Resource Fair, held annually in June.

**1C-3b. Applicants must describe the data the CoC uses to assess the scope of community needs related to domestic violence, dating violence, sexual assault, and stalking, including data from a comparable database. (limit 2,000 characters)**

The CoC collects point-in-time data from the two domestic violence shelters in its geographic area, and reviews the annual Consolidated Annual Performance and Evaluation Report (CAPER) for the one DV shelter which receives federal funds. For the DV shelter that does not receive federal funds, the CoC is provided custom data reports. The DV shelters report the number of calls they receive from survivors seeking shelter but turned away due to lack of capacity.

The CoC also produces reports from its HMIS to determine numbers of DV survivors served in non-DV programs at a point-in-time and annually.

To determine the minimum amount of need, the CoC combines the point-in-time count numbers of survivors in DV shelters, emergency shelter, transitional housing, and unsheltered. The CoC has surveyed DV agencies to determine the housing needs of survivors, and has used those survey results to create an estimate of the number of rapid rehousing and permanent supportive housing units needed for survivors. The CoC has used data about the number of survivors currently served in existing RRH and PSH units and calculated expected turnover rates to identify the amount of need that can be met by existing programs.

The CoC acknowledges that this provides a very rough estimate and does not take into consideration inflow and outflow rates. The CoC has applied this year for a DV CE project which will provide staff with the capacity to track this across the system and reach a deeper understanding of the level of resources needed to address ongoing demand, while also seeking to reduce demand through safe diversion.

**1C-4. DV Bonus Projects. Is your CoC Yes  
 applying for DV Bonus Projects?**

**1C-4a. From the list, applicants must indicate the type(s) of DV Bonus  
 project(s) that project applicants are applying for which the CoC is  
 including in its Priority Listing.**

SSO Coordinated Entry	<input checked="" type="checkbox"/>
RRH	<input checked="" type="checkbox"/>
Joint TH/RRH	<input type="checkbox"/>

**1C-4b. Applicants must describe:**

- (1) how many domestic violence survivors the CoC is currently serving in the CoC's geographic area;**
- (2) the data source the CoC used for the calculations; and**
- (3) how the CoC collected the data.**  
**(limit 2,000 characters)**

(1) In August 2018, the CoC was serving 249 survivor households: 147 in emergency shelter or domestic violence shelters, 30 in transitional housing, 21 in rapid rehousing, and 51 in permanent supportive housing.

(2) The data sources used were the CoC's HMIS, and the HMIS-comparable data systems of the YWCA and Womanshelter/Companeras, the two domestic violence shelters in the CoC's geographic area.

(3) The CoC produced data reports from its HMIS and requested data from the YWCA and Womanshelter. These agencies ran data reports in their HMIS-comparable systems to produce the data. The CoC consolidated the data from the three sources.

**1C-4c. Applicants must describe:**

- (1) how many domestic violence survivors need housing or services in the CoC's geographic area;**
- (2) data source the CoC used for the calculations; and**
- (3) how the CoC collected the data.**  
**(limit 2,000 characters)**

(1) At a point-in-time, there are at least 177 survivor households in need of housing and services. The number is likely higher, because the DV are always full and regularly turn away people fleeing domestic violence. It is extremely difficult to calculate the an accurate level of need based on turnaways, because these numbers count the same person each time she calls, includes additional double-counting due to the presence of two local DV shelters, and also includes people calling from outside the geographic area.

(2) The data sources used were the CoC's HMIS, and the HMIS-comparable data systems of the YWCA and Womanshelter/Companeras, the two domestic

violence shelters in the CoC's geographic area.

(3) The CoC produced data reports from its HMIS and requested data from the YWCA and Womanshelter. These agencies ran data reports in their HMIS-comparable systems to produce the data. The CoC consolidated the data from the three sources.

**1C-4d. Based on questions 1C-4b. and 1C-4c., applicant must:**

- (1) describe the unmet need for housing and services for DV survivors, or if the CoC is applying for an SSO-CE project, describe how the current Coordinated Entry is inadequate to address the needs of DV survivors;**
- (2) quantify the unmet need for housing and services for DV survivors;**
- (3) describe the data source the CoC used to quantify the unmet need for housing and services for DV survivors; and**
- (4) describe how the CoC determined the unmet need for housing and services for DV survivors.**  
**(limit 3,000 characters)**

(1) The CoC is seeking both CE and RRH CE for survivors. The CE project is needed because the need for prioritization takes place at different points in the non-DV and DV systems. The CoC has an adequate number of regular shelter beds to meet demand, so the existing CE is set up primarily to assist and prioritize for housing. In contrast, the DV shelters are always full, so the need is greatest for diversion and prioritization for shelter. Because the DV providers have the most expertise in safety assessment and planning, it is critical to have their expertise at the access points to CE for DV survivors. DV providers also point out that the safety issues involved for survivors make immediate access to rehousing assistance more time-sensitive than others in the homeless assistance system.

Based on conversations with domestic violence providers, the CoC estimates that fewer than 5% of survivors have the ability to self-resolve, and that 5% need permanent supportive housing. The rest, which are most survivor households, need rapid rehousing assistance.

(2) The CoC's unmet need for housing with services for DV survivors is 132 rapid rehousing subsidies.

(3) The CoC used the point-in-time count (to identify the number of people needing housing), the Housing Inventory Chart (to determine available resources), and the number of people DV survivors in CoC programs, and turnover rates for existing programs to determine the level of housing need.

(4) The CoC identified the point-in-time number of survivors, used provider estimates of how many survivors need rapid rehousing or permanent supportive housing, and used existing use of CoC programs by survivors and turnover rates to determine how much of the need could be met by existing CoC resources. The numbers reported in section (2) of the question reflect the need after accounting for the fact that some survivors will access existing CoC programs.

**1C-4e. Applicants must describe how the DV Bonus project(s) being**

**applied for will address the unmet needs of domestic violence survivors.  
(limit 2,000 characters)**

The DV CE project will provide uniform intake, screening and assessment, while dedicating increased staff resources to access to housing. The standardized assessment will assist providers to better consider which clients can immediately access housing without needing to first enter the domestic violence shelters, and this provides an opportunity to reserve shelter beds for those in most immediate danger. DV CE will be especially well-suited to assist clients in considering safety issues when considering diversion options.

**1C-4f. Applicants must address the capacity of each project applicant applying for DV bonus projects to implement a DV Bonus project by describing:**

- (1) rate of housing placement of DV survivors;**
  - (2) rate of housing retention of DV survivors;**
  - (3) improvements in safety of DV survivors; and**
  - (4) how the project applicant addresses multiple barriers faced by DV survivors.**
- (limit 4,000 characters)**

(1) In the last fiscal year, the YWCA domestic violence shelter exited 20% of participants to permanent housing and another 40% to transitional housing, and Womanshelter exited 65% of participants to permanent housing.

(2) The DV bonus project applicants do not currently operate RRH or PSH programs, so it does not have data on housing retention in its programs.

(3) Both the YWCA and Womanshelter incorporate safety planning for survivors into all aspects of their work. The agencies' existing work incorporates 24 hour hotline assistance, rapid personal contact with survivors, secure locations and facilities, relocation support for survivors who are fleeing, community-based assistance, and court/restraining order support.

(4) The YWCA and Womanshelter each have years of experience working with domestic violence survivors and have created strategies to address barriers unique to this population. These include planning for safety, identifying and supporting strategies for increasing income, providing counseling and trauma-informed support to survivors and their children, assisting with barriers imposed by lacking access to family assets, and providing assurances to landlords that previous tenant problems were tied to an abuser no longer in the household and will not be repeated. Both agencies have strong working relationships with the District Attorney's office and accompanying survivors to court, in order to use legal tools to assist survivors to be safe.

**1C-5. PHAs within CoC. Applicants must use the chart to provide information about each Public Housing Agency (PHA) in the CoC's geographic areas:**

- (1) Identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA who were experiencing homelessness at the time of admission;**

**(2) Indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV Program; and  
 (3) Indicate whether the CoC has a move on strategy. The information should be for Federal Fiscal Year 2017.**

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2017 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g. move on?
Springfield Housing Authority		Yes-HCV	No
Chicopee Housing Authority	69.00%	No	No
Holyoke Housing Authority	0.00%	No	No
Westfield Housing Authority			No
West Springfield Housing Authority	0.00%	No	No

**1C-5a. For each PHA where there is not a homeless admission preference in their written policy, applicants must identify the steps the CoC has taken to encourage the PHA to adopt such a policy. (limit 2,000 characters)**

Chicopee Housing Authority - Although CHA does not have a policy in its federal public housing, the agency also operates state-funded public housing, and uses a homeless priority for 100% of these units. Because of this commitment, the CoC has not engaged in further advocacy with CHA.

Holyoke Housing Authority - The CoC has met with HHA's Executive Director and staff, and HHA began planning in the past year to initiate a program using section 8 project-based vouchers for people who are chronically homeless. Unfortunately, HHA's Board of Directors rejected the proposal. The CoC is now advocating with the Board and with the City's Mayor, who appoints four of five Board members.

The CoC has not taken any steps to advocate with the Westfield and West Springfield Housing Authorities, which are both very small. The CoC has focused efforts on HHA because it is large and in a city with high levels of homelessness.

**1C-5b. Move On Strategy with Affordable Housing Providers. Does the CoC have a Move On strategy with affordable housing providers in its jurisdiction (e.g., multifamily assisted housing owners, PHAs, Low Income Tax Credit (LIHTC) developments, or local low-income housing programs)?** No

**1C-6. Addressing the Needs of Lesbian, Gay, Bisexual, Transgender (LGBT). Applicants must describe the actions the CoC has taken to address the needs of Lesbian, Gay, Bisexual, and Transgender individuals**

**and their families experiencing homelessness.  
 (limit 2,000 characters)**

The CoC has an anti-discrimination policy which prohibits discrimination based on actual or perceived gender identity, sexual orientation, or marital status.

The CoC provides annual training on the anti-discrimination policy, the Equal Access Final Rule, and the Gender Identity Final Rule. Training includes guidance for provider agencies on creation of their own anti-discrimination policies to include LGBTQ persons (if they are not already included). As a follow-up to a July 2018 training on the Equal Access Rule where shelter providers raised questions about serving transgender individuals, the CoC has scheduled a workshop for October 15, 2018 on these issues with Rev. Louis Mitchell, a nationally-known speaker, leader, and transgender man.

**1C-6a. Anti-Discrimination Policy and Training. Applicants must indicate if the CoC implemented a CoC-wide anti-discrimination policy and conducted CoC-wide anti-discrimination training on the Equal Access Final Rule and the Gender Identity Final Rule.**

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?	Yes
2. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity (Equal Access Final Rule)?	Yes
3. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement Equal Access to Housing in HUD Programs in Accordance with an Individual's Gender Identity (Gender Identity Final Rule)?	Yes

**1C-7. Criminalization of Homelessness. Applicants must select the specific strategies the CoC implemented to prevent the criminalization of homelessness in the CoC's geographic area. Select all that apply.**

Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Engaged/educated local business leaders:	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input type="checkbox"/>
No strategies have been implemented:	<input type="checkbox"/>
<b>Other:(limit 50 characters)</b>	
Operated joint clinician & police outreach team	<input checked="" type="checkbox"/>
Regularly communicated with police	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

**1C-8. Centralized or Coordinated Assessment System. Applicants must:**  
**(1) demonstrate the coordinated entry system covers the entire CoC geographic area;**  
**(2) demonstrate the coordinated entry system reaches people who are least likely to apply homelessness assistance in the absence of special outreach;**  
**(3) demonstrate the assessment process prioritizes people most in need of assistance and ensures they receive assistance in a timely manner; and**  
**(4) attach CoC's standard assessment tool.**  
**(limit 2,000 characters)**

(1) Coordinated entry operates on a "no wrong door" model. Shelter providers, outreach staff, hospital staff, behavioral health care workers, corrections staff and state agency staff throughout Hampden County may directly conduct a brief assessment and enter it into the CoC's online portal, or may call and have a CE staff person conduct the assessment. Outreach agencies have mapped the community and visit all locations that serve homeless individuals or are known locations for unsheltered persons.

(2) The people least likely to apply in the absence of special outreach are unsheltered people and those who are Spanish-speaking. The CoC uses multiple systems of care for intake to reach unsheltered people, and is very proactive in outreach. When an unsheltered individual is identified (by an outreach worker, the police, a community member, or health care workers) the individual is added to the CoC's by-name list, and the CoC conducts continuous outreach. Each unsheltered person is assigned a Housing Navigator who works with them until they are housed. Over this last year, this approach has resulted in the CoC housing a number of individuals who have been long-term homeless and were considered resistant to housing. The CoC has Spanish-speaking staff in outreach, Housing Navigator, and housing provider position to ensure that it is reaching the Spanish-speaking population. Based on recently completed research, it has found that Latinos are accessing CoC housing programs in numbers roughly proportional to their prevalence in the overall homeless population.

(3) The CoC has adopted HUD's Order of Priority. The CoC uses a metric which prioritizes based on length of stay and level of service need as determined by VI-SPDAT assessment. This metric has enabled people with very high needs to move to the top of the list and receive service quickly. People with lower levels of need are encouraged to access rapid rehousing or mainstream housing programs.

## 1D. Continuum of Care (CoC) Discharge Planning

### Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1D-1. Discharge Planning–State and Local. Applicants must indicate whether the CoC has a discharge policy to ensure persons discharged from the systems of care listed are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).**

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

**1D-2. Discharge Planning Coordination. Applicants must indicate whether the CoC actively coordinates with the systems of care listed to ensure persons who have resided in them longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).**

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

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

## Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1E-1. Project Ranking and Selection. Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2018 CoC Program Competition:**

- (1) objective criteria;**
- (2) at least one factor related to achieving positive housing outcomes;**
- (3) a specific method for evaluating projects submitted by victim services providers; and**
- (4) attach evidence that supports the process selected.**

Used Objective Criteria for Review, Rating, Ranking and Section	Yes
Included at least one factor related to achieving positive housing outcomes	Yes
Included a specific method for evaluating projects submitted by victim service providers	Yes

**1E-2. Severity of Needs and Vulnerabilities. Applicants must describe:**

- (1) the specific severity of needs and vulnerabilities the CoC considered when reviewing, ranking, and rating projects; and**
  - (2) how the CoC takes severity of needs and vulnerabilities into account during the review, rating, and ranking process.**
- (limit 2,000 characters)**

(1) The CoC's use of coordinated entry has eliminated distinctions between programs with regarded to the severity of needs and vulnerabilities for the population served--all existing programs are either permanent supportive housing for chronically homeless people (all of which fill any vacancy with the person with the longest history of homelessness and the highest level of service needs) or is rapid rehousing and serves the population designated for that assistance by the CoC policies and coordinated entry referrals.

(2) Because PSH projects are comparable to each other in who they serve, and RRH projects are also comparable to each other, the CoC does not adjust its scoring for severity of needs and vulnerabilities. The CoC does provide different scoring standards for PSH and RRH projects, however, based on the fact that PSH projects serve participants with higher service needs than RRH projects.

**1E-3. Public Postings. Applicants must indicate how the CoC made public:**

(1) objective ranking and selection process the CoC used for all projects (new and renewal);

(2) CoC Consolidated Application—including the CoC Application, Priority Listings, and all projects accepted and ranked or rejected, which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the CoC Program Competition application submission deadline; and

(3) attach documentation demonstrating the objective ranking, rating, and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available, that legibly displays the date the CoC publicly posted the documents.

Public Posting of Objective Ranking and Selection Process		Public Posting of CoC Consolidated Application including: CoC Application, Priority Listings, Project Listings	
CoC or other Website	<input type="checkbox"/>	CoC or other Website	<input type="checkbox"/>
Email	<input type="checkbox"/>	Email	<input type="checkbox"/>
Mail	<input type="checkbox"/>	Mail	<input type="checkbox"/>
Advertising in Local Newspaper(s)	<input type="checkbox"/>	Advertising in Local Newspaper(s)	<input type="checkbox"/>
Advertising on Radio or Television	<input type="checkbox"/>	Advertising on Radio or Television	<input type="checkbox"/>
Social Media (Twitter, Facebook, etc.)	<input type="checkbox"/>	Social Media (Twitter, Facebook, etc.)	<input type="checkbox"/>

**1E-4. Reallocation. Applicants must indicate whether the CoC has cumulatively reallocated at least 20 percent of the CoC’s ARD between the FY 2014 and FY 2018 CoC Program Competitions.**

Reallocation: Yes

**1E-5. Local CoC Competition. Applicants must indicate whether the CoC:**

(1) established a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program Competition Application deadline—attachment required;

(2) rejected or reduced project application(s)—attachment required; and

(3) notify applicants that their project application(s) were being rejected or reduced, in writing, outside of e-snaps, at least 15 days before FY 2018 CoC Program Competition Application deadline—attachment required. :

(1) Did the CoC establish a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program Competition Application deadline? Attachment required.	Yes
(2) If the CoC rejected or reduced project application(s), did the CoC notify applicants that their project application(s) were being rejected or reduced, in writing, outside of e-snaps, at least 15 days before FY 2018 CoC Program Competition Application deadline? Attachment required.	Yes
(3) Did the CoC notify applicants that their applications were accepted and ranked on the Priority Listing in writing outside of e-snaps, at least 15 before days of the FY 2018 CoC Program Competition Application deadline?	Yes

## **2A. Homeless Management Information System (HMIS) Implementation**

**Intructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

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

**2A-1a. Applicants must:** Pages 3-4 and 12  
**(1) provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1, and**  
**(2) indicate the document type attached for question 2A-1 that includes roles and responsibilities of the CoC and HMIS Lead (e.g., Governance Charter, MOU/MOA).**

**2A-2. HMIS Policy and Procedures Manual. Does your CoC have a HMIS Policy and Procedures Manual? Attachment Required.** Yes

**2A-3. HMIS Vender. What is the name of the HMIS software vendor?** Social Solutions

**2A-4. HMIS Implementation Coverage Area. Using the drop-down boxes, applicants must select the HMIS implementation Coverage area.** Single CoC

**2A-5. Bed Coverage Rate. Using 2018 HIC and HMIS data, applicants must report by project type:**  
**(1) total number of beds in 2018 HIC;**  
**(2) total beds dedicated for DV in the 2018 HIC; and**

**(3) total number of beds in HMIS.**

Project Type	Total Beds in 2018 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	2,364	63	2,261	98.26%
Safe Haven (SH) beds	7	0	7	100.00%
Transitional Housing (TH) beds	116	83	10	30.30%
Rapid Re-Housing (RRH) beds	922	0	874	94.79%
Permanent Supportive Housing (PSH) beds	913	0	589	64.51%
Other Permanent Housing (OPH) beds	162	0	87	53.70%

**2A-5a. To receive partial credit, if the bed coverage rate is 84.99 percent or lower for any of the project types in question 2A-5., applicants must provide clear steps on how the CoC intends to increase this percentage for each project type over the next 12 months. (limit 2,000 characters)**

TH beds: The CoC will again offer HMIS at no cost to TH providers, and inform them of the benefits of use.

PSH beds: The VA has recently indicated a new willingness to participate in HMIS. The CoC will make HMIS available to the VA at no cost and will provide training and technical assistance to VA staff to assist in implementing this change. VASH units are the majority of beds that are not currently in HMIS.

OPH beds: The CoC will again offer HMIS at no cost to TH providers, and inform them of the benefits of use.

**2A-6. AHAR Shells Submission: How many 2017 Annual Housing Assessment Report (AHAR) tables shells did HUD accept? 9**

**2A-7. CoC Data Submission in HDX. Applicants must enter the date the CoC submitted the 2018 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy) 04/29/2018**

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

### Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**2B-1. PIT Count Date. Applicants must enter the date the CoC conducted its 2018 PIT count (mm/dd/yyyy).** 01/31/2018

**2B-2. HDX Submission Date. Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy).** 04/29/2018

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

**Instructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**2C-1. Change in Sheltered PIT Count Implementation. Applicants must describe any change in the CoC’s sheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018. Specifically, how those changes impacted the CoC’s sheltered PIT count results.  
 (limit 2,000 characters)**

The state of Massachusetts added and decreased beds in certain family shelter programs, which created an overall increase of 75 emergency shelter beds for families.

In 2018, the PIT count included households displaced by hurricanes in Puerto Rico and placed in motels in our geographic area, which increased in the sheltered count by 1047 persons.

**2C-2. Did your CoC change its provider coverage in the 2018 sheltered count?** Yes

**2C-2a. If “Yes” was selected in 2C-2, applicants must enter the number of beds that were added or removed in the 2018 sheltered PIT count.**

Beds Added:	87
Beds Removed:	12
Total:	75

**2C-3. Presidentially Declared Disaster Changes to Sheltered PIT Count. Did your CoC add or remove emergency shelter, transitional housing, or Safe Haven inventory because of funding specific to a Presidentially declared disaster, resulting in a change to the CoC’s 2018 sheltered PIT count?** Yes

**2C-3a. If “Yes” was selected for question 2C-3, applicants must enter the number of beds that were added or removed in 2018 because of a Presidentially declared disaster.**

Beds Added:	87
Beds Removed:	12
Total:	75

**2C-4. Changes in Unsheltered PIT Count Implementation. Did your CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018? If your CoC did not conduct an unsheltered PIT count in 2018, select Not Applicable.** Yes

**2C-4a. If “Yes” was selected for question 2C-4, applicants must:**  
**(1) describe any change in the CoC’s unsheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018; and**  
**(2) specify how those changes impacted the CoC’s unsheltered PIT count results.**  
**(limit 2,000 characters)**

(1) Data quality change: The regular count was augmented this year by teams from the HOPE Project, which operates year-round and includes regular night-time deployments of joint crisis worker-police teams that conduct outreach to unsheltered individuals.

(2) The HOPE Project teams found unsheltered individuals that the regular count would have missed. This increased the count results, but also made them more accurate.

**2C-5. Identifying Youth Experiencing Homelessness in 2018 PIT Count. Did your CoC implement specific measures to identify youth experiencing homelessness in its 2018 PIT count?** Yes

**2C-5a. If “Yes” was selected for question 2C-5., applicants must describe:**  
**(1) how stakeholders serving youth experiencing homelessness were engaged during the planning process;**  
**(2) how the CoC worked with stakeholders to select locations where youth experiencing homelessness are most likely to be identified; and**  
**(3) how the CoC involved youth experiencing homelessness in counting during the 2018 PIT count.**  
**(limit 2,000 characters)**

(1) The youth portion of the count was planned by the CoC’s ongoing Unaccompanied Homeless Youth Committee, which includes stakeholders who serve youth, as well as youth. Stakeholders involved included the area Runaway and Homeless Youth provider, McKinney Vento liaisons, staff from community colleges, and staff from the MA Department of Children and Families.

(2) At planning meetings, stakeholders identified locations where youth they engage with gather, and suggested ways to engage the youth in those locations. Provider stakeholders volunteered to hold "come-and-be-counted" events, conduct outreach to laundromats and other 24-hour locations, and speak directly with high school students.

(3) Youth did not participate in the count itself.

**2C-6. 2018 PIT Implementation. Applicants must describe actions the CoC implemented in its 2018 PIT count to better count:**

**(1) individuals and families experiencing chronic homelessness;**

**(2) families with children experiencing homelessness; and**

**(3) Veterans experiencing homelessness.**

**(limit 2,000 characters)**

(1) The CoC maintains a comprehensive by-name list (BNL) of all chronically homeless individuals and families on an ongoing basis. As part of the PIT, the CoC compares people identified in the count with the BNL, and works to learn where each person on the list was on the night of the count. This includes extending the count for several days to look for these people and ask where they were on the night of the count.

(2) Because Massachusetts expands its shelter capacity to meet need, the CoC relies on the system to provide an accurate count of families with children.

(3) The CoC maintains a comprehensive BNL of homeless veterans, and undertakes the same process it uses for chronically homeless persons to account for the location of every veteran on the night of the count. The CoC also partners with the VA to undertake the count.

## 3A. Continuum of Care (CoC) System Performance

### Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**3A-1. First Time Homeless as Reported in HDX. In the box below, applicants must report the number of first-time homeless as reported in HDX.**

Number of First Time Homeless as Reported in HDX.	2,820
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### 3A-1a. Applicants must:

- (1) describe how the CoC determined which risk factors the CoC uses to identify persons becoming homeless for the first time;
- (2) describe the CoC's strategy to address individuals and families at risk of becoming homeless; and
- (3) provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the number of individuals and families experiencing homelessness for the first time. (limit 2,000 characters)

(1) The CoC has reviewed data and consulted with prevention providers to identify risk factors. Risk factors include: eviction for a reason associated with a behavioral health issue; eviction and having very low income; displacement due to housing condemnation; and displacement from being doubled up.

(2) The CoC coordinates closely with ESG-funded prevention providers to have staff in eviction court who screen for high-risk factors and provide financial and case management assistance. The CoC also has diversion programs which intervene with people coming in to shelter to assist in determining if there is a way to avoid shelter. The diversion programs are well-coordinated with prevention and rapid rehousing assistance providers to be able to provide necessary resources to prevent shelter entry.

(3) The Executive Director of Catholic Charities, a large provider of prevention and rapid rehousing, who coordinates these efforts with other providers.

### 3A-2. Length-of-Time Homeless as Reported in HDX. Applicants must:

- (1) provide the average length of time individuals and persons in families remained homeless (i.e., the number);
- (2) describe the CoC's strategy to reduce the length-of-time individuals and persons in families remain homeless;
- (3) describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
- (4) provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the length of time

**individuals and families remain homeless.  
 (limit 2,000 characters)**

- (1) The CoC's average length of time homeless is 131 days (a decrease from 210 in the prior year).
- (2) The CoC coordinates regular multi-agency case-conferencing meetings to strategize placements for long-stayers--both chronically homeless and those at-risk of chronic homelessness. The CoC uses all of its PSH for chronically homeless and prioritizes housing placements by length of homelessness (and service needs). The CoC focuses additional case management and prioritizes RRH for persons identified as at risk of chronic homelessness.
- (3) The CoC runs twice a month HMIS data reports to identify long-stayers, and maintains a by-name list of those who are chronically homeless. The list prioritizes by length of stay and severity of service needs, and the CoC has adopted the order of priority in Notice CPD-16-11.
- 4) The CoC Administrator/Springfield Director of Housing.

**3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX. Applicants must:**

- (1) provide the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations; and**
- (2) provide the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations.**

	Percentage
Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid re-housing that exit to permanent housing destinations as reported in HDX.	43%
Report the percentage of individuals and persons in families in permanent housing projects, other than rapid re-housing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	93%

**3A-3a. Applicants must:**

- (1) describe the CoC's strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations; and**
- (2) describe the CoC's strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.**

**(limit 2,000 characters)**

- (1) The CoC works to increase the number of permanent supportive housing, move-on, and rapid rehousing units by: reallocating CoC funds from transitional housing and poor performing projects; working with housing authorities to prioritize homeless people for units and to assist with move-on strategies; approaching subsidized housing providers to seek set-asides of units; and using HOME TBRA assistance for homeless households.
- (2) The CoC's rate of retention of housing or exit to other permanent housing

exceeds 90%. To increase this rate, the CoC has designated all PSH units at DedicatedPlus. This practice, which has just begun across all programs, allows the CoC to quickly rehouse anyone who loses a PSH placement, without requiring the person to become chronic again. Other strategies the CoC uses to maintain permanent housing is the provision of wrap-around services and use of low-demand Housing First models for all PSH programs.

**3A-4. Returns to Homelessness as Reported in HDX. Applicants must report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX.**

	Percentage
Report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX	1%

**3A-4a. Applicants must:**

- (1) describe how the CoC identifies common factors of individuals and persons in families who return to homelessness;**
- (2) describe the CoC’s strategy to reduce the rate of additional returns to homelessness; and**
- (3) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the rate individuals and persons in families returns to homelessness. (limit 2,000 characters)**

(1) The CoC has looked at its data on persons who have returned to homelessness in order to identify risk factors. Among individuals, the highest risk factor is a combination of mental illness and active substance use. For families, risk factors are very low incomes and active substance use or untreated mental illness.

(2) The CoC's strategy to reduce returns to homelessness is to ensure that proper assessment and assistance is provided when people are housed, so that those who are most in need of support services receive ongoing services, and those who are most in need of increased income are connected with employment and training resources. All of the CoC's programs are low-demand, Housing First. The CoC provides regular training to housing support staff to provide them the tools necessary to assist this population to remain housed.

(3) CoC Administrator/City of Springfield Director of Housing.

**3A-5. Job and Income Growth. Applicants must:**

- (1) describe the CoC’s strategy to increase access to employment and non-employment cash sources;**
- (2) describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and**
- (3) provide the organization name or position title that is responsible for overseeing the CoC’s strategy to increase job and income growth from employment. (limit 2,000 characters)**

(1) The CoC uses various strategies: use of job developer positions, use of a clubhouse model and supported employment for chronically homeless individuals, and increased SOAR training for agency staff to improve success in access to SSI.

(2) The CoC has collaborated with the Workforce Innovation and Opportunity Act (WIOA) agency in a project called Secure Jobs Connect, which works to link homeless persons to housing and employment at the same time. The CoC has provided information to CoC-funded providers about trainings and technical assistance to improve assistance for participants to increase employment income.

(3) The Director of the Western Massachusetts Network to End Homelessness, who chairs the multi-agency Career Services committee.

**3A-6. System Performance Measures Data** 05/30/2018  
**Submission in HDX. Applicants must enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2017 (mm/dd/yyyy)**

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

### Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

- 3B-1. DedicatedPLUS and Chronically Homeless Beds. In the boxes below, applicants must enter:**
- (1) total number of beds in the Project Application(s) that are designated as DedicatedPLUS beds; and**
  - (2) total number of beds in the Project Application(s) that are designated for the chronically homeless, which does not include those that were identified in (1) above as DedicatedPLUS Beds.**

Total number of beds dedicated as DedicatedPLUS	335
Total number of beds dedicated to individuals and families experiencing chronic homelessness	0
<b>Total</b>	<b>335</b>

**3B-2. Orders of Priority. Did the CoC adopt the Orders of Priority into their written standards for all CoC Program-funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing? Attachment Required.** Yes

**3B-2.1. Prioritizing Households with Children. Using the following chart, applicants must check all that apply to indicate the factor(s) the CoC currently uses to prioritize households with children during FY 2018.**

History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of previous homeless episodes	<input checked="" type="checkbox"/>
Unsheltered homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad credit or rental history	<input type="checkbox"/>
Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

**3B-2.2. Applicants must:**

- (1) describe the CoC’s current strategy to rapidly rehouse every household of families with children within 30 days of becoming homeless;**
- (2) describe how the CoC addresses both housing and service needs to ensure families successfully maintain their housing once assistance ends; and**
- (3) provide the organization name or position title responsible for overseeing the CoCs strategy to rapidly rehouse families with children within 30 days of becoming homeless.**  
**(limit 2,000 characters)**

(1) The makes diversion and rapid rehousing assistance available to every homeless family from the time they first seek shelter and continuing until they are housed. The state of Massachusetts offers a \$10,000 diversion/rapid rehousing benefit to these families, and the CoC provides 12 months of rapid rehousing assistance to families not eligible for the state benefit, including those who are fleeing domestic violence. The CoC screens families using the Family-VI-SPDAT, and refers families with high service needs to PSH.

(2) Both the CoC's programs and those offered by the state provide a combination of financial/rental assistance plus case management which is especially focused on increasing household income. Case management staff are also available to participants to mediate with landlords, advocate with other providers, and troubleshoot with participants when they experience challenges. The CoC RRH program offers a financial literacy class to all participants.

(3) Way Finders, Inc.

**3B-2.3. Antidiscrimination Policies. Applicants must check all that apply that describe actions the CoC is taking to ensure providers (including emergency shelter, transitional housing, and permanent supportive housing (PSH and RRH) within the CoC adhere to antidiscrimination policies by not denying admission to or separating any family members from other members of their family or caregivers based on age, sex, gender, LGBT status, marital status, or disability when entering a shelter or housing.**

CoC conducts mandatory training for all CoC and ESG funded service providers on these topics.	<input type="checkbox"/>
CoC conducts optional training for all CoC and ESG funded service providers on these topics.	<input type="checkbox"/>
CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	<input type="checkbox"/>
CoC has worked with ESG recipient(s) to identify both CoC and ESG funded facilities within the CoC geographic area that may be out of compliance, and taken steps to work directly with those facilities to come into compliance.	<input type="checkbox"/>
CoC has sought assistance from HUD through submitting AAQs or requesting TA to resolve non-compliance of service providers.	<input type="checkbox"/>

**3B-2.4. Strategy for Addressing Needs of Unaccompanied Youth Experiencing Homelessness. Applicants must indicate whether the CoC’s strategy to address the unique needs of unaccompanied homeless youth includes the following:**

Human trafficking and other forms of exploitation	Yes
LGBT youth homelessness	Yes
Exits from foster care into homelessness	Yes

Family reunification and community engagement	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs	Yes

**3B-2.5. Prioritizing Unaccompanied Youth Experiencing Homelessness Based on Needs. Applicants must check all that apply from the list below that describes the CoC’s current strategy to prioritize unaccompanied youth based on their needs.**

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

**3B-2.6. Applicants must describe the CoC's strategy to increase:  
 (1) housing and services for all youth experiencing homelessness by providing new resources or more effectively using existing resources, including securing additional funding; and  
 (2) availability of housing and services for youth experiencing unsheltered homelessness by providing new resources or more effectively using existing resources.  
 (limit 3,000 characters)**

(1) The CoC reallocated FY15 funding to create a new rapid rehousing program for youth, and reallocated funds in the FY17 competition to expand this program. Beginning in 2015, the CoC has sought and received state funds to support specialized outreach, prevention, host home (alternative to adult shelter), and additional rapid rehousing for youth. The CoC has applied for the Youth Homelessness Demonstration Project.

(2) CoC organizations have obtained RHY funds for outreach to unsheltered youth and to open a drop-in center for this population. These services find and engage youth who are then able to access youth-specific housing and services funded through the CoC and state. The CoC is engaged in a year-long technical assistance initiative (offered by MANY) to improve its coordinated entry system for youth. (With adults, the CoC has found that coordinated entry has particularly enabled it to provide better services and more frequently achieve housing outcomes for the unsheltered population.)

**3B-2.6a. Applicants must:**

- (1) provide evidence the CoC uses to measure both strategies in question 3B-2.6. to increase the availability of housing and services for youth experiencing homelessness;**
- (2) describe the measure(s) the CoC uses to calculate the effectiveness of the strategies; and**

**(3) describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of the CoC’s strategies. (limit 3,000 characters)**

(1) The CoC tracks the number of units/rapid rehousing resources available for youth. The number has increased from 8 to 22 in the past year.

(2) The CoC uses the AHAR and PIT to track numbers of youth who are homeless. The CoC also maintains a by-name list of homeless youth, and tracks new youth, housing or other placements, length of time homeless, and youth who return to homelessness. In the next year, through its work with MANY, the CoC will begin using the A Way Home America dashboard, which also includes data about race/ethnicity, sexual orientation, gender diversity, and prior situation, and provides the opportunity to compare this data to other communities.

(3) The PIT and AHAR provide comparative data about whether the CoC's strategies are effective in reducing the number of homeless youth that it has engaged. Measuring inflow provides information about the effectiveness of prevention, and outflow and length of homelessness provides feedback on the sufficiency of resources allocated and the efficiency of our system. The other factors in the A Way Home America dashboard will help the CoC understand whether it is reaching youth who are not in shelter or seeking services, and whether its strategies are appropriately targeted to subpopulations among youth experiencing homelessness, including those who are LGBTQ, not gender-binary, and/or youth of color.

**3B-2.7. Collaboration–Education Services. Applicants must describe how the CoC collaborates with:**

**(1) youth education providers;**

**(2) McKinney-Vento State Education Agency (SEA) and Local Education Agency (LEA);**

**(3) school districts; and**

**(4) the formal partnerships with (1) through (3) above.**

**(limit 2,000 characters)**

(1) CoC providers that serve families with children have relations and agreements with early childhood education providers, Head Start, and public pre-K programs, and have staff who coordinate with those providers to ensure that homeless families are able to access early childhood education.

(2) McKinney-Vento liaisons attend regular CoC committee meetings, and CoC-funded providers that work with families attend the monthly regional McKinney-Vento liaison meeting. CoC program staff and liaisons work together on the needs of individual families to ensure that homeless children and youth are enrolled in school or early childhood education, receive necessary transportation, and are connected to appropriate education-related services in the community.

(3) The CoC coordinates with school districts regarding its annual homeless youth count, and in collection of data about the number of homeless children in the district.

(4) There are no formal partnerships.

**3B-2.7a. Applicants must describe the policies and procedures the CoC**

**adopted to inform individuals and families who become homeless of their eligibility for education services. (limit 2,000 characters)**

The CoC has adopted a policy requiring CoC- and ESG-funded providers to ensure that homeless children and youth are enrolled in school or early childhood education and are connected to appropriate education-related services in the community. The policy provides that providers that serve families or youth must have a designated staff person for this purpose and must distribute materials to family households that describe the education rights of children experiencing homelessness.

**3B-2.8. Does the CoC have written formal agreements, MOU/MOAs or partnerships with one or more providers of early childhood services and supports? Select “Yes” or “No”. Applicants must select “Yes” or “No”, from the list below, if the CoC has written formal agreements, MOU/MOA’s or partnerships with providers of early childhood services and support.**

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	No	No
Head Start	No	No
Early Head Start	No	No
Child Care and Development Fund	No	No
Federal Home Visiting Program	No	No
Healthy Start	No	No
Public Pre-K	No	No
Birth to 3 years	No	No
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		

**3B-3.1. Veterans Experiencing Homelessness. Applicants must describe the actions the CoC has taken to identify, assess, and refer Veterans experiencing homelessness, who are eligible for U.S. Department of Veterans Affairs (VA) housing and services, to appropriate resources such as HUD-VASH, Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD). (limit 2,000 characters)**

The CoC maintains a by-name list of all homeless veterans, and regularly reviews HMIS data and information from outreach workers to identify veterans to be added to the list. The CoC conducts twice=monthly case-conferencing meetings to review the list. These meetings include staff from the VA, the SSVF provider, local government veteran agents, and an organization which provides GPD beds (this resource is located outside the geographic boundary of our CoC). The meeting is also attended by shelter and outreach staff, as well as by other agencies that provide resources for veterans.

CoC and VA staff use the VA Repository/SQUARES and VA records to identify

status and eligibility for individuals on the by-name list. In addition, shelter staff have been trained to obtain a DD-214 from veteran guests and when not available, to initiate a request via fax for the DD-214. This document is brought to case conferencing meetings to use it to identify eligibility for veteran-specific programs. Veterans are assessed with the VI-SPDAT, and those with high service needs are referred for VASH or CoC-funded PSH. The CoC has recently worked with the VA to allow some VASH vouchers to be used for veterans not eligible for Veterans Health care.

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

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

**3B-3.4. Does the CoC have sufficient resources to ensure each Veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach?** No

**3B-5. Racial Disparity. Applicants must:** Yes  
 (1) indicate whether the CoC assessed whether there are racial disparities in the provision or outcome of homeless assistance;  
 (2) if the CoC conducted an assessment, attach a copy of the summary.

**3B-5a. Applicants must select from the options below the results of the CoC's assessment.**

People of different races or ethnicities are more or less likely to receive homeless assistance.	<input checked="" type="checkbox"/>
People of different races or ethnicities are more or less likely to receive a positive outcome from homeless assistance.	<input type="checkbox"/>
There are no racial disparities in the provision or outcome of homeless assistance.	<input type="checkbox"/>
The results are inconclusive for racial disparities in the provision or outcome of homeless assistance.	<input checked="" type="checkbox"/>

**3B-5b. Applicants must select from the options below the strategies the CoC is using to address any racial disparities.**

		<input type="checkbox"/>
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<b>The CoC's board and decisionmaking bodies are representative of the population served in the CoC.</b>	<input type="checkbox"/>
<b>The CoC has identified steps it will take to help the CoC board and decisionmaking bodies better reflect the population served in the CoC.</b>	<input type="checkbox"/>
<b>The CoC is expanding outreach in geographic areas with higher concentrations of underrepresented groups.</b>	<input type="checkbox"/>
<b>The CoC has communication, such as flyers, websites, or other materials, inclusive of underrepresented groups</b>	<input type="checkbox"/>
<b>The CoC is training staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness.</b>	<input type="checkbox"/>
<b>The CoC is establishing professional development opportunities to identify and invest in emerging leaders of different races and ethnicities in the homelessness sector.</b>	<input type="checkbox"/>
<b>The CoC has staff, committees or other resources charged with analyzing and addressing racial disparities related to homelessness.</b>	<input type="checkbox"/>
<b>The CoC is educating organizations, stakeholders, boards of directors for local and national non-profit organizations working on homelessness on the topic of creating greater racial and ethnic diversity.</b>	<input type="checkbox"/>
<b>The CoC reviewed coordinated entry processes to understand their impact on people of different races and ethnicities experiencing homelessness.</b>	<input type="checkbox"/>
<b>The CoC is collecting data to better understand the pattern of program use for people of different races and ethnicities in its homeless services system.</b>	<input type="checkbox"/>
<b>The CoC is conducting additional research to understand the scope and needs of different races or ethnicities experiencing homelessness.</b>	<input type="checkbox"/>
<b>Other:</b>	<input type="checkbox"/>

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

**Instructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

- 4A-1. Healthcare. Applicants must indicate, for each type of healthcare listed below, whether the CoC:**
- (1) assists persons experiencing homelessness with enrolling in health insurance; and**
  - (2) assists persons experiencing homelessness with effectively utilizing Medicaid and other benefits.**

Type of Health Care	Assist with Enrollment	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

- 4A-1a. Mainstream Benefits. Applicants must:**
- (1) describe how the CoC works with mainstream programs that assist persons experiencing homelessness to apply for and receive mainstream benefits;**
  - (2) describe how the CoC systematically keeps program staff up-to-date regarding mainstream resources available for persons experiencing homelessness (e.g., Food Stamps, SSI, TANF, substance abuse programs); and**
  - (3) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy for mainstream benefits. (limit 2,000 characters)**

(1) The CoC convenes twice-monthly inter-agency case conferencing meetings which include review of access to Medicaid, SSI/SSDI, state Department of Mental Health (DMH) services, employment assistance and other mainstream benefits. Staff from Health Services for the Homeless, PATH, and DMH assist clients with applications, trouble-shoot, and advocate with mainstream providers. The CoC sponsors a monthly meeting which includes hospital social workers and crisis workers, where systemic issues about access to mental health and substance abuse services are addressed. The CoC has required each CoC-funded agency to have staff trained in SSI/SSDI Outreach, Access, and Recovery (SOAR).

(2) The CoC convenes every-other-month meetings of population-specific committees (Individuals, Families, Youth, Veterans), which frequently include presentations and updates about mainstream resources. The CoC participates in an annual resource fair that brings together homeless service and housing providers with mainstream providers to refresh information on available resources and how to access them.

(3) The CoC Administrator/Springfield Director of Housing.

**4A-2.Housing First: Applicants must report:**

- (1) total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition; and**
- (2) total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach—meaning that the project quickly houses clients without preconditions or service participation requirements.**

Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition.	13
Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach—meaning that the project quickly houses clients without preconditions or service participation requirements.	13
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects in the FY 2018 CoC Program Competition that will be designated as Housing First.	100%

**4A-3. Street Outreach. Applicants must:**

- (1) describe the CoC’s outreach;**
- (2) state whether the CoC's Street Outreach covers 100 percent of the CoC’s geographic area;**
- (3) describe how often the CoC conducts street outreach; and**
- (4) describe how the CoC tailored its street outreach to persons experiencing homelessness who are least likely to request assistance. (limit 2,000 characters)**

(1) Outreach is conducted by the PATH program, Health Care for the Homeless, the Mental Health Association, a SAMSHA-funded dual-diagnosis team, a VA peer outreach provider, and a crisis team/police outreach detail. These programs are augmented by hospital emergency room staff, and staff at drop-in centers, all of whom perform intake for coordinated entry.

(2) 100% of the geographic area is covered, although more rural areas are covered only through outreach staff presence at group meal programs.

(2) Street outreach is conducted daily by PATH and the SAMSHA-funded team, and weekly or twice weekly by the other programs.

(3) The CoC coordinates with emergency room staff, the crisis team, and the police to reach unsheltered individuals who avoid services. The CoC's use of a by-name list tracks who is being contacted, and prompts outreach staff to look

for people when there is a lack of regular contact. Street outreach programs include bilingual Spanish-speaking staff.

**4A-4. Affirmative Outreach. Applicants must describe:**

**(1) the specific strategy the CoC implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status or disability; and**

**(2) how the CoC communicated effectively with persons with disabilities and limited English proficiency fair housing strategy in (1) above.**

**(limit 2,000 characters)**

(1) The CoC requires/confirms that each funded agency has a policy to affirmatively further fair housing. The CoC conducted a fair housing analysis several years ago and identified that Hispanic persons were under-served in CoC housing programs as compared to their numbers among the sheltered/unsheltered population, and the CoC provided this analysis and training/recommendations to providers in order to improve housing participation by this population. Strategies have included an increase in bilingual staff and translated written materials. The CoC requires/confirms that all programs have policies in place to make reasonable accommodations for persons with disabilities.

(2) Coordinated entry includes Spanish-speaking staff and has access to translation services for other languages. Spanish is the primary LEP language in the CoC's geographic area.

**4A-5. RRH Beds as Reported in the HIC. Applicants must report the total number of rapid rehousing beds available to serve all household types as reported in the Housing Inventory Count (HIC) for 2017 and 2018.**

	2017	2018	Difference
RRH beds available to serve all populations in the HIC	1,295	922	-373

**4A-6. Rehabilitation or New Construction Costs. Are new proposed project applications requesting \$200,000 or more in funding for housing rehabilitation or new construction?** No

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