

Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

1. Reviewing the FY 2017 CoC Program Competition NOFA in its entirety for specific application and program requirements.
 2. Ensuring all questions are answered completely.
 3. Reviewing the FY 2017 CoC Consolidated Application Detailed Instructions, which gives additional information for each question.
 4. Ensuring all imported responses in the application are fully reviewed and updated as needed.
 5. The Collaborative Applicant must review and utilize responses provided by project applicants in their Project Applications.
 6. Some questions require the Collaborative Applicant to attach documentation to receive credit for the question. This will be identified in the question.
- Note: For some questions, HUD has provided documents to assist Collaborative Applicants in filling out responses. These are noted in the application.
 - All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

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

1A. Continuum of Care (CoC) Identification

Instructions:

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

1A-1. CoC Name and Number: MN-511 - Southwest Minnesota CoC

1A-2. Collaborative Applicant Name: Southwest Minnesota Housing Partnership

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Institute for Community Alliances

1B. Continuum of Care (CoC) Engagement

Instructions:

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

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

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

Veteran Service Organizations	Yes	No
Department of Corrections	Yes	No
Legal Services	Yes	No

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

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

As the list above shows, a full range of stakeholders contribute opinions to our CoC. Two sub-regional planning groups, also filled with a variety of stakeholders, meet bimonthly or monthly and their input is shared at CoC meetings. All county human and family services in the region are represented through the Mental Health Governing Group subcommittee. Members are invited to contribute opinions via online surveys, open meetings, phone calls and emails on topics such as HMIS, coordinated entry, and policies and procedures. The CoC provides funds to cover transportation, time and child care fees to homeless or formerly homeless person to participate in CoC meetings. This year, using outside funds, the CoC was able to provide for a formerly homeless client to attend the MN Coalition for the Homeless Annual Conference. Churches, landlords, and business owners also contribute to CoC meetings and forums regarding regional homelessness.

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

Invitations for new CoC members are advertised in the four largest newspapers in our 18-counties informing them of the work of the CoC. Also, each year, invitations are sent law enforcement, substance abuse service organizations, hospitals, city and county law makers, school homeless liaisons and other stakeholders. Members of these groups are invited to participate in the CoC process and assist with the PIT count.

Additionally this year, the CoC advertised its new coordinated entry website (www.swmnhousinghelp.org) via newspaper and radio in the four largest cities in the CoC.

Additionally, mayors, law enforcement, city councils and PHAs/HRAs received specific emails about county-level PIT data to inform their work, and about our ever-improving coordinated entry system.

In 2017 a community meeting that included business leaders, churches and landlords, was held in the second largest city in our CoC (Hutchinson MN) to address the need for more shelter beds in that community.

1B-3. Describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding in the FY 2017 CoC Program Competition, even if the CoC is not applying for new projects in FY 2017. The response must

**include the date(s) the CoC made publicly knowing they were open to proposals.
(limit 1000 characters)**

On August 2, 2017, the following email, in both English and Spanish, went out to the 80 people on the CoC listserv in both.

“The FY2017 HUD CoC Notice of Funding Availability is posted. (Click on the blue link to see the posting).

These funds are made available to create housing grants to address homelessness.

The SW MN Continuum of Care is working together to apply for project grants to serve Southwest Minnesota.

If you are interested in learning more about these funds and how to apply, please contact me by phone or email.

Please forward to your networks in Southwest Minnesota.

Justin Vorbach

SW MN Continuum of Care Coordinator

507 530 2942”

The email was followed by a map showing the 18 counties of the CoC.

This email, combined with the radio and newspapers ads about the CoC done in January and July, provided all stakeholders with the information that the CoC is the entity to approach regarding access to federal funds to address regional homelessness.

1C. Continuum of Care (CoC) Coordination

Instructions:

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

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

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

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

The State's competitive Request for Proposal (RFP) process for ESG funds includes representatives from each CoC who participate in the evaluation of ESG applications for funding. This review process, along with additional RFP

meetings, provides an opportunity for meaningful CoC input in the allocation of ESG funds in each regions.

Continuum of Care regions use the HMIS State System Administrator to collect and report annual PIT and HIC data to the Department of Human Services (DHS), who administer ESG Funds. DHS incorporates CoC-level PIT and HIC data throughout the Consolidated Plan's Needs Assessment and Market Analysis sections. The data is also a frequent source of discussion at public Con Plan hearings.

ESG-recipient level information (such as market housing trends, rental and transportation barriers) are provided by CoC members through public hearings, written comments, and directly to State staff who regularly attend CoC meetings across the state.

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

Three agencies address the needs of DV victims in SW Minnesota: Safe Avenues, Southwest Crisis Center, and Women's Rural Advocacy Program. Representatives from all three participate in CoC meetings and receive CoC emails. These agencies provide 24-hour crisis intervention, one site-based shelter, safe housing in hotels, safety planning, support groups, transportation assistance, court advocacy and assistance, support for victims of sexual assault, and for child witnesses and victims.. The CoC's Coordinated Entry System directs DV victims to report directly to DV agencies.. DV client data are not entered into HMIS. All work closely with courts and law-enforcement to ensure client security and clients are the primary decision makers in there service and housing plans. Clients choose from among existing DV, ESG, CoC and other resources regarding emergency placements (shelter, hotel voucher, existing housing with restraining order) and for their ongoing services and long-term re-housing.

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

DV Providers, who serve as the coordinated entry point for DV victims, have regular trainings on best practices for serving victims of DV. Safe Avenues provides trainings on a monthly basis at their Monthly Advocacy Meeting and at monthly staff meetings. Topics include: trauma informed care, intake/screening

process, Orders for Protection/Restraining Orders, support group facilitation, etc. Staff also attend conferences regarding DV service and client advocacy. SW MN DV Staff provide annual trainings to all CoC shelter and housing staff regarding best practices on serving survivors of DV.

DV agencies provide quarterly aggregate data the CoC regarding the scope of the problem. This informs the CoC homelessness response system. Efforts to streamline the interaction of DV agencies and general shelter and housing agencies are ongoing.

DV Agencies have staff training protocols re: staff safety, client safety, client safety planning, shelter safety, and intruders.

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

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

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry	PHA has General or Limited Homeless Preference
Worthington HRA	6.00%	Yes-HCV
Kandiyohi County HRA Public Housing	10.00%	No
Chippewa County / Yellow Medicine County HRA	5.00%	No
Montevideo HRA	40.00%	No
Hutchinson HRA	38.00%	No

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

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

Each year, the CoC coordinator sends an email to all regional PHAs/HRs that includes: (1) County level PIT data to show them the scope of homelessness in the counties they serve; (2) A copy of USICH's 2013 "PHA Guidebook to Ending Homelessness;" (3) A reminder of which CoC PHAs/HRAs offer a homelessness admission preference

Also annually, the CoC coordinator offers an training to PHA/HRA administrators regarding: An overview of the CoC, Coordinated Entry procedures, statistics on CoC homelessness, and the "PHA Guidebook on Ending Homelessness."

Additionally, each month, the CoC coordinator asks PHA/HRA administrators about vacancies and shares these with CoC shelter and housing agencies in an effort to facilitate collaboration and offer a reminder that homelessness is an ongoing regional issue. They are also reminded of this when they are invited each year to become more involved in the CoC and to assist with the Point in Time count.

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

While the CoC does not collect data on sexual orientation in HMIS, we do collect data on gender identity, and using data from the triennial MN Wilder Foundation Homelessness Survey, we realize that LGBT individuals/families are overrepresented among those in homelessness, especially among youth. The CoC coordinator meets annually with the regional PFLAG group to mutually share information and discuss the intersection of the LGBT community and homelessness in our region.

In 2017, the CoC held a training regarding the implementation of the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity, including Gender Identity Equal Access to Housing, Final Rule. The CoC has added to its policy and procedures a plan to host these trainings once a year for CoC housing and shelter providers.

The CoC has adopted an anti-discrimination policy that incorporates this rule along with non-discrimination based on classes protected by state and federal law.

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

Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Engaged/educated local business leaders	<input type="checkbox"/>
Implemented communitywide plans:	<input type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 50 characters)	

Minimizing unsheltered homelessness (5 households)	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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

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

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

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

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

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

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

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

Instructions

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

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

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

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

1E-2. Severity of Needs and Vulnerabilities

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

During the project ranking process, the CoC considers: (1) % of beds dedicated to the chronically homeless; (2) % of units for HH with children and (3) use of a Housing First model. Projects can receive up to 150 on the CoC ranking scoring sheet. Up to 15 points can be earned for % of beds dedicated to the chronically homeless, up to 15 can also be earned for % of units for households with children, and up to 10 points can be earned for use of a housing first model.

Our coordinated entry system client priority list ranks clients using the following criteria: chronicity, criminal history, lack of income, physical health, mental health, abuse/victimization history, sexual assault history, developmental disability, substance abuse history, and Veteran status.

In October of 2017, the CoC will be reviewing and updating its scoring ranking sheet and will look to take more into consideration the severity of needs and vulnerabilities experienced by program participants.

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

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

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

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

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

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

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

No Attachment Required - HUD will calculate the cumulative amount based on the CoCs

reallocation forms submitted with each fiscal years Priority Listing.

Reallocation: Option 1

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

1E-5. If the CoC rejected or reduced project application(s), enter the date the CoC and Collaborative Applicant notified project applicants their project application(s) were being rejected or reduced in writing outside of e-snaps. 09/06/2017

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

1E-5a. Provide the date the CoC notified applicant(s) their application(s) were accepted and ranked on the Priority Listing, in writing, outside of e-snaps. 09/06/2017

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

Reallocation Supporting Documentation

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

Document Type	Required?	Document Description	Date Attached
Reallocation Supporting Documentation	No	Reallocation Supp...	09/20/2017

Attachment Details

Document Description: Reallocation Supporting Documentation

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

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

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

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

2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA. Pages 1-4 of the attached MOU

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

2A-3. What is the name of the HMIS software vendor? Mediware Information Systems

2A-4. Using the drop-down boxes, select the HMIS implementation Coverage area. Statewide HMIS (multiple CoC)

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

in that project type.

Project Type	Total Beds in 2017 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	57	12	30	66.67%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	62	0	62	100.00%
Rapid Re-Housing (RRH) beds	27	0	27	100.00%
Permanent Supportive Housing (PSH) beds	198	0	198	100.00%
Other Permanent Housing (OPH) beds	0	0	0	

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

Of the CoC's 45 non-DV shelter beds, 15 are not covered by HMIS. Of these 15, six belong to a church shelter program called Family Promise of Kandiyohi County, an affiliate of the national Family Promise program. Family Promise uses its own non-HMIS database at all of its affiliates. In the next 12 months, the CoC and the Institute for Community Alliances (the MN HMIS State System Administrator) will begin an initiative to encourage this program to enter shelter data into HMIS, as many of their clients move to HMIS-based RRH and PSH programs. The remaining nine beds belong to voucher-based beds at three agencies already using HMIS for other TH, RRH, and PSH Programs. For them is it just a matter of agreeing to expand their agency HMIS coverage, adding provider codes in HMIS and having this data entered, all easily achieved. Even without Family Promise onboard, we can still get to 87% ES bed coverage by adding HMIS provider codes to the latter three agency's voucher programs.

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

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

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

Instructions:

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

2B-1. Indicate the date of the CoC's 2017 PIT count (mm/dd/yyyy). If the PIT count was conducted outside the last 10 days of January 2017, HUD will verify the CoC received a HUD-approved exception. 01/26/2017

2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy) 04/21/2017

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

Instructions:

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

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

There were no significant changes to PIT count implementation, methodology, and data quality from 2016 to 2017. The CoC again clearly trained all ES and TH programs regarding PIT policies and procedures. The CoC continued to have 100% HMIS bed coverage for TH and the majority of ES beds in HMIS. The CoC continued to have the best HMIS data quality of all 10 Minnesota CoCs. The CoC continued to engage with all DV shelter programs and non-HMIS shelter programs to collect data on all sheltered homeless.

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

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

Beds Added:	3
Beds Removed:	0
Total:	3

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

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

Beds Added:	0
Beds Removed:	0

Total:	0
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2C-4. Did the CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017?

No

CoCs that did not conduct an unsheltered count in 2016 or did not report unsheltered PIT count data to HUD in 2016 should compare their efforts in 2017 to their efforts in 2015.

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

Methodology of our unsheltered PIT-count, described below, remained the same from 2016 to 2017. Because the CoC covers over 12,000 square miles (with an average of 23 people per square mile) and no fixed homeless camps are known to exist, a public places count was not conducted. However, law enforcement was contacted in advance of the count and asked to inform the CoC of any known unsheltered persons. Further, a service-based count was used. Trained staff conducted interviews for one week following the 1/26/17 PIT. Food shelves, shelters, community action programs, school homeless liaisons, sheriffs and community meal sites conducted interviews regarding people's status on the night of Jan. 28, 2016. All interviewers were provided with a standardized state-wide survey and a web-link to upload the data Interview. Data were de-duplicated using unique identifiers and uploaded and analyzed.

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

Yes

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

There are two homeless youth specific programs in our CoC: (1) Lutheran Social Services (LSS) Homeless Youth Programs and United Community Action Agency's Homeless Youth Act program. Both are represented on our CoC Governing Board and act as entry points for homeless youth in our Coordinated Entry Program. Also on our Governing Board is a formerly-homeless woman who was homeless as a youth and is served by the LSS Homeless Youth Programs. All contributed to the planning of our PIT.

The CoC did the following to collect homeless youth information not captured in HMIS: (1) LSS engaged in their street outreach at parks and malls in the largest city in our CoC; (2) all school homeless liaisons, county social workers and law enforcement were engaged in the PIT count and (3) intake points for the service-based count included the Nobles County Integration Collaborative, a program that focuses on serving youth of diverse cultural backgrounds.

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

In 2017, the CoC continued actions that have proven successful in the past in counting individuals and families experiencing chronic homelessness, families with children, and Veterans experiencing homelessness. Every possible agency that might engage with these populations was trained and participated in the count: law enforcement, food shelves, school homeless liaisons, county social workers, DV agencies, community action agencies, homeless youth agencies, Veteran Service agencies, churches, etc. For all clients engaged, data was gathered regarding chronicity, family make-up, and Veteran status. Shortly after the PIT date, the CoC was recognized by the US Interagency Council on Homelessness for having ended Veteran homelessness, the first MN CoC to do so. In our PIT count, there were only two homeless veterans reported, both in TH. No people experiencing chronic homelessness were found in our 2017 PIT count. Homeless families with children dropped from 25 in 2016 to 21 in 2017.

3A. Continuum of Care (CoC) System Performance

Instructions

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

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

For ES and TH, FY15=498, FY16=467; a 31 person or 6% drop. When PSH is added: FY15=571; FY16=555; a 16 person or 3% drop. Processes used to identify risk factors for first-time homelessness include: (1) information gathering with hospitals, foster care, mental health and corrections to identify who is being discharged to homelessness and why, having MN's Homeless Prevention and Assistance Program (\$200,000/year in CoC) providers on the CoC's governing board and providing data on causes of housing crises. Prevention is done by housing both prevention and assistance resources within one coordinated entry points and using a common diversion and prevention assessment at coordinated entry points. Law enforcement, schools, workforce centers, DV programs, mental health programs, substance abuse programs in addition to housing resource programs, all collaborating to prevent homelessness whenever possible. The CoC Coordinator is ultimately responsible for reducing first-time homelessness.

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

In FY2016, this CoC had an average ES LOT of 27 nights, a 10% decrease from FY2015 and the second lowest in Minnesota. For ES and TH, the average was 60 nights, a 16.7% decrease from FY2015 and the lowest in Minnesota. . The CoC will continue to reduce the length-of-time individuals and families

remain homeless by using Housing First for all supportive housing which helps to minimize barriers and delays to accessing PSH, prioritizing our Chronic and Family PSH programs, using a common assessment tool which asks about length of time homeless and quickly matches clients to housing based on need; effectively using of ESG, RRH and Minnesota Family Homelessness Prevention and Assistance funds throughout all 18 counties of the CoC. Also, we continue to improve and streamline our HMIS-based Coordinated Entry system, we hope to continue to reduce LOT homeless. The CoC Coordinator is ultimately responsible for the strategy to rapidly rehouse individuals and families with children.

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

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

The percentage of successful exits from ES, SH, TH, and PH-RRH decreased slightly from 75% in FY 2015 to 73% in FY 2016. The percentage of successful exits from all PH projects (except PH-RRH) decreased slightly from 91% in FY 2015 to 90% in FY 2016.

The CoC's strategy to improve these SPMS include: (1) to continue to use these two SPMs as factors on our project ranking scoring form; (2) continuing to fund and use high-performing, well-trained case managers; (3) continuing to improve our CE system so as to match clients with the most appropriate housing outcomes; (3) continuing to work with PHA/HRAs, and landlords/property managers so as to know of all potential vacancies; and (4) and continuing to assist clients finding employment, unearned income, and all relevant health and community resources to maximize their housing stability. The CoC Coordinator is ultimately responsible for overseeing the CoC's strategy for retention of, or placement in permanent housing.

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

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

The CoC's Return to Homelessness Data is: 3% in under six months, 2% between 6 six and 12 months, 0% between 12 and 24 months, with a two-year total of 5% which is the lowest of Minnesota's 10 CoCs.

The CoC's strategy to improve these SPMs include: (1) continuing to fund and use high-performing, well-trained case managers and provide ongoing training for them; (2) having staff continue to assist clients finding employment,

unearned income, and all relevant health and community resources to maximize their housing stability; (3) continuing to improve our CE system so as to match clients with housing outcomes where they will be most successful; (4) continue to use statewide HMIS data sharing to best tract returns to homelessness; (5) ongoing recruitment and training of landlords to minimize evictions and maximize collaboration. The CoC Coordinator is ultimately responsible for overseeing the CoC's strategy for reducing returns to homelessness.

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

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

All CoC-funded grantees continue to consult with clients upon entry regarding income and help them to form a plan to access income. Case managers assist clients in applying for any potential cash benefits, such as MN General Assistance or MFIP (MN's TANF equivalent) or in accessing disability insurance, pension, child support, health insurance, or alimony. Staff trained in SSI/SSDI Outreach, Access and Recovery (SOAR) help clients apply for social security benefits. Those not-trained refer these clients to the CoC agencies that can assist with Social Security applications. All SOAR training opportunities are available online. Veterans are referred to Veteran Service Officers and agencies re: veteran pensions. MN Work Force Center staff attend CoC meetings and each year provide a one-hour presentation to the CoC about best practices in helping clients achieve employment. From 2015 to 2016, the CoC improved in five of six metrics related to this System Performance Measure.

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

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

3A-7. Enter the date the CoC submitted the System Performance Measures data in HDX, 06/05/2017

FY2017 CoC Application	Page 26	09/22/2017
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**which included the data quality section for FY
2016.
(mm/dd/yyyy)**

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

Instructions

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

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	45	48	3

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

Total number of beds dedicated as Dedicated Plus	110
Total number of beds dedicated to individuals and families experiencing chronic homelessness	5
Total	115

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

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

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

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

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

To house families more quickly, the CoC's coordinated entry (CE) points are community action agencies where staff have access to CoC, ESG and state homelessness assistance. The CoC's CE system emphasizes prevention, diversion, and using the correct "dosage" of assistance. All TH, RRH, and PSH programs use a "housing first" approach. Next, the CoC prioritizes programs that have units for families. The CoC coordinator is informed monthly of available Public Housing and Section Eight voucher openings in the CoC. Landlords with "rent based on income" units communicate openings to the CoC coordinator. All openings are passed on to the CE system. Homeless families in our CoC currently spend, on average, 27 days in homelessness before transfer to TH, RRH, PSH or resolving homelessness on their own. The CE system continues to improve and resources via reallocation. The CoC Coordinator is ultimately responsible for the strategy to rapidly rehouse families with children.

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.	45	48	3

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

The SW MN CoC Anti-discrimination Policy includes the following language:

"SW MN CoC Shelter and Housing Programs do not discriminate based on Age, Race, Gender, Color, Religion, Disability, Familial Status, National Origin,

Creed, Sexual or Affectional Orientation, Marital Status, or Receipt of Public Assistance.

When entering programs, SW MN Shelter and Housing Programs do not separate family members based on any of the aforementioned classes.”

At one CoC meeting per year, a training takes place on the Anti-Discrimination Policy and the topic of, “how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity, including Gender Identity Equal Access to Housing, Final Rule.”

CoC agencies have appeal processes in place for clients to challenge service decisions that they consider discriminatory. The CoC Project Performance and Review Committee also reviews adherence to the above policy when doing program audits.

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

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

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

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

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

Since 2013, this CoC's PIT data has shown an annual average of only one homeless youth in ES or TH, and has found zero unsheltered unaccompanied youth. This has been achieved through: (1) a HUD CoC \$98,710/year PSH for Youth grant; (2) \$174,000/year (a \$4,400 increase over 2016) in Homeless Youth Act funding, used by two agencies for street outreach, emergency shelter, and supportive housing; (3) communication and collaboration with county foster care social workers; (4) communication, collaboration and training of the CoC's 39 School Homeless Liaisons; and (5) having a formerly homeless youth on the CoC Governing Board. The CoC will continue to monitor success in this regard by: (1) monitoring homeless youth data in our annual PIT counts; (2) monitoring outreach, shelter, and housing statistics of the two HYA grants; (3) having the CoC Project Performance and Review Committee do internal audits of grants; and (4) using HMIS-based Coordinated Entry data to guide system-wide funding decisions.

The CoC believes that (1) monitoring need via PIT and Coordinated Entry data; (2) using best practices based on research and collaboration with foster care and formerly homeless youth, and (3) monitoring effectiveness of resource allocation via grant performance data and site visits, are the best, most appropriate ways to determine effectiveness in ending regional youth homelessness.

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

The SW MN CoC Policies and Procedures states that, "Homeless Assistance Providers will ensure that all children served are enrolled in school and connected to appropriate resources within the community." CoC members and regional service providers, and school homeless liaisons, are all made aware of the rights of those under 18 vis-à-vis the McKinney-Vento Education of Homeless Children and Youth Act through online and in-person training. They are able to provide guidance to homeless families regarding their educational rights while experiencing homelessness. School children continue to be bused to their school even when homelessness has forced them to relocate. The MN Department of Education provides regular training to state School Homeless Liaisons on, at minimum, an annual basis.

The CoC works closely with youth and educational partners to identify participants who are eligible for CoC and ESG programs. Liaisons are all aware of CE entry points.

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

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	No	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	No	No
Tribal Home Visiting Program	No	No
Other: (limit 50 characters)		

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

CoC partners participate in the Homeless Veteran Registry, a state-operated by-name list of homeless Veterans.. Veterans join the Registry through a service provider or via a toll-free hotline. Registry housing plan case review meetings occur every other week. Involved partners include CoC funded programs, the VA (representing HUD-VASH, GPD, CRRC, etc.), county staff, the Minnesota Department of Veterans Affairs, the Minnesota Assistance Council for Veterans and others. As part of the case review process, Veterans not connected with resources they may be eligible to receive (e.g., HUD-VASH, various state and federal Veteran benefits, or homeless-specific programs or services including CoC-funded vacancies through coordinated entry) are connected with those programs and services. Several partners, including SSVF grantees, VA, and MDVA, also operate dedicated Veteran outreach programs. In March 2017, this SW MN CoC became the first in MN to declare an end to Veteran homelessness.

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

Yes

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

Yes

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

Yes

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

Instructions:

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

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

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

4A-1a. Mainstream Benefits

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

The MN Department of Human Resources has created two online sites: (1) "Disability Benefits 101" (<https://mn.db101.org/>) to provide tools and information on health coverage, benefits, and employment; and (2) "Housing Benefits 101" (<https://mn.hb101.org/>) to provide information on low-income housing. These sites provide all clients and staff the most up-to-date information regarding Food Stamps, SSI, TANF, substance abuse programs, etc. Both sites also provide access to a virtual document vault which provides an easy, secure way to store and share critical documents needed to establish eligibility. The user determines who is able to access and see the documents housed in their vault. These resources, combined with county CoC participation, monthly online trainings, and a statewide Common Application Form for benefits, maximize our clients' access to benefits. The CoC Coordinator CoC Governing Board, is

ultimately responsible for overseeing the CoC strategy for mainstream benefits.

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

Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO project applications in the FY 2017 competition (new and renewal)	14.00
Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2017 competition.	13.00
Percentage of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications in the FY 2017 competition that will be designated as "low barrier"	92.86%

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

Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH project applications in the FY 2017 competition (new and renewal).	14.00
Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications that selected Housing First in the FY 2017 competition.	13.00
Percentage of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications in the FY 2017 competition that will be designated as Housing First.	92.86%

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

Youth focused street outreach happens in Willmar, the largest city in this mostly rural continuum of care. It does not cover 100% of the CoC's 12,000 square miles. Staff go out weekly and visit places like parks, the mall and other areas where homeless or at risk youth congregate. Drop-ins and calls are usually met with same day service. Sometimes appointments are scheduled for a later date but within 7 business days of initial contact.

Youth not engaged with services are the least likely to request assistance among our residents experiencing homelessness. Tailored services are going out into the community where youth are and speaking with them about our programs and handing out supplies and contact information. Non-youth homeless individuals who are engaged via street outreach are referred to appropriate Coordinated Entry points. Staff have had a lot of trauma and trafficking training and work hard on building trust so that they will continue to keep contact.

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

services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status, or disability; who are least likely to apply in the absence of special outreach.

Describe: (1) the specific strategies that have been implemented that affirmatively further fair housing as detailed in 24 CFR 578.93(c); and (2) what measures have been taken to provide effective communication to persons with disabilities and those with limited English proficiency. (limit 1000 characters)

The CoC has marketed to landlords and clients the use of www.housinglink.org as the free, centralized clearinghouse for advertising unit vacancies, housing search, and finding resources regarding accessibility, fair housing, and landlord-tenant relations. Printed and online information about the site are available throughout the CoC and via our coordinated entry website. The CoC also has an anti-discrimination policy which can be reviewed in our attached Policies and Procedures, and an annual CoC training is presented about 24 CFR 578.93(c). To provide effective communication, the CoC Coordinated Entry intake staff speak English, Spanish, Hmong, and Somali, and translation services in other languages can be provided as needed. All intake sites are wheelchair accessible and staff are trained in trauma-informed care. Wheelchair-accessible busing exists the four largest cities in the CoC. The CoC coordinator meets at least annually with the regional PFLAG LGBT advocacy group.

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

	2016	2017	Difference
RRH beds available to serve all populations in the HIC	66	27	-39

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

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

4B. Attachments

Instructions:

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

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	Emails to Project...	09/20/2017
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes	SW MN CoC Webpage...	08/27/2017
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	SW-MN-CoC-Continu...	08/27/2017
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	SW MN CoC Webpage...	08/27/2017
05. CoCs Process for Reallocating	Yes	SW-MN-CoC-Continu...	08/27/2017
06. CoC's Governance Charter	Yes	MN 511 Governance...	09/22/2017
07. HMIS Policy and Procedures Manual	Yes	MN HMIS Policy an...	09/06/2017
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	Worthington HRA S...	08/27/2017
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	CoC HMIS MOU	08/08/2017
11. CoC Written Standards for Order of Priority	No	MN 511 Written St...	09/22/2017
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	SW MN (MN-511) SP...	08/27/2017
14. Other	No	Documentation of ...	09/22/2017
15. Other	No		

Attachment Details

Document Description: Emails to Project Applicants Sept 6 2017

Attachment Details

Document Description: SW MN CoC Webpage Aug 16 2017

Attachment Details

Document Description: SW-MN-CoC-Continuum-of-Care-Charter-Ranking-Reallocation-and-Review-Policies (1)

Attachment Details

Document Description: SW MN CoC Webpage Aug 16 2017

Attachment Details

Document Description: SW-MN-CoC-Continuum-of-Care-Charter-Ranking-Reallocation-and-Review-Policies (1)

Attachment Details

Document Description: MN 511 Governance Charter and P&P

Attachment Details

Document Description: MN HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: Worthington HRA Section 8 Homeless
Preference Policy

Attachment Details

Document Description: CoC HMIS MOU

Attachment Details

Document Description: MN 511 Written Standards for Order of Priority
(page 9)

Attachment Details

Document Description:

Attachment Details

Document Description: SW MN (MN-511) SPMs submitted June 2017

Attachment Details

Document Description: Documentation of UCAP esnaps challenges

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	08/23/2017
1B. Engagement	09/19/2017
1C. Coordination	09/19/2017
1D. Discharge Planning	08/23/2017
1E. Project Review	09/20/2017
1F. Reallocation Supporting Documentation	09/20/2017
2A. HMIS Implementation	09/19/2017
2B. PIT Count	09/19/2017
2C. Sheltered Data - Methods	09/21/2017
3A. System Performance	09/21/2017
3B. Performance and Strategic Planning	09/22/2017

4A. Mainstream Benefits and Additional Policies

09/21/2017

4B. Attachments

09/22/2017

Submission Summary

No Input Required

Justin Vorbach

From: Justin Vorbach
Sent: Tuesday, September 12, 2017 3:06 PM
To: 'Angela M. Larson'; 'Demetri Vincze'
Subject: FW: 2017 SW MN CoC Project Grant Notification

Dear Angela and Demetri,

As mentioned in my 9/6 email below, you each have one application that will be reduced.
I need you to know the appeal process, which is below, taken from this year's NOFA;

D. Denied or Decreased Funding. Eligible applicants, including project applicants and Collaborative Applicants, that submitted an application to HUD in response to this NOFA, that were either not awarded funds by HUD, or that requested more funds than HUD awarded, may appeal HUD's decision within 45 days after the final funding announcement. Only those applicants with projects that were ranked within the CoC's maximum amount available will be considered for funding or additional funding.

To appeal HUD's decision, the applicant must submit a written appeal to HUD, with a copy to the authorized representative from the CoC's designated Collaborative Applicant. The written appeal must include evidence demonstrating HUD error and follow the instructions in this section.

Note: HUD may correct any funding errors that it identifies, per Section V.D.5. of the FY 2017 General Section NOFAs, outside of the process outlined below for denied or decreased funding. This includes any technical errors to a CoC's score that may have impacted the funding of its projects.

The applicant must submit its written appeal by email to snapsappeals@hud.gov, from the organization's email address on the organization's letterhead and signed by the authorized representative. The appeal process is as follows:

1. Denied Funding. To appeal HUD's decision, the applicant must submit a written appeal to HUD using the process outlined in Section X.F. of this NOFA within 45 days of the date of the funding announcement of the conditional awards from HUD, with a copy to the authorized representative from the CoC's designated Collaborative Applicant.

a. Projects, including projects for CoC planning funds and Unified Funding Agency (UFA) costs, could have been rejected by HUD because:

- (1) the individual project application failed to meet eligibility and quality thresholds set forth in this NOFA;
- (2) the individual project application met eligibility and quality thresholds set forth in this NOFA, but was ranked in a position where a portion of the grant funds were outside the CoC's maximum award amount, and after HUD reduced its funding to fit within the CoC's maximum award amount, HUD determined that the project was no longer feasible; or
- (3) HUD did not have sufficient funding to fund all eligible projects ranked within the CoC's maximum award amount.

b. For applicants that were fully denied funding for a grant, the applicant must provide.

Let me know if you have any questions.

Sincerely,

Justin Vorbach
SW MN CoC Coordinator
507.530.2942

From: Justin Vorbach

Sent: Wednesday, September 06, 2017 11:44 AM

To: 'Angela M. Larson' <angela.larson@unitedcapmn.org>; Angie Mateski <amateski@lssmn.org>; Georgette Skindeliën (Georgette.Skindeliën@lssmn.org) <Georgette.Skindeliën@lssmn.org>; Gwen Chase <Gwen_c@co.kandiyohi.mn.us>; Nikki Ilgen <nikki.ilgen@co.kandiyohi.mn.us>; 'Jill Bengston' <jill.bengston@co.kandiyohi.mn.us>; 'Kimberly Holm' <Kimberly.Holm@smamhc.com>; Craig Fladeboe <craig.fladeboe@smamhc.com>; Scott Johnson <Scott.Johnson@swmhc.org>; Juleen Spencer <juleen.spencer@swmhc.org>; 'Rita Beecroft' <rita.beecroft@swmhc.org>; Sharlett Glidden <Sharlett.Glidden@swmhc.org>; 'Demetri Vincze' <demetri.vincze@icalliances.org>

Subject: 2017 SW MN CoC Project Grant Notification

Dear Colleagues:

For our 2017 SW MN CoC Application, I am required to:

“notify, in writing and outside of e-snaps, all project applicants who submitted their project applications to the CoC by the CoC-established deadline whether their project application(s) will be accepted and ranked on the CoC Priority Listing, rejected, or reduced by the CoC within 15 days of the FY 2017 application deadline. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.”

All submitted project applications are accepted and will be ranked. Two applications will be reduced:

1. ICA's HMIS Project application (currently MN0145L5K111609) will be reduced by \$9000, from \$35,500 to \$26,500.
2. UCAP's HSKC Project application (currently MN0146L5K111609) will have its service budget reduced by \$2000. The grant budget will go from \$112,370 to \$110,370.

The reasons for the reductions in these two grants is as follows:

- According to our Coordinated Entry data, in order to end homelessness in our CoC, more Rapid Rehousing is needed.
- The annual cost of adding one unit of Rapid Rehousing in our CoC is \$11,000.
- \$9,000 can be cut for our HMIS Project and our CoC will still be donating 2.7% of its Annual Renewal Demand to the HMIS State System Administrator, the Institute for Community Alliances. Among the ten Minnesota CoCs, the average percent of Annual Renewal Demand donated to the HMIS State System Administrator is 2.6%. So we can reallocate these \$9000 towards Rapid Rehousing and still contribute equitably to the Institute for Community Alliances.
- I discussed a potential cut to our CoC's HMIS budget with the Minnesota Institute for Community Alliances Director and with the HMIS Governing Board Finance Committee Chair. They both believe that MN HMIS can still be robust and effective if the SW MN CoC contributes \$9000 less.
- Among all of our project applications, Housing Services of Kandiyohi County (HSKC) has, by far, the highest percentage of total grant funds dedicated to services.
- After conversations with the applicant, an agreement was reached that a \$2000 (4%) reallocation in service dollars from the HSKC grant in order to add a Rapid Rehousing unit was an acceptable and strategically sound use of HUD resources.

Below are the grant amounts for our 2017 Project Grants. The project application ranking proposal of the Project Performance and Review Committee will be discussed and voted on at our September 14, 2017 CoC Meeting.

Applicant Name	Project Name	start	Grant Number	Leasing	RA	SERV	Ops	HMIS
ICA	HMIS	9/1	MN0145L5K11160 9	\$0	\$0	\$0	\$0	\$26,000
KCHRA	CVP Service	4/1	MN0144L5K11160 9	\$0	\$0	\$19,078	\$4,064	\$0
KCHRA	RA SPC	10/1	MN0165L5K11160 8	\$0	\$109,836	\$0	\$0	\$0
LSS	PSH for Youth	8/1	MN0186L5K11160 5	\$0	\$66,228	\$26,593	\$0	\$0
SMAMHC	FAH Services	7/1	MN0264L5K11160 5	\$0	\$0	\$28,973	\$0	\$0
SWMHC	HUD SHP	6/1	MN0224L5K11160 2	\$0	\$26,412	\$9,504	\$0	\$0
UCAP	RRH	4/1	MN0143L5K11160 6	\$0	\$170,808	\$78,016	\$0	\$0
UCAP	Westwinds	11/1	MN0185L5K11160 5	\$0	\$62,664	\$21,846	\$0	\$0
UCAP	HSSM	8/1	MN0142L5K11160 6	\$28,330	\$0	\$6,109	\$0	\$0
UCAP	HSKC	7/1	MN0146L5K11160 9	\$56,714	\$0	\$47,066	\$0	\$0
UCAP	SAH	7/1	MN0187L5K11160 5	\$0	\$79,608	\$15,446	\$0	\$0
UCAP	Cottonwood RRH		MN0392L5K11160 0	\$0	\$7,896	\$2,384	\$0	\$0
UCAP	RRH 2017 (New)			\$0	\$7,896	\$2,384	\$0	\$0

Justin Vorbach

507 530 2942

SW MN Continuum of Care Coordinator

<https://www.swmhp.org/communities-resources/continuum-of-care/>



2017

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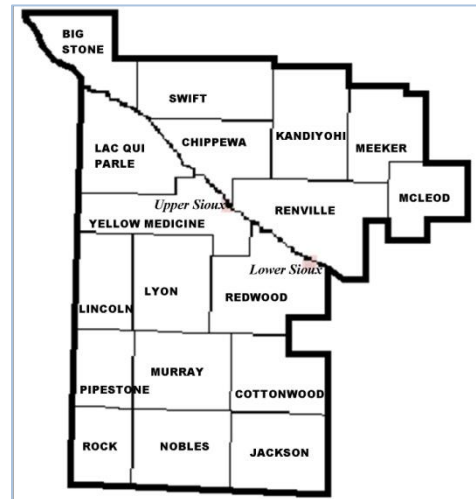
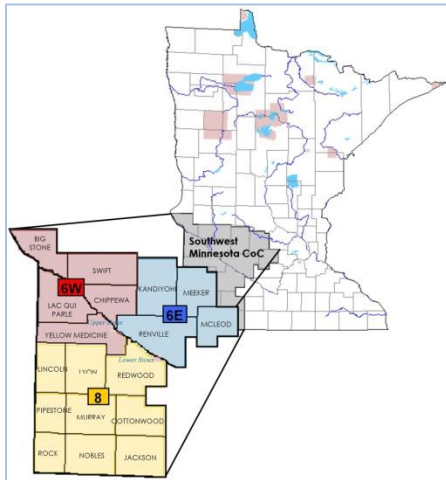
EXHIBIT A: PROJECT RANKING & REVIEW FORM p. 16

GOVERNANCE CHARTER

Name

The name of this unincorporated organization is Southwest Minnesota Continuum of Care (hereinafter referred to as the “SW MN CoC”).

Geographic Area



SMOC (Southwestern Minnesota Opportunity Council) Counties: Rock, Pipestone, Murray and Nobles.
WCA (Western Community Action) Counties: Lincoln, Lyon, Redwood, Cottonwood and Jackson.
Heartland (Heartland Community Action Agency) Counties: Renville, Kandiyohi, Meeker and McLeod.
Prairie Five (Prairie Five Community Action Council) Counties: Big Stone, Swift, Chippewa, Lac qui Parle and Yellow Medicine.

Purpose

The purpose of the SW MN CoC is to:

- To represent and encourage collaboration among the relevant organizations and programs serving persons who are homeless or facing homelessness;
- Secure funding for efforts by providers and government entities to prevent homelessness and quickly re-house homeless individuals (including unaccompanied youth) and families, while minimizing the trauma and dislocation that homelessness causes to individuals, families, and communities;
- To ensure that the CoC is meeting all of the responsibilities assigned to it by HUD regulations and the HEARTH Act;
- Promote access to and effective utilization of mainstream programs by homeless individuals and families;
- Optimize self-sufficiency among individuals and families that experience homelessness;

- To encourage and educate on service and housing best practices and quality performance.

Responsibilities

The SW MN CoC is responsible for fulfilling four major duties, as follows:

1. Operation of the SW MN CoC

- Hold meetings of the full membership, with published agendas, at least semi-annually;
- Issue a public invitation annually for new members to join within the geographic area via newspaper notices in Worthington, Marshall, Willmar and Hutchinson
- Adopt and follow a written process to select a CoC board and review, update, and approve the process at least once every 5 years;
- Appoint additional committees, subcommittees, or workgroups;
- For CoC and ESG grants, establish performance targets appropriate for population and program type in consultation with recipients and sub recipients, then monitor recipient and sub recipient performance, evaluate outcomes, take action against poor performers, and report to HUD;
- Establish and operate a coordinated assessment system in consultation with recipients of ESG Funds; and
- Establish and follow written standards for providing CoC assistance in consultation with recipients of ESG Funds. At a minimum, these written standards must include:
 - a. Policies and procedures for evaluating individuals' and families' eligibility for assistance;
 - b. Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance;
 - c. Policies and procedures for determining and prioritizing which eligible families and individuals will receive rapid rehousing assistance;
 - d. Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid rehousing assistance; and
 - e. Policies and procedures for determining which eligible individuals and families will receive permanent supportive housing assistance.

2. Designation and operation of a Homeless Management Information System (HMIS)

- Designate a single HMIS for its geographic area and designate an eligible applicant to manage its HMIS. The Local System Administrator for HMIS is the Southwest Minnesota Housing Partnership and the State System Administrator is Institute for Community Alliances.
- Review, revise, and approve privacy, security, and data quality plans;
- Adopt, follow, and update annually a Memorandum of Understanding in consultation with the collaborative applicant and the HMIS lead [most recent MOU signed June 1, 2016];
- Ensure consistent participation of recipients/sub recipients in HMIS; and
- Ensure that the HMIS is administered in compliance with HUD requirements.

3. Continuum of Care Planning

- Coordinate implementation of a housing and service system;
- Conduct at least one point-in-time count of homeless persons per year. This count collects data on where the homeless households are sleeping, household size, disability, and chronicity of homelessness.
- Conduct an annual gaps analysis of homelessness needs and services;
- Provide information required to complete the Consolidated Plan(s);
- Consult with State and local ESG recipients in the geographic area on the plan for allocating ESG funds and reporting/evaluating performance of ESG programs.
- Reallocate HUD grant funds based on current grant performance and annual gaps analysis and homelessness needs and services.

4. Preparation of a CoC Application for Funds

- Design, operate, and follow a collaborative process for the development of applications and approve submission of applications in response to a CoC Program Notice of Funding Availability (NOFA);
- Establish priorities for funding projects;
- Designate the collaborative applicant to submit the application. The current collaborative applicant is the Southwest Minnesota Housing Partnership. The collaborative applicant must collect and combine the required application information from all projects within the geographic area and will apply for funding for CoC planning activities.

CoC Membership

The full committee is made up of various housing and community service providers from throughout the region. The committee is always looking to diversify membership and we welcome anyone who is interested in becoming a member. A general list of those who may be interested in participating in the COC include:

Local homeless coalitions and networks	Religious leaders
Homeless and formerly homeless people providers	Mental Health service
Homeless service providers, agencies, and advocates Homeless Liaisons	Schools & School

Nonprofit groups for the homeless agencies	Veterans service
Local, state and regional government representatives	Police officers
Employment programs and job councils and developers	Housing authorities
For Profit and Business communities	Etc.

New members may enroll at any time during the year by providing to the CoC their names, contact information, and any relevant affiliations.

Meetings

The full membership of the SW MN CoC shall meet at least ten times per year. The meetings shall include a report on the CoC's activities, funding, and progress toward meeting goals. Meetings generally take place on the second Thursday of the month from 10:00 a.m. to 12:00 p.m. In even numbered months, the meetings are held in Marshall and in odd numbered months, the meetings are held in Willmar. Meeting minutes will be emailed to all CoC members at least 48 hours prior to meetings.

Board

The SW MN CoC shall be governed by a Board, which will provide oversight and accountability for all SW MN CoC responsibilities.

The SW MN CoC Board consists of those members who can vote on SW MN CoC business. Each year, the board consists of one agency representatives of those agencies that attended at least 50% of meetings in the previous calendar year. Homeless or formerly homeless members present are considered part of the board regardless of attendance record.

Unless otherwise provided by written agreement, any representative may resign at any time by giving written notice to the Chair. In addition, directors may be removed from the Board by a majority vote of remaining Board members for repeated absence, misconduct, failure to participate, or violation of conflict of interest policies.

The officers of the SW MN CoC shall be a Chair, who is responsible for running SW MN CoC meetings, and Vice Chair. The Vice-Chairperson shall be the person who will succeed the Chairperson the following year. Co-chairs who alternate running the meetings will be allowed and chairs serving for more than one year will be allowed with the approval of the Board.

A number equal to a majority of the Board shall constitute a quorum for the transaction of business at any meeting.

At all meetings, business items may be decided by arriving at a consensus. If a vote is necessary, all votes shall be by voice or ballot at the will of the majority of board members in attendance at a meeting with a quorum represented. No member may vote on any item which presents a real or perceived conflict of interest.

Any action that may be taken at any meeting of the SW MN CoC Board may be taken without a meeting if that action is approved, in writing (e.g. letter, email) by a majority of all SW MN CoC Board members who would be entitled to vote if a meeting was held for such purpose.

Committees

Project Performance and Review Committee

The SW MN CoC has a Project Performance Subcommittee consisting of three members plus the Continuum of Care coordinator. As of February 2015, the committee consists of a representative from Heartland Community Action Agency, Prairie Five Community Action Agency, and LSS Youth Programs. This committee reviews APRs of all HUD grants before they are submitted to HUD and is responsible for project ranking as part of the annual application to HUD. The committee, led by the CoC coordinator working with the Minnesota Department of Human Services Office of Economic Opportunity MN DHS OEO), will receive performance outcome reports from HUD ESG grantees in the CoC at least once a year. If ESG grantee outcomes are not meeting performance goals, the CoC and MN DHS OEO will address concerns with the grantee and create an action plan to reach performance goals.

One member of the committee will change each January with the approval of the board, or the committee can continue with the same members with the approval of the board and the consent of committee members.

Other committees that provide reports to the SW MN Continuum of Care are:

- Western Community Action Homeless and Hunger Task Force
- SW MN Adult Mental Health Consortium Governing Board
- Worthington Community Concerns Committee
- Heartland Family Homeless Prevention and Assistance Advisory Committee

Board membership is not required for committee membership.

POLICIES AND PROCEDURES

CoC Project Reallocation, Ranking and Review Procedures

In the months leading up to the release of HUD's CoC Notice of Funding Availability, the CoC coordinator puts potential project applications on CoC meeting agendas. Grants may be considered for reallocation for any of the following reasons:

1. They have been underutilized and returned money to HUD.
2. They are underperforming.
3. They no longer meet the CoC's Priorities.

If reallocation is a possibility, the entire CoC is informed and a request for new project applications is announced.

Drafts of project applications will be submitted to the CoC coordinator by a date set forth by the coordinator. The CoC Coordinator will email a Timeline to Project Completion within five business days of the publication of the HUD CoC NOFA. The Project Performance subcommittee then meets at least two weeks before the NOFA application deadline. A scoring sheet, which has been approved by the CoC Board [Exhibit A] is used to rank projects. If a Committee member is from an agency that is having a project application ranked, then the CoC coordinator will find a replacement committee member for the purposes of the ranking meeting.

If the NOFA stipulates a Tier One and Tier Two Ranking System, the CoC's HMIS grant is always placed in Tier One, and if a bonus grant is available and included in ranking, the bonus grant is placed at the bottom of Tier Two.

After project applications are ranked, the conclusions of the ranking meeting are presented to the CoC Governing Board. A ranking order for application submission will be voted on. Each board member will only have one vote for the ranking process. A substitute staff member of an agency may represent a committee member at advisory committee meetings and in the voting process. If a majority approves of the project ranking slate, then projects will be submitted in the order ranked. Typically, ranking is approved.

Conflict of Interest

Board members and other SW MN CoC agents must abide by the following rules in order to avoid conflicts of interest and promote public confidence in the integrity of the CoC and its processes. Failure to honor these rules will be grounds for removal from the Advisory Committee, Board and any of its committees.

- Board Members and other SW MN CoC agents may not participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefit to:
 - Any organization that they represent; or

- Any organization from which they derive income or anything of value.
- Whenever SW MN CoC board member have a financial interest or any other personal interest in a matter coming before the Board they must:
 - Fully disclose the nature of the interest; and
 - Withdraw from discussing, lobbying or voting on the matter.

Board and committee members must disclose if they have any conflicts of interest or potential conflicts of interest regarding any business included in the meeting's agenda.

Any matter in which Board Members have an actual or potential conflict of interest will be decided only by a vote of disinterested individuals. In addition, the minutes of any meeting at which such a vote is conducted must reflect the disclosure of interested board members' actual or potential conflicts of interest and their abstention.

No person with a conflict of interest may participate in the annual project ranking meeting of the project performance and review committee. For the purpose of this section only, a conflict of interest exists if:

- You are now, or within the last year have been, or have a current agreement to serve in the future as, a Board member, staff member or paid consultant of an organization making a proposal for funding; or
- Any other circumstance exists which impedes your ability to objectively, fairly and impartially review and rank the proposals for funding.

HMIS

- The Southwest Minnesota Continuum of Care is collaborates with the Institute for Community Alliances, Minnesota's HMIS State System Administrator, through a Memorandum of Understanding (MOU). The current MOU is in effect from June 1, 2016 – December 31, 2017. It can be found at <http://www.swmhp.org/assets/uploads/2017/09/SW-MOU-Signed.pdf>
- The Southwest Minnesota Continuum of Care uses "Minnesota's HMIS Policies and Procedures" as the guide for our HMIS work. It can be found at <http://hmismn.org/administrative-documents/>
- As Domestic Violence service agencies to not use the Minnesota HMIS system, those agencies provide de-identified statistics to the CoC on a quarterly basis. The statistics include, at minimum, number of households, adults and children served each quarter.

Expectations of Homeless Assistance Providers within our CoC

- Homeless Assistance Providers will ensure that all children served are enrolled in school and connected to appropriate resources within the community.
- Case managers will systematically assist clients in completing applications for mainstream benefits, or connecting them to resources where they can receive this assistance.
- Homeless Assistance Providers supply transportation assistance and guidance to clients to attend mainstream benefit appointments, employment training or jobs.

Anti-discrimination Policy:

SW MN CoC Shelter and Housing Programs do not discriminate based on:

- Age
- Race
- Gender
- Color
- Religion
- Sex
- Disability
- Familial Status
- National Origin
- Creed
- Sexual or Affectional Orientation
- Marital Status
- Receipt of Public Assistance

When entering shelter or housing, SW MN Shelter and Housing Programs do not separate family members based on any of the aforementioned classes.

SW MN CoC Shelter and Housing Programs do:

- Determine client eligibility for housing regardless of client's sexual orientation, gender identity, or marital status, and do not discriminate against clients because they do not conform to gender or sex stereotypes;
- Grant clients equal access to programs or facilities consistent with clients' gender identity, and provide your family with equal access;
- Never ask clients to provide anatomical or documentary (e.g. ID) information, physical, or medical evidence of gender identity; and
- Take non-discriminatory steps when necessary and appropriate to address privacy concerns raised by any residents or occupants.

At one CoC training per year, the CoC provides an annual training on the topic of, "how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity, including Gender Identity Equal Access to Housing, Final Rule."

Priorities

The SW MN CoC will:

- The SW MN COC shall prioritize for investment, permanent supportive housing projects dedicated to serving households that meet the definition of chronic homelessness, and, of the chronically homeless, our CoC shall prioritize those households with the longest histories of homelessness.
- Whenever possible, focus on homelessness diversion to prevent homelessness via the existing resources of the client.

- THE SW MN COC shall prioritize for investment rapid re-housing projects that are able to move families and youth out of shelter and homelessness the most quickly.
- THE SW MN COC shall prioritize for investment, permanent housing projects (permanent supportive housing and rapid re-housing) that adopt a housing first, entry-tolerant approach to housing people experiencing homelessness.

Order of Priority in CoC Program-funded Permanent Supportive Housing

- A. Order of Priority in CoC Program-funded Permanent Supportive Housing Beds Dedicated to Persons Experiencing Chronic Homelessness and Permanent Supportive Housing Prioritized for Occupancy by Persons Experiencing Chronic Homelessness
 - (a) First Priority–Chronically Homeless Individuals and Families with the Longest History of Homelessness and with the Most Severe Service Needs.
 - (b) Second Priority–Chronically Homeless Individuals and Families with the Longest History of Homelessness.
 - (c) Third Priority–Chronically Homeless Individuals and Families with the Most Severe Service Needs.
 - (d) Fourth Priority–All Other Chronically Homeless Individuals and Families.
- B. Order of Priority in Permanent Supportive Housing Beds Not Dedicated or Prioritized for Persons Experiencing Chronic Homelessness
 - a) First Priority–Homeless Individuals and Families with a Disability with the Most Severe Service Needs.
 - b) Second Priority–Homeless Individuals and Families with a Disability with a Long Period of Continuous or Episodic Homelessness.
 - c) Third Priority–Homeless Individuals and Families with Disability Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters.
 - d) Fourth Priority–Homeless Individuals and Families with a Disability Coming from Transitional Housing.

Family with children policies

All homeless assistance projects within the The SW MN COC region that serve households with children (shelter, transitional housing, rapid re-housing, and permanent supportive housing) will be expected to comply with the following policies:

- i. Ensure that all homeless families are informed that their children are able to maintain enrollment in school, per the federal HUD legislation.
- ii. Advocate for families with their school district to ensure that transportation is arranged (as needed).

- iii. Track school attendance for all children served within your program and help families to resolve any barriers that are contributing to the absences (as needed).
- iv. Assist families in developing education related goals for all family members when completing housing goal plans.
- v. Ensure that all family members are connected to relevant educational resources in the community.
- vi. Encourage and assist families with children ages 3-5 to apply for the Head Start Program and provide referrals to agencies that offer Head Start.

With exceptions for program eligibility requirements, SW MN CoC programs prohibit the denial of admission to or separation of any family members from other family members based on age, sex, gender or disability when entering shelter or housing.

Approval of Governance Charter and Subsequent Amendments

This Governance Charter and every subsequent amendment to it must be approved by a majority of SW MN CoC Board. In consultation with the Collaborative Applicant and the CoC Lead, the Board will review the Governance Charter annually and recommend changes to improve the functioning of the SW MN CoC and maintain compliance with federal and state regulations. In addition, every five years, the Board will the Board will ratify the existing Governance Charter or approve proposed changes to the Governance Charter.

Written Standards

THE SW MN COC has developed written standards for all components within the SW MN COC region's homeless response system (including projects providing Continuum of Care assistance). All agencies that participate in the SW MN COC's coordinated assessment system (CoC-funded or otherwise) will be expected to adhere to the standards identified below.

Component	Homelessness Prevention
Programs	Family Homeless Prevention and Assistance Program (All 18 Counties), Emergency Solutions Rapid Rehousing Grant (Heartland and Western Counties), Salvation Army (All Counties), County or Family Services Emergency Assistance (All Counties)
Description of Component	Basic services and/or financial assistance to help resolve, not postpone, housing crisis
Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> Each program has specific rules and guidelines, but all share these requirements: Low income, often defined as below 200% of federal poverty guidelines Minnesota Residence No other means to resolve crisis, such as support network Resolvable with limited assistance One-time assistance or assistance available every 12 to 18 months. Agencies have discretion to assist more frequently on a case by case basis. Facing housing crisis or other crisis that is jeopardizing their housing stability Not homeless, but imminently at risk of becoming homeless Limited experience with housing instability
Procedures (Services Offered)	Prevention Service Set <ul style="list-style-type: none"> Landlord mediation and/or household mediation. Financial management assistance, with a cap on assistance. Case Management Benefits Assistance Referral to SOAR services when appropriate.
Performance Standards	<ul style="list-style-type: none"> 75% of households will not become homeless due to assistance. 80% of households will not return to homeless prevention programs.

Component	Basic Shelter
Programs	Salvation Army Vouchers, Ministerial Association Vouchers,
Description of Component	No frills shelter providing low services for emergency shelter needs usually limited to less than one week.
Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> Homeless by Minnesota definition (doubled up or unsheltered) Non-diverted households with no ability to resolve housing crisis
Procedures (Services Offered)	<ul style="list-style-type: none"> Basic Service Set (see below) 24 hour or overnight (hours of operation may vary, but clients will be expected to be out finding solutions during the day) Time-limited
Performance Standards	<ul style="list-style-type: none"> 100% assessed at program entry
Component	Service Shelter
Programs	The Refuge, service-enriched motel vouchers,
Description of Component	Service enriched shelter for those awaiting housing placement, usually limited to 30 – 60 days.

Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> • Homeless by Minnesota Homeless Definition, HUD definition for Rapid Rehousing • Non-diverted households with no ability to resolve housing crisis • Households assessed to require shelter while awaiting placement
Procedures (Services Offered)	<ul style="list-style-type: none"> • Basic Shelter Service Set • Enriched Shelter Service Set
Performance Standards	<ul style="list-style-type: none"> • Ideal: 80% exit to transitional or permanent housing within 30 days.
Component	Victim Services Shelters
Programs	Agencies using site-based shelter or motel vouchers: Safe Avenues, Women's Rural Advocacy Program, Southwest Crisis Center
Description of Component	Service enriched shelter or motel voucher for those fleeing domestic violence, sexual trafficking, and/or sexual abuse
Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> • Recent victim of domestic violence, trafficking, or sexual abuse
Procedures (Services Offered)	<ul style="list-style-type: none"> • Crisis Intervention Services and Safety Planning • Case Management and Personal Advocacy • Enriched Shelter Service Set (see below) • Domestic or sexual violence advocacy services • Support Groups • Referral to Child Protection • Legal and Criminal Justice Advocacy • Referrals to local services as needed
Performance Standards	<ul style="list-style-type: none"> • Ideal: 80% exit to transitional or permanent housing within 60 days

Component	Rehousing Assistance	
Programs	Family Homeless Prevention and Assistance Program (all counties), , Minnesota Assistance Council for Veterans	
Description of Component	Low/moderate and short-term services and/or financial assistance to exit homelessness	
Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> • Homeless (FHPAP = MN Homeless, ESG RRH = HUD Homeless) • Low Income, sometimes defined as current income between 50% and 200% of area median income • Potential for family/community support • Evidence of potential to become gainfully employed • Low-Moderate barriers • Stable housing history • Lower overall needs than those needing permanent supportive housing • First time (or almost first time) homeless 	
Procedures (Services Offered)	Services Menu of services may include: <ul style="list-style-type: none"> • Employment Services • Housing Search • Legal • Connection to mainstream/community resources 	Financial assistance may include: <ul style="list-style-type: none"> • Shallow rent assistance for up 3-months for HHs with moderate earned income (client responsible to pay 30% of income) • Tiered rent assistance for up to 3-6 months for HHs with no/low earned income (client responsible to pay 30% of income) • Damage deposit • Application fees • Furniture/moving

Performance Standards	<ul style="list-style-type: none"> 80% exit services/assistance to permanent housing within 0-6 months (transition in place) 85% of households served will not return to shelter
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Component	Rapid Rehousing, Transitional Housing	
Programs	State Scattered Site Transitional Housing (Prairie Five, SMOC, HCAA, and Lutheran Social Services), Federal Scattered Site Rapid Rehousing (Heartland and Western), Emergency Solutions Grant Rapid Rehousing (Heartland and Western Counties), Overcomers International (Matthew and Timothy House, Project Turnabout Women's ½ way house / (Grace Place?), Life Right, Bridges and Bridges to Bridges,	
Description of Component	Time-limited (e.g. one year for federal programs), Moderate/Intensive, low-compliance services accompanied with rental subsidy	
Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> Income limits (e.g. income below 185% of Federal Poverty Guidelines for state programs) Willingness to participate in case management, goal-setting and work on self-sufficiency Demonstrated ability to pay rent in future months Homelessness or in a crisis that will result in homelessness In federal programs, the participant's contribution is calculated as the higher (RA) of 30% of their adjusted monthly gross income or 10% of their monthly gross income. Except for youth, state TH requires participants to pay 25%-30% of household income toward rent in state programs. Assistance is time-limited: for example up to 12 months in federal programs. Potential for family/community support Evidence of potential to become gainfully employed For clients with moderate barriers, lower overall needs than those needing permanent supportive housing. 	
Procedures (Services Offered)	Supportive Housing Basic Service Set	Financial assistance may include: <ul style="list-style-type: none"> rent assistance for up to 6-24 months for HHs with moderate barriers and no/low earned income (client responsible to pay 30% of income) Damage deposit Application fees Furniture/moving Tenant based rental assistance
Performance Standards	<ul style="list-style-type: none"> 80% exit to permanent housing within 12 months 85% of households served will not return to shelter 	

Component	Permanent Supportive Housing	
Programs	Westwind Townhomes, Heartland, Salvation Army Willmar, Salvation Army Extension, Lutheran Social Services Permanent Supportive Housing for Youth, Western Community Action Safe at Home, Country View Place, Kandiyohi County Housing and Redevelopment Authority Scattered Site CoC Vouchers, Southwestern Mental Health Center Scattered-Site HUD vouchers, State Long-Term Homeless: Viking Terrace, Nobles Square, New Castle Townhomes, Westwind Townhomes, Southwest Minnesota Housing Partnership Ending Long-Term Homelessness Housing Voucher Program	
Description of Component	Permanent supportive housing with services	

Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> • Restricted to those below a certain income (e.g. 60% area median income for state long-term homeless unit. When federal and state funding are layered, eligibility for both programs is required. • In federal programs, the participant's contribution is calculated as the lower of 30% of their adjusted monthly gross income or 10% of their monthly gross income. With rental asst., it is the higher of the two. • In state programs, clients typically pay 30% of gross income toward rent and utilities. • Limited, lack or poor family/community support • Limited potential to become gainfully employed • Clients usually have significant/multiple barriers, such as long-term/chronic homeless, extended periods of homelessness, recidivism, disability. Some programs require a disability. • Poor/no rental history
Procedures (Services Offered)	<ul style="list-style-type: none"> • Rental assistance • Supportive Housing Basic Service Set.
Performance Standards	<ul style="list-style-type: none"> • 80% maintain PSH for greater than six months. • 54% Increase income from non-employment sources. • 56% Increase mainstream benefits • 20% increase employment income • 85% of households served will not return to shelter

Definitions

- HUD Homeless: On the street, in a shelter, or living in a place not meant for human habitation. Those who are in transitional housing and who entered transitional housing from the street, in a shelter, or living in a place not meant for human habitation retain their HUD homeless status. Also, those fleeing or attempting to flee domestic violence.
- HUD Chronically Homeless: HUD homeless for one year continuously or four times in the previous three years and having a disability.
- MN Homeless: A household lacking a fixed, adequate night time residence (includes HUD homeless and 'doubled up').
- MN Long-Term Homeless (LTH): The long-term homeless definition required for eligibility is individuals, unaccompanied youth, or families with children who lack a permanent place to live continuously for a year or more or at least four times in the past three years.

Service Sets

SHELTER

<i>Basic Service Set</i> – the set of services that is recommended to be available for all households who enter shelter
<ul style="list-style-type: none"> • Connection to Food Support
<ul style="list-style-type: none"> • Bed
<ul style="list-style-type: none"> • Showers

• Laundry
• Busing to schools
• Phones

<i>Enriched Service Set</i> – the set of services that is recommended to be available for all households who enter shelter
• Case management
• MH services
• Childcare
• Headstart
• Employment Assistance
• Children/family activities

SUPPORTIVE HOUSING

<i>Basic Service Set</i> – the set of services that is recommended to be available for all households needing supportive housing.	
Access	
• In-reach Outreach Engagement Benefits Assistance	
Case management	
• Assessment	• Coordination
• Plan development	• Monitoring
• Connection	• Personal Advocacy
Family Specific Services	
• Family Reunification Services	
• Parenting	
Housing Supports	
• Finding housing	• New tenant orientation and move-in assistance
• Applying for housing and advocating with landlord to take someone who maybe screened out of housing	• Tenancy supports
• Rental Subsidies	• Support for children and youth
• Securing household supplies and furniture and other necessities	• Eviction prevention
	• Front desk services
Independent Living Skills	
Transportation	
Education / Employment	
• School Connections	• Opportunities and access to GED, 2 year or 4 year degree programs
• Access to Social Support	• Supported employment
• Truancy Intervention	• Childcare resources
• Access to Academic Support	
Safety	
• Domestic Abuse Services	• Child Protection Assessment and appropriate follow-through
• Crisis Planning and Intervention	• Legal Advocacy
Financial Management	
• Budgeting	• Financial education services
• Benefit assistance	• Legal advocacy
Self-determination / Life Satisfaction	
• Recreation	• Parenting
• Social Support	• Support Groups

<ul style="list-style-type: none"> Community Involvement / Integration 	
Health	
<ul style="list-style-type: none"> Health related services <ul style="list-style-type: none"> Medication set up Healthcare coordination HIV/AIDS/STD education and support Immunization and prevention 	<ul style="list-style-type: none"> End of life planning Benefit assistance
Harm Reduction Strategies	
Veteran's benefits and services	

<i>Service Set for Children</i> —additional recommended services if a program serves children	
Specific Services –	
<ul style="list-style-type: none"> Case management Advocacy Academic programs Computer Labs Recreational programming Mental Health 	<ul style="list-style-type: none"> Chemical Health Mentoring Employment training Post secondary Physical health Transportation
Assessment and Planning Services	
<ul style="list-style-type: none"> Developmental assessment and plan School readiness plan 	<ul style="list-style-type: none"> Educational services including Individual Education Plan Post secondary plan

SW MN CoC HUD Project Ranking Form 2017

☐ New
☐ Renewal

Applicant Name

Project Name

Evaluation Criteria	Raw Number	Point Scale		Points
		New Projects	Renewal Projects	
Chronic Homeless Emphasis: % bed dedicated for chronically homeless persons.	____%	76-100% = 15 pts 51-75% = 10 pts 1-50% = 5 pts 0% = 0 pts		
Potential Units for Households with Children	____%	76-100% = 15 pts 51-75% = 10 pts 1-50% = 5 pts 0% = 0 pts		
Housing First: Program uses a housing first model		Y = 10 pts N = 5 pts	Y = 10 pts N = 5 pts	
Housing Stability: 80% maintain permanent housing for > 6 months or exit TH for PH	____% (renewals)		100% - 80% = 10 pts 79% - 41% = 5 pts ≤ 40% = 0 pts	
20% increased income from employment.	____% (renewals)		> 20% = 10 pts 19% - 13% = 5 pts ≤ 12% = 0 pts	
54% increase income from sources other than employment	____% (renewals)		≥ 54% = 10 pts 53% - 20% = 5 pts ≤ 19% = 0 pts	
56% obtain mainstream benefits.	____% (renewals)		≥ 56% = 10 pts 55% - 20% = 5 pts ≤ 19% = 0 pts	
Page one total points				

APRs accurately completed on time (when applicable)	Yes Needs Help No		Yes = 10 pts Needs help = 5 pts No = 0 pts	
Participation in CoC process (# CoC meetings attended since last ranking meeting on 11/1/2015)	_____ Mtgs	≥ 6 = 10 pts 3-5 = 5 pts < 3 = 0 pts	≥ 6 = 10 pts 3-5 = 5 pts < 3 = 0 pts	
Spent Funds	_____ % (renewals)		≥90% spent = 10 pts 89% - 80% spent = 5 pts 0% - 79% spent = 0 pts	
Drawdowns			Monthly = 10 pts Quarterly = 5 pts Less Than Quarterly = 0 pts	
HMIS Data Quality in universal data elements	_____ % (renewals)		≥98% = 10 pts 90% - 97% = 5 pts ≤89% = 0 pts	
Project Admin Costs	_____ %	0 – 5% = 10 pts 5.01 – 7% = 5 pts 7.01% + = 0 pts		
Mainstream Resources: % of funds requested matched by other resources.	_____ %	≥ 25% = 10 pts 1 – 24% = 5 pts 0% = 0 pts		
PAGE TWO POINTS				
PAGE ONE POINTS				
TOTAL POINTS				
TOTAL POSSIBLE POINTS				
TOTAL POINTS / TOTAL POSSIBLE POINTS				

Minnesota's HMIS Policies and Procedures

Minnesota's Homeless Management Information System will provide standardized and timely information to improve access to housing and services and strengthen our efforts to end homelessness

NOTE: The Institute for Community Alliances (ICA) assumed the role of HMIS Lead Agency and State System Administrator on June 1, 2016. To facilitate this transition, ICA has agreed to use this document until a detailed review can be conducted, at which time this document may be updated or replaced.

N O V E M B E R 2 0 1 4

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Acknowledgments

The original version of this document was produced by Minnesota's HMIS Governing Group, led in this effort by Richard Wayman. This document was approved by the Governing Group on January 31, 2005.

The first major revision took place on December 2012, following recommendations discussed in a meeting of the HMIS Governing Group on December 6, 2012. Another major revision occurred in January 2014, following recommendations discussed in a meeting of the HMIS Governing Group on December 10th, 2013. The Data Quality Plan was revised and amended here November 19, 2014.

Contact Information

Web site information on Minnesota's HMIS:

<http://www.hmismn.org>

HMIS help desk:

HMIS@wilder.org

651-280-2780, or 1-855-280-2780

Wilder Research
451 Lexington Parkway North
St. Paul, MN 55104

HMIS Grievances (reported to HMIS Governing Group):

Minnesota Coalition for the Homeless
Attention: HMIS Grievance
2233 University Avenue West, Suite 434
St. Paul, MN 55114
651-645-7332

Background

Introduction

Homeless Management Information Systems (HMIS) enable data from a variety of service providers to be combined to reveal a more comprehensive picture of client needs. In Minnesota and elsewhere this is accomplished via the internet, using software that can enable inter-agency case management within a context of strict data privacy protections.

History

The decision to implement an HMIS in Minnesota grew out of a desire to obtain standardized, regularly updated information about homelessness for advocates, planners, and policymakers – all of whom were interested in doing something about the consistently growing and stubbornly persistent problem of homelessness. The idea was to broaden a data tracking initiative started among Ramsey County shelters and transitional housing providers in the early 1990s.

Coinciding with this local activity was a Congressional mandate to implement HMIS. In 2000 Congress instructed the U.S. Department of Housing and Urban Development to take measures to improve available data concerning homelessness in the United States. In response, HUD obligated all Continuum of Care regions to implement region-wide databases that would allow an unduplicated count of service users.

Specifically, Congress mandated to HUD to collect information on the number of persons assisted through the McKinney-Vento Act. The Omnibus Appropriations Act of 2003 (Pub. L. 108-7) in its conference committee report noted:

HUD is directed to begin collecting data on the percentage and number of beds and supportive services programs that are serving people who are chronically disabled and/or chronically homeless. . . HUD should continue its collaborative efforts with local jurisdictions to collect an array of data on homelessness in order to analyze patterns of use of assistance, including how people enter and exit the homeless assistance system, and to assess the effectiveness of the homeless assistance system.

Previously in FY 1999 HUD Appropriations Act, Congress directed HUD to collect data from representative samples of existing HMIS systems,

collect, at a minimum, the following data: The unduplicated count of clients served; client characteristics such as age, race, disability status, units (days) and type of housing received (shelter, transitional, permanent); and services rendered. Outcome information such as housing stability, income, and health status should be collected.¹

The state Inter-Agency Task Force on Homelessness, the Corporation for Supportive Housing, the Metro-wide Engagement on Shelter, and others responded to this mandate by convening a series of open meetings in spring 2002. By general consensus a statewide, rather than region-by-region, approach was adopted and an “Implementation Group” was convened to oversee the project. The Implementation Group consisted of representatives from all of Minnesota’s Continuum of Care regions, at-large members who represent various populations and provider groups (e.g., agencies for homeless youth, veterans, domestic violence victims, those with HIV/AIDS, and consumers of homeless services), and representatives of state government.

The Implementation Group guided development and implementation of Minnesota’s HMIS. Early on the group adopted a vision for Minnesota’s HMIS (see next section), selected a system administrator (Wilder Research), trainer (Minnesota Housing Partnership), and software for the system (Bowman System’s ServicePoint). The group also developed various system policies and worked on system funding. The group continues to meet regularly to advise Wilder Research on nearly every aspect of the HMIS project, including budgetary matters and annual fees, system policies, and training procedures.

Eligible programs

Programs which may use HMIS include, but are not limited to:

- Emergency shelters serving homeless adults, families, and youth²
- Transitional housing programs
- Supportive Housing Programs (whether scattered site or on-site)
- Street and Community outreach programs to persons who are homeless

¹ See Fed. Register, Vol. 68, No. 140 (July 22, 2003) for further overview of federal mandates for HMIS.

² In general, domestic violence shelters are prohibited from participation in HMIS by federal legislation, under the Violence Against Women Act (VAWA). Please see hmismn.org, or contact Wilder Research for additional information.

- Supportive Service programs serving persons who are homeless

In addition, HMIS participation is a requirement of various funders. On the Federal level, HMIS participation is mandated for all service and housing providers that receive HUD funding under the McKinney-Vento Act, which includes:

- Supportive Housing Program (SHP)
- Shelter plus Care
- Section 8 Moderate Rehab for Single Room Occupancy
- Emergency Solutions Grant
- Housing for Persons with AIDS (HOPWA)

Satisfying the HMIS requirement is also factored into the Department of Housing and Urban Development's (HUD) scoring of annual Continuum of Care applications – the more programs that participate in HMIS, the higher the Continuum is scored on that aspect of their application. In Minnesota this means that implementing and maintaining a widely-used HMIS improves the state's chances of continuing to receive the over \$20 million annually in federal funding that we now receive under the McKinney-Vento program.

On the state level, the Minnesota Department of Human Services and the Minnesota Housing Finance Agency require HMIS participation for their grantees under the following programs:

Minnesota Department of Human Services/Office of Economic Opportunity

- Transitional Housing Program (THP)
- Emergency Services Program (ESP)
- Emergency Solutions Grant Program (ESGP)
- Runaway and Homeless Youth Act
- Healthy Transitions for Youth
- Ending Long-Term Homelessness Supportive Services

Minnesota Housing Finance Agency

- Family Homeless Prevention and Assistance Program (FHPAP)
- Projects funded under the Plan to End Long-Term Homelessness

Agencies that receive funding from these state programs use HMIS to satisfy their reporting requirements.

Ideally all emergency shelters, transitional and supportive housing program, and homeless outreach programs in the state will participate in HMIS. The more agencies, and the more users within agencies, that participate in the system the better. More agencies equal more comprehensive data, and therefore improved information for planning and policymaking. More users within agencies means that clients will more likely receive appropriate services, since their caseworks may have an opportunity to see relevant case history from prior service episodes, and will have an opportunity to rely upon the systems case planning, referral, and data protection capacities.

Why is this important?

Because agencies that serve people experiencing homelessness work for the public welfare of our communities, they must remain accountable to their program participants, funders, and community partners. One way to remain accountable is to be driven and focused on a mission and to report progress on accomplishing that mission. Programs should be transparent about what outcomes and goals they have achieved. HMIS allows programs to manage data in a secure and standardized environment that also offers an aggregate view of our state-wide efforts to end homelessness. We hope that with better information we will be able to plan, work, and achieve greater success in serving participants with meaningful services and housing options and end a social problem that can be fixed.

Expectations for HMIS Partner Agencies

Social service agencies that participate in Minnesota's HMIS are referred to as "partner agencies." Each partner agency needs to follow certain guidelines to help keep the project on track and to maintain data privacy and accuracy. The guidelines below do not replace the more formal and legally-binding agency agreement that each agency signs when joining the project.

Implementing HMIS

To prepare for participating in Minnesota's HMIS, agency administration should:

- Familiarize themselves with HMIS (see www.hmismn.org).
- Decide how many system end-users they will need. "End users" are the people who will actually enter data into the HMIS and use the system to run reports that the agency may need for funding purposes, or find useful for internal management. Typical end users include intake workers and case managers. Typically, the more end-users in an agency, the more useful the system becomes. There are, however, additional costs for each end-user in an agency. Volunteers should only be designated as end-users as a last resort, and will be subject to the same training and legal requirements as all other end-users.
- Familiarize prospective end-users with basic computer skills if necessary (e.g., windows, using a mouse, navigating the internet).
- Designate a primary HMIS contact within the agency.
- Develop a clear understanding of current reporting needs and funding streams. For example, does the agency receive SHP funds? THP? FHPAP?
- Understand the agency's data privacy requirements. For example, is the agency covered by HIPAA?
- Have access to a computer. Nearly any computer purchased within the past 5 years will be adequate. (See hmismn.org for current technical requirements and recommendations.)
- The computer must have access to the internet and an up-to-date a web browser. (See hmismn.org for current technical requirements and recommendations.)

The steps for implementation include the following:

1. **Initial contact.** Agency is contacted by Wilder Research (or contacts Wilder Research) and agrees to send its end-users to a day-long introductory group training on HMIS and using

ServicePoint. Agency administrators, IT staff, or others may also attend the training for a fee if there is space available. Agencies should not sign up for training unless they are willing and able to complete the following steps and begin entering actual client data within one month of attending training.

2. **Paperwork and payment.** Before attending training: (a) Agency must review and sign an agency agreement before the training. (b) If the agency is covered by HIPAA, the agency should send Wilder Research a Business Associates Agreement. (c) The agency must pay any training and end-user fees.
3. **Training.** All end-users within must complete initial training with Wilder Research.
4. **Work flow.** Agency program administrators and system end-users should designate a process for integrating the HMIS into its regular flow of work. Ideally information in ServicePoint will be updated in real time, whenever clients are entering or leaving programs, but this is not always possible. Planning how to incorporate ServicePoint in the agency's workflow should be done before the walk through so that the agency is ready to use ServicePoint immediately after the walk-through. Necessary decisions include:
 - a. Will the data be directly entered into ServicePoint during intake or case management sessions? (If so, what is our back-up plan if the power is out or the internet connection goes down?)
 - b. Will the information be recorded by paper forms and entered later? If so, can we adapt our existing forms so that there is no confusion when entering data into ServicePoint? Note that electronic versions (MS Word format) of data entry forms that mirror screens in ServicePoint are available at www.hmismn.org
 - c. Who will run reports? Which ones? How often? Note that we strongly recommend running reports on a monthly or weekly basis to help check for data entry errors. The agency is responsible for maintaining accurate data, and regularly running reports is a good way to double check that information has been properly recorded in the system. Regular reporting may also provide the agency with important information about its clients and programmatic goals.
5. **Data privacy practices and client informed consent.** Before entering data into Minnesota's HMIS, agencies must implement any necessary client notice, consent, and release of information forms associated with Minnesota's HMIS (see appendix for current examples), as well as their own written data privacy policy. This can be done prior to training, and should be ready to implement by the time of the walk through or even shortly before, so that the agency can begin entering actual data as soon as possible. Note that agency should be able to explain to clients the data privacy practices associated with Minnesota's HMIS.

6. **Set-up.** After training the agency's designated HMIS contact will be called by Wilder Research, to gather information necessary to configure ServicePoint to meet the agency's reporting and data privacy needs. The Agency's end-users cannot be given access to the system until the system set-up is complete, so it is important that the agency respond to Wilder's requests for information as soon as possible. Agencies that do not follow through with set-up after attending training may be required to attend an additional training session, at added cost.
7. **Walk through.** After set-up is completed (and confirmed with the agency's HMIS contact person), Wilder Research will contact the agency for a "walk through" session that serves as a sort of refresher on how to use the HMIS and demonstrates the way that the system has been configured for the agency. Usernames and passwords are issued at this point.
8. **Using the system.** Agencies should record in the HMIS at least three actual client entries into their programs within 2 weeks of completing set up with Wilder Research. On an on-going basis agencies must enter and update information on all current clients in their HMIS-relevant programs (homeless prevention, outreach, shelter, and housing programs) on at least a quarterly basis. Information must be updated by the end of the second week after each quarter's end (by April 15 for Q1; by July 15 for Q2; by October 15 for Q3; and by January 15 for Q3).
 - a. **Reporting:** Agencies are required to run reports in the system as directed by their funding sources, and should run these reports prior to actual report due dates to check for data entry errors. Agencies are strongly encouraged to use the systems reporting features on a more frequent weekly or monthly basis to check for data entry errors. Agencies are responsible for the quality of the data that they report.

General on-going commitments

Participating agencies should be prepared to commit to the following:

- Collecting and updating minimum data elements on all clients, and updating on a quarterly basis as necessary. Information must be updated by the end of the second week after each quarter's end (by April 15 for Q1; by July 15 for Q2; by October 15 for Q3; and by January 15 for Q3). This is necessary for Wilder Research to be able to issue accurate quarterly reports.
- Maintaining accurate data. The agency should run system reports on a regular weekly or monthly basis to check for errors. The agency should contact Wilder Research (HMIS@wilder.org, 651-280-2780, or 1-855-280-2780) if needing assistance with data correction, including deleting any client records that were entered by mistake.
- Obtaining necessary client consent and releases of information for data sharing.

- Agencies covered by HIPAA, domestic violence agencies, youth providers, and HIV/AIDS providers must develop joint legal agreements with other partner agencies if they will be sharing client records via the HMIS. Such agencies must work with Wilder Research to enable restricted data sharing.
- Posting a Notice of Uses and Disclosures for Minnesota's HMIS (see exhibits at end of this manual). Agency staff should be able to provide a basic explanation of the notice and the agency should be able to provide a copy to each of its clients.
- Cancel HMIS access of any end-user who is terminated from employment, leaves the agency, or needs to be restricted from the system for any other reason. The agency should contact Wilder Research as soon as possible and no more than 24 hours after the end-user is terminated.

Information entry standards

- Information entered into Minnesota's HMIS will be truthful, accurate and complete.
- Agency staff will not enter information about clients into Minnesota's HMIS database unless the information is required for a legitimate business purpose such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements.
- When adding to- or modifying data in- an existing client's HMIS record, end users should check to see if that client is currently receiving services from a different HMIS partner agency (e.g., entered into, but not yet exited from another program). If the client is active elsewhere, end-users should not alter or over-ride information possibly used by staff of that agency without first verifying the change with staff of the other agency.

No conditioning of services

Agencies shall not decline to provide any services to a client based upon a client's refusal to sign a Release of Information form or refusing to allow entry of information into Minnesota's HMIS. (Note: This does not over-ride agency policies or funding restrictions that may require certain data from a client before an agency is able to serve the client. However, if this is the case and HMIS is the only data base, then the client may be offered the opportunity to be entered as anonymous client – e.g., entered with a system generated code and no social security number or other identifying information.)

Accountability for noncompliance

The HMIS Governing Group will receive updates from Wilder Research on progress made by participating programs with HMIS. The Governing Group will provide notice to agencies and funders (the state of Minnesota, HUD, or local Continuum of Care Committees) when agencies are found not to be in compliance with data entry or have violated the code of ethics or privacy concerns.

The HMIS Governing Group and Wilder Research would like to make compliance with system policies and expectations as easy as possible, and welcomes agency requests for assistance. Agencies that fail to comply, however, should be aware of the potential for penalties under data privacy laws (e.g., HIPAA, the Minnesota Government Data Practices Act); potential impacts on funding from state and federal sources; and the possibility of additional charges from Wilder Research to cover costs associated with rectifying substantial problems.

Privacy Plan

According to standards put forward by the U.S. Department of Housing and Urban Development, Homeless Management Information Systems are encouraged to have privacy plans that at the minimum include: data collection limitations; purpose and use limitations; allowable uses and disclosures; access and correction standards; and protections for victims of domestic violence, dating violence, sexual assault, and stalking.

The Privacy Plan for Minnesota's HMIS consists of the following documents:

- **Agency Agreement**
This form obligates organizations that participate in Minnesota's HMIS to abide by all applicable rules and regulations, and to oversee proper use of the HMIS by their staff.
- **User policy, responsibility statement & code of ethics**
This form, signed by all system end-users, specifies responsibilities of individuals who access Minnesota's HMIS, and includes limitations on collecting data and accessing data. End users must agree to honor the wishes of the persons whose information is interested into the HMIS; access only information for which they have a clear business purpose; and keep their username and passwords private.
- **Client data privacy notice and consent form**
This form, given to all persons (or their parents or guardians) whose information is entered into the HMIS, outlines allowable uses and disclosures of individually-identifiable data maintained in HMIS. It also informs clients of their rights to view and correct data held in Minnesota's HMIS, including a method for filing grievances.

- Client release of information form

This form, while not currently in wide use, specifies organizations that an organization may share data with via Minnesota's HMIS. Clients may elect to share data or to limit data sharing.

- HMIS grievance procedure form

This form provides a grievance process for those who feel that they have been somehow wronged by Minnesota's HMIS.

Finally, all end-users are trained to protect the privacy of individually-identifiable data entered into Minnesota's HMIS

Program Participant Rights

Program participants have a clear right to:

- Keep their personal information held private. All clients have the right to choose to have their data entered in the system anonymously and refuse to have certain information recorded about them in the system. This can provide protections for clients who have experienced domestic violence, dating violence, sexual assault, or stalking at some point in their lives or who are uncomfortable having information entered about them for any other reason.
- Have their preferences with regard to the entry and sharing of client information within Minnesota's HMIS respected, whether they prefer their data to be shared with other partner agencies or not.
- Request a change in their information sharing preferences.
- Refuse to allow entry of identifiable information into Minnesota's HMIS without being denied services (except if entry of identifiable information is necessary for program operation).
- Have only truthful and accurate information about them entered into the system.
- Not be asked for information unless the information is required for a legitimate business purpose such as to provide services to the client.
- Inspect and obtain a copy of their own information maintained within Minnesota's HMIS (except for information that is used in preparation for a criminal or civil court case under release by subpoena).
- File grievances related to the HMIS without retaliation.

Data sharing

One of the potential benefits – and potential risks – of Minnesota’s HMIS is the ability to easily share data between agencies in a standardized format. Certain agencies, like youth providers, HIV/AIDS providers, and HIPAA-covered agencies, will only share data with other service providers if they have developed specific agreements allowing them to do so. Others will choose to share data routinely with other HMIS partner agencies. In either case, clients have the right to control access to their data and must sign a Client Release of Information form before an agency can share information about the client with other agencies via Minnesota’s HMIS (see appendix or electronic forms at www.hmismn.org). Note that agency staff must be prepared to explain the HMIS system and agency privacy policies upon request.

Additionally, please note that:

- Agency staff have the ability to designate information entered into the HMIS as “open” – meaning shared with other partner agencies, or “closed” – meaning hidden from other partner agencies. While Wilder will set defaults for data sharing in consultation with the agency, it is the responsibility of the agency staff to make sure that the data they are entering is secure consistent with agency practices and client preferences.
- HMIS project staff at Wilder Research and Bowman Systems, LLC. will have access to all information entered into the system. Wilder and Bowman routinely deal with sensitive data and abide by strict data privacy practices. Wilder and Bowman will only access identifying information for business-related reasons, including administering the database, conducting research, and preparing reports (only aggregate information will be included in reports).
- Minnesota’s HMIS is not a government database. Federal agencies, including HUD, do NOT have direct or routine access to the HMIS. State government employees do not have direct access to the system, but in some cases do see client-level information about persons served under the grant programs that they monitor.

Security Plan

According to standards put forward by the U.S. Department of Housing and Urban Development, Homeless Management Information Systems are encouraged to have security plans that: ensure the confidentiality, integrity, and availability of all HMIS information; protect against any reasonably anticipated threats or hazards to security, and; ensure compliance by end users.

The security plan for Minnesota’s HMIS includes the documents and protections outlined in the privacy plan. In addition, the security plan includes security and backup technology provided by the system’s vendor, currently including:

- End-user authentication via username and complex password, including temporarily inactivating licenses with more than 3 consecutive failed logins.
- Automatic logout after a specified period of inactivity on the system (currently 15 minutes).
- Secured Socket-Layer certification of data sent over the internet.
- Database-level encryption.
- Firewall protection against attempted system hacks.

In addition the availability of the system and data contained therein is provided the system vendor via redundant servers and nightly off-site system back up, as specified in the Disaster Recovery Plan.

Finally, administrative staff for Minnesota's HMIS run security reports on an at least monthly basis, to help ensure that end-users are properly following data privacy and sharing procedures. Failure to comply with procedures may result in denial of access to Minnesota's HMIS, as outlined in the Policies and Procedures manual.

Agency Responsibilities

Agencies are responsible for the actions of their users. Among the steps Agency will take to maintain data privacy and security are:

- **Access.** Agencies will permit access to Minnesota's HMIS or client-level information obtained from it only to paid employees or supervised volunteers who need access to Minnesota's HMIS for legitimate business purposes (such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements). Volunteers should only be designated as system users as a last resort, and are subject to the same training and legal requirements as all other system users.
- **Computers.** Agencies will allow access to Minnesota's HMIS only from computers which are (a) physically present on Agency's premises; (b) owned by the Agency; or (c) approved by Agency for the purpose of accessing and working with Minnesota's HMIS. The latter (c) shall apply only in extra-ordinary circumstances, when it is not feasible to meet conditions (a) or (b). Agency shall maintain written statements of any approvals of computers not owned by or located in the agency. Additionally, agencies should protect computers used to access Minnesota's HMIS with commercially available virus protection software.
- **Username and passwords.** Usernames and passwords shall not be stored or displayed in any publicly accessible location. Usernames and passwords may only be used by the person to whom they are assigned; licenses may not be shared under any circumstance.

- **Change in Employee status.** Any employee that is terminated or quits should have their user name and password immediately removed by contacting Wilder Research (651-280-2780; HMIS@wilder.org).
- **Training.** Agency will only allow their staff to access Minnesota's HMIS only after the authorized user receives appropriate confidentiality training including that provided by Wilder Research. Licenses granted to approved staff must not be shared; each staff who accesses HMIS must have a unique username and password.

Data Quality Plan

Wilder Research, in preparing to develop a data quality and monitoring plan, reviewed HUD guidelines as well as existing data quality plans from other HMIS implementations around the country. All these include at least the following 5 elements; Timeliness, Completeness, Accuracy, Monitoring, and Incentives/Enforcement. The data quality plan has also been reviewed and approved by the HMIS Governing Group.

Timeliness

- Purpose: is to ensure data is accessible for agency, community level, and federal reporting and to improve data accuracy. Reducing the time period between data collection and data entry will increase the accuracy and completeness of client data.
- Current Standard (may vary by program type):
 - Emergency Shelter (ES): within 10 days of service start date
 - Transitional Housing (TH): within 2 weeks of program entry
 - Permanent Supportive Housing (PSH): within 2 weeks of program entry
 - Services Only: within 10 days of program entry
 - FHPAP/Prevention/Rapid Rehousing only: within 10 days of program entry
 - ALL PROGRAMS: All data must be entered and updated as required by funders. Data for each quarter must be entered, complete, and current by the 15th of the month following each quarter. (*April 15 for Q1; July 15 for Q2; October 15 for Q3; and January 15 for Q4*).
 - Included data elements that will be monitored are:
 - Universal data elements (HUD and MN required)
 - Entry/Exits
 - Services
 - Funder-required updates to assessment information (disabilities, income, non-cash benefits, residence, etc.) will continue to be required on the already established funder-required schedule.

Completeness

- Purpose is to ensure that MN and each CoC can accurately describe the clients and services provided to clients who are accessing services. A complete record also is important for reporting for the use of data in any community level reporting as well as for HUD required processes such as NOFA and AHAR which can affect funding for the CoC and its providers.
- Current Standard:
 - All clients receiving homeless, prevention, and outreach services have a record in HMIS
 - Goal of less than 5% of clients are anonymous
 - Exception for providers who must enter all clients anonymous such as domestic violence and legal services providers
 - Exception for outreach clients. Up to 10% of outreach clients may be entered anonymously.
 - Client choice in signing the consent form takes precedent and staff should not pressure clients into agreeing to have their information identifiable if the client does not wish to do so. However, high percentages of anonymous clients may indicate staff or agency understanding of the consent form process may need review and/or clarification.
 - All data entered into HMIS is complete (based on funder requirements)
 - Universal Data Elements: "Missing", is less than 2% and "don't know or refused" is less than 3% in any one field.
 - Exception for SS#. This may have up to 2% missing, and 8% don't know, or refused.
 - Exception for providers who must enter all clients anonymously. All SS# will be listed as Refused. All other elements will be completed with up to 5% "don't know or refused".
 - Exception for Date of birth. Less than 1% of client records shall be missing date of birth. If client declines to give his/her DOB, an approximate DOB will be entered.
 - Program Specific Data Elements: "Missing", is less than 2% and "don't know or refused" is less than 3% in any one field
 - Bed Utilization rates: Emergency Shelters, Transitional Housing, and Permanent Supportive Housing programs and CoC Coordinators will review utilization rates quarterly using data in HMIS.
 - Wilder HMIS staff will send quarterly utilization reports to CoC Coordinators to review and pass on to programs. This process can help determine whether or not data is being completely entered. Low utilization or utilization over 100% can be a sign that data is not being entered or exited correctly. It can also indicate changes in programs, such as bed counts, that must be accurately counted.

Accuracy/Consistency

- Purpose: To ensure that data in HMIS is collected and entered in a common and consistent manner. To ensure that client information is truthful and accurate.

- *This section will likely roll out at a later time than the Timeliness and Completeness standards as we take additional time to plan and design the elements with a variety of groups including HMIS staff, funders, CoC Coordinators, agencies, and users.*

Data Quality Process/Monitoring

- Purpose: To ensure that the standards for timeliness, completeness, and accuracy are met and that data quality issues are identified and resolved.
- Current Standard:
 - Agencies and CoC Coordinators provide timely updates to CoC HMIS staff regarding any changes to programs.
 - Notify Wilder HMIS staff of program changes within 30 days of changes (new beds, closed program, etc.) by email hmis@wilder.org.
 - At the start of each quarter, HMIS will send a reminder email to CoC Coordinators about upcoming DQ report deadline.
 - CoC Coordinators will forward reminder email to their program providers/agencies.
 - HMIS will run quarterly data quality reports and bed utilization rate reports and will provide these reports to the CoC Coordinator/Funder/Grantee to review.
 - HMIS will send reports the above parties on the 22nd of the month, or next business day thereafter, following the end of each quarter. (January, April, July, October)
 - CoC Coordinators/Funders/Grantees will review the reports and request that program providers make any necessary changes to their data.
 - Program providers will review their data and make necessary corrections to meet the above data standards within two weeks.
 - Program providers/agencies can run program specific or agency wide reports to review their data and make corrections (See Data Quality Monitoring Plan Report Instructions for more details on running data quality reports.)
 - HMIS staff will assist providers in correcting data and updating program information as needed.

Incentives/Enforcement

- After the two week data correction deadline for the quarter, HMIS staff will run another set of data quality reports and submit them to the CoC Coordinators/Funders/Grantees. Wilder HMIS staff will provide a list of agencies that have not improved their data and/or still exceed the data quality error goals.
- HMIS staff will also provide a list of agencies that have not improved their data since the previous quarter, or who have had multiple quarters with insufficient progress.
- Wilder staff will supply twice a year progress charts (See Progress Chart below).
- Programs which are identified as having continued data quality issues will undergo the following process: (process still under review and subject to change)

- Program does not improve data quality over two consecutive quarters
 - CoC /funder/grantee contact agency
 - Wilder HMIS staff offers walkthrough support
- Program does not improve data quality over three consecutive quarters
 - CoC/Funder/Grantee contacts agency
 - Wilder HMIS staff identifies which users require additional training
 - License suspension until follow-up is possible
- Program does not improve data quality five quarters out of eight
 - CoC Coordinator/Funder/Grantee determine appropriate action
 - Lost points on CoC competition or similar consequence
 - Increased monitoring
 - Additional interventions as determined by CoC Coordinator/Funder/Grantee, Wilder Staff, and Agency Staff.
- Incentives to be determined

Progress Charts

- These charts will be provided semi-annually and may include the following information:

Name of Project and SPID	Project has no errors	Improved data during correction period	Missing data exceeds goal – including # of anonymous clients	Missing data but does not exceed goal	Number of quarters in the past two years without improvement
Sample project 1 (2479)		Yes	No	Yes	1
Sample project 2 (3549)		No	Yes	Yes	3
Sample project 3 (1157)	✓	N/A	No	No	0
Sample project 4 (621)		No	No	Yes	2

Oversight of Minnesota's HMIS

Composition of HMIS Governing Group

The Governing Group currently is a 26 member body, made up of the following:

- 13 representatives appointed by Continuum of Care regions in Minnesota.
- 1 representative of the Minnesota Coalition for the Homeless
- 1 representative of the Metro-wide Engagement on Shelter and Housing (MESH)
- 2 representatives from the state's Inter-Agency Task Force on Homelessness

- 1 representative from each of the following groups: youth, veterans, domestic violence, AIDS/HIV, homeless or formerly homeless (5 members total) Representative from first four groups (youth, veterans, domestic violence, and AIDS/HIV) may be a service-provider with expertise on the population, or a client member of the population. These members are nominated and elected by current members.
- 2 additional at large representatives, nominated and elected by current members.
- 2 representatives with expertise in the field of technology.³

Representatives shall be appointed for two year cycles.

Additional provisions

- A chairperson (or co-chairs or "officers") will be elected from the membership serve as the main point of contact between the oversight body and project staff, and to set meeting agendas.
- Decisions will be made by consensus when possible, by majority vote when necessary. Proxy voting is allowed and encouraged if members are unable to attend meetings, but a quorum is not required for group meetings or decisions.
- Project staff will staff meetings and will not serve as voting members.
- Subcommittees shall be appointed as needed.

Governing Group roles and responsibilities

Budget and Financing

- Periodically reviews HMIS system budget
- Sets goals for user-based fees
- Assists with fundraising

System Policies

- Data element oversight (resolving the manner in which specific elements are collected when there is disagreement among users; approval of any questionable or controversial data elements)

³ Originally the Governing Group was a 25-member body. On August 28, 2006 the Governing Group passed a motion to include an additional technology representative.

- Development of standardized reports (resolving disagreements between regions, providers, etc. concerning standardized reporting)
- Approval of necessary forms
- Approval of agency participation
- Deciding on the appropriate system rights for participating agencies and staff
- Penalizing agencies that do not comply with system policies
- Hearing client grievances, and recommending appropriate remedy
- Approval of data requested by non-participants (e.g., academic researchers)
- Approval of requested narrative reports (special or first-time requests)

Current membership, including contact information, is available at www.hmismn.org.

Expectations for HMIS System Administrator

Providing an HMIS

As system administrator for Minnesota's HMIS, Wilder Research provides all of the necessary equipment, staff, and technology to operate and maintain the central site. This may be done directly or through contracts with outside vendors. Bowman Systems currently provides software (ServicePoint) and application service provider (ASP) services, including hosting and maintaining central servers, for Minnesota's HMIS.

In addition, system administrator will work with Continuum of Care Coordinators, participating agencies, end-users, vendors, and other HMIS stakeholders to ensure compliance with HMIS-related rules and standards enacted by the U.S. Department of Housing and Urban Development.⁴

⁴ HUD periodically updates data standards for HMIS, these standards currently include "Homeless Management Information System (HMIS) Data Standards: Revised Standards" Published in March 2010.

HMIS Governing Group

Wilder Research utilizes the HMIS Governing Group to provide general oversight and guidance to the project.

Training

Wilder Research provides ongoing training on the system, either directly or through agreements with others. Each user of the system is required to complete basic user training in order to begin using the system. Wilder Research may deliver on-site training in the event that an agency has a large number of staff to train, but generally will not deliver one to one training on-site without an additional contract for this service.

Right to Deny Access

Wilder Research retains the right, subject to the HMIS Governing Group's review, to suspend or revoke the access of any agency or individual to the system for consistent or egregious violation of Minnesota HMIS policies.

Availability of Project Staff

Wilder Research staff are available during normal business hours to respond to service requests from either the Agency Director or identified site contact person.

Notice of Planned Interruption in Service

Whenever possible, Wilder Research will notify participating agencies of planned interruptions to service at least 3 business days prior to the interruption.

HMIS Policy Considerations

Individual access and corrections to personal information maintained in HMIS

Agencies will respond to all data requests submitted by individual program participants served by that particular agency. Any requests received by an agency that the agency is unable to fulfill will be forwarded to Wilder Research.

Requests for inspection or copies of personal data or private information or by individual program participants shall be accommodated with no service charges or fees. Agency or Wilder may deny access to information that is legally protected due to current or pending legal activity. An agency or

program may deny inspection or copies of personal information if the individual program participant has requested the same data or information more than two times in a calendar year (unless substantive change have been made to the record – program participants may request another copy upon substantive change to their records).

Program participants may request amendments or corrections to their record. Any such requests shall be honored unless program staff have a justifiable reason for not making the change, including that the requested change would misrepresent client characteristics, service dates, or the like. Requests for changes that are not honored may be recorded under client case notes in the HMIS. Requests for multiple alterations in any calendar year may be denied due to administrative burden or harassment by the individual program participant (unless substantive change have been made to the record – program participants may request additional alterations following substantive changes to their records).

Any denial of a request for inspection or alterations by programs/agencies may be taken by the individual program participant to the Minnesota Coalition for the Homeless who shall bring the matter (in a confidential manner) before the HMIS Governing Group.

Grievance procedures for individual program participants

Users must permit clients to file a written complaint regarding the use or treatment of their information within Minnesota HMIS (an example grievance form is provided in the appendix). Clients may file a written complaint with either the Agency/program or with the Wilder Research. Clients may not be retaliated against for filing a complaint. Clients unsatisfied with agency- or administrator-level grievances are free to file a grievance to the HMIS Governing Group (mail to: Minnesota Coalition for the Homeless, in care of "HMIS Grievance," 122 West Franklin Avenue, Suite 306, Minneapolis, MN 55404).

A written response must be prepared by either the party receiving the grievance (Agency/program, Wilder Research), or the Governing Group.

Clients also may choose to pursue complaints through the legal system.

All agencies are encouraged to complete Data Privacy and Protection training

The HMIS Governing Group encourages all participating agencies or programs to routinely train their personnel on best practices in data privacy and protection. Data privacy is emphasized in HMIS training sessions, but more general training on this topic is encouraged.

Ensuring Data Accuracy

Agencies are responsible for the accuracy of the data they enter into the HMIS. Agencies are strongly encouraged to run reports on a monthly or weekly basis to check data and consult with Wilder Research to correct any problems.

Wilder Research shall regularly check data quality in Minnesota's HMIS. Agencies, or particular end-users, that make repeated errors may be required to attend more training, or may be barred from using HMIS if they are unwilling to improve data entry practices.

If Wilder Research or a funding entity that requires HMIS participation determines that an agency has committed fraudulent activity in the submission or alteration of data, the violation shall be brought before the HMIS Governing Group who shall determine a response after the agency or program has had an opportunity to respond to the allegation or information. The HMIS Governing Group has the authority to take ameliorating action or expel an offending agency from Minnesota's HMIS.

Third party access to data

No request for private, personal information about an individual program participant from a third party or entity shall be honored unless the request is legally binding and complies with the policy for research uses of HMIS data (see appendix).

All requests for system-wide aggregate data or information shall be forwarded to Wilder Research. Wilder Research may charge a reasonable recovery fee.

Appendix

Glossary

Goals of HMIS In Minnesota

*Sample HMIS grievance procedure form **

*User policy, responsibility statement & code of ethics **

*Client data privacy notice and consent form **

*Client release of information form **

*Policy for Research uses of HMIS data**

** For the most recent version of forms, see: <http://www.hmismn.org/>*

Glossary

AHAR – Annual Homeless Assessment Report. A national report produced by HUD that uses HMIS data.

CoC – Continuum of Care. Geographically designated groups that annually file a joint application to HUD for homeless funding. CoCs also work together to develop plans, policies, and initiatives related to homelessness.

DHS – Minnesota Department of Human Services.

End User – Any person in an agency in possession of a valid user license who directly accesses the HMIS.

HIPAA – Health Insurance Portability and Accountability Act. A federal law that applies to the data practices of agencies that provide medical and medically-related services.

HMIS – Homeless Management Information System

HUD – United States Department of Housing and Urban Development

MHFA – Minnesota Housing Finance Agency, also referred to as Minnesota Housing.

McKinney-Vento Act – Federal law that allows for funding for HMIS and Housing and Supportive Service programs which serve individuals who are homeless

ServicePoint – The software behind Minnesota's HMIS. An internet-based client information management system developed by Bowman Systems, LLC.

Goals of HMIS in Minnesota

In the Spring of 2002 Minnesota Housing Finance Agency convened an open meeting on HMIS that included an in-depth brainstorming session on what the state wants out of our HMIS. The following summary was later adopted by the HMIS Implementation Group as the vision for Minnesota's HMIS.

Overall vision and goal

Minnesota's Homeless Management Information System will provide standardized and timely information to improve access to housing and services and strengthen our efforts to end homelessness.

Goals from the perspective of those experiencing homelessness:

Minnesota's Homeless Management Information System will:

- Help us find and access shelter and housing—quickly and accurately
- Help us identify other services for which we are eligible
- Protect the privacy of our personal data, and strip away personally-identifying information as soon as possible
- Improve the accessibility to housing and services for those who do not speak English and those who have disabilities
- Get the job done with the minimum number of questions
- Eliminate the need for us to repeatedly give the same information to service providers
- Enhance the effectiveness of our working relationships with case workers and others who may be accessing the system
- Include protections against using the system's data to deny service, or to abuse civil rights
- Provide us with a printout of our personal data upon request
- Gather data that demonstrates our needs to others—hopefully resulting in improved housing and services
- **In sum, improve access to shelter, housing, and services**

Goals from the service provider perspective:

Minnesota's Homeless Management Information System will:

- Be user friendly, and include adequate training and available help for users
- Easily provide accurate agency-level data, including client demographics, needs, and trends over time
- Cost little
- Be useful for us even if we do not have computers or much technical capacity
- Cover our reporting requirements
- Protect our clients' confidentiality—and us from liability
- **In sum, provide an affordable, user-friendly tool to accurately track client service usage.**

Goals from the continuum of care perspective:

Minnesota's Homeless Management Information System will:

- Provide accurate regional data on demands, migration, capacity, and gaps
- Easily summarize data for the continuum of care
- Include as many providers as possible
- Be affordable and adequately staffed
- **In sum, strengthen continuum of care planning by providing improved data on demands, migration, capacity, and gaps.**

Goals from the state agency perspective:

Minnesota's Homeless Management Information System will

- Interface with (or replace) state data systems
- Produce state and federal reports
- Improve service delivery to clients
- Provide improved, standardized, and timely statewide data for planning
- Provide a good return on the investment
- Help identify gaps in mainstream resources and the barriers that those experiencing homelessness face when trying to access these goals
- **In sum, help coordinate statewide data collection to improve public policy.**

Minnesota's HMIS: grievance procedure form

If you believe that you have not received the assistance you desire concerning your personal or private data held in Minnesota's HMIS, please send a written complaint to:

1. Your Agency
2. Wilder Research
c/o HMIS Administrator , Attention: Grievance
451 Lexington Parkway North
St. Paul, MN 55104

This Agency and Wilder Research are prohibited from retaliating against you for filing a complaint. Your information and complaint will be kept confidential! This Agency and Wilder are required by law to maintain the privacy of your protected personal information and to provide you with a grievance procedure.

If you believe your grievance has not been sufficiently resolved by either your agency or the Wilder Research you may make a complaint to:

3. Minnesota Coalition for the Homeless 612-870-7073
Attention: HMIS Grievance
2233 University Avenue West, Suite 434 St. Paul, MN 55114.

The Coalition will bring your complaint to Minnesota's HMIS advisory group, which will attempt a voluntary resolution of the complaint.

Please note that the Minnesota Coalition for the Homeless is available to help if you would like assistance filling out this form. Also note that the Coalition does *not* directly provide legal services.

GRIEVANCE FORM

NAME: _____ DATE: _____

ADDRESS: _____ Phone Number: _____

Complaint:

User Policy, responsibility statement, & code of ethics

Minnesota's HMIS User Policy, Responsibility Statement & Code of Ethics

For: _____ from: _____
User (print name) (print Agency Name)

USER POLICY

Partner Agencies who use Minnesota's HMIS and each User within any Partner Agency is bound by various restrictions regarding the Client information.

It is a **Client's** decision about which information, if any, is entered into Minnesota's HMIS and whether that information is to be shared and with any Partner Agencies. If your agency is covered by HIPAA or 42 CFR Part 2 (federally-defined treatment facility), it is also Client's decision about whether Wilder may use information for research purposes. The appropriate **Minnesota's HMIS Client Informed Consent and Release of Information Authorization** shall be signed by Client before any Client information is designated for sharing with any Partner Agencies, or, in the case of HIPAA covered entities, authorized for research use. User shall insure that prior to obtaining Client's signature, the Agency's Notice of Uses and Disclosures was fully reviewed with Client in a manner to insure that Client fully understood the information (e.g. securing a translator if necessary).

USER RESPONSIBILITY

A User ID and Password give a user access to the Minnesota HMIS system. **User must initial each item below** to indicate User's understanding and acceptance of the proper use of User's ID and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from Minnesota's HMIS.

_____	My User ID and Password are for my use only and must not be shared with anyone (except the Minnesota's HMIS system administrator (Wilder) and Agency's HMIS administrator or executive director). I must take all reasonable means to keep my Password physically secure.
_____	I understand that the only individuals who can view information in Minnesota's HMIS are authorized users who need the information for legitimate business purposes of this Agency and the Clients to whom the information pertains.
_____	I may only view, obtain, disclose, or use the database information that is necessary to perform my job.
_____	If I am logged into Minnesota's HMIS and must leave the work area where the computer is located, I must log-off before leaving the work area.
_____	A computer that has Minnesota's HMIS open and running shall never be left unattended.
_____	Any hard copies of personally identifiable (client-level) information printed from Minnesota's HMIS must be kept in a secure file, and destroyed when no longer needed.
_____	If I notice or suspect a security breach, I must immediately notify the executive director of the Agency and the System Administrator for Minnesota's HMIS (Wilder Research at 651-647-4600).

USER CODE OF ETHICS

- A. Users must be prepared to answer client questions regarding Minnesota's HMIS.
- B. Users must faithfully respect client preferences with regard to the entry and sharing of client information within Minnesota's HMIS. Users must accurately record Client's preferences by making the proper designations as to sharing of Client information and/or any restrictions on the sharing of Client information.
- C. Users must allow client to change his or her information sharing preferences at the client's request.
- D. Users must not decline services to a client or potential client if that person (i) refuses to allow entry of information into Minnesota's HMIS (except if that policy is over-ridden by agency policy); or (ii.) refuses to share his or her personal information with other service providers via Minnesota's HMIS.
- E. The User has primary responsibility for information entered by the User. Information Users enter must be truthful, accurate and complete to the best of User's knowledge.
- F. Users will not solicit from or enter information about clients into Minnesota's HMIS unless the information is required for a legitimate business purpose such as to provide services to the client.
- G. Users will not alter or override information entered by another Agency.
- H. Users will not include profanity or offensive language in Minnesota's HMIS; nor will Users use Minnesota's HMIS database for any violation of any law, to defraud any entity or conduct any illegal activity.
- I. Upon client request users must allow a client to inspect and obtain a copy of the client's own information maintained within Minnesota's HMIS. Information compiled in reasonable anticipation of or for use in a civil, criminal or administrative action or proceeding need not be provided to Client.
- J. Users must permit Clients to file a written complaint regarding the use or treatment of their information within Minnesota's HMIS. Client may file a written complaint with either the Agency or Wilder Research (c/o HMIS Admin, 1295 Bandana Blvd, No., Suite 210, St. Paul, MN 55108). If not satisfied, clients may file a complaint with the HMIS advisory body via the Minnesota Coalition for the Homeless. Clients may *not* be retaliated against for filing complaints.

I understand and agree to comply with all the statements listed above.

User signature

Date

Preferred ServicePoint Login (username): _____

Contact Information

Work phone: _____ e-mail address: _____

Witness signature (MHP or WRC)

Date

WRC/MHP

User's access level (circle): Case Worker Agency Admin Other: _____

(if multiple "providers" in agency)

User's home provider: _____

Other providers this user may enter data as: _____

Client Data Privacy Notice and Consent Form, and Release of Information Form (with instructions to agency)

Instructions

PLEASE READ BEFORE USING CONSENT FORMS

****THIS PAGE NOT MEANT FOR DISTRIBUTION TO CLIENTS****

These forms were developed based on federal rules governing Homeless Management Information Systems (Federal Register, Vol. 69, No. 146, July 30, 2004), and additional guidance from Minnesota's HMIS Governing Group.

How to use the HMIS consent forms and notices

1. **Minnesota's HMIS: Data Privacy Notice & Consent Form** should be given to all adult clients or single unaccompanied youth. Parents can give consent for their children. Clients who do not sign the form should be entered only using ServicePoint's "Enter as Anonymous" feature. Drop-in shelters, street outreach programs, and telephone-only services may substitute a brief verbal notice and consent for use of this form.
2. **Minnesota's HMIS: Release of Information** is *only* for agencies that would like to provide their clients with the option of sharing data with other service-providing agencies that use Minnesota's HMIS. **This page is not necessary for DV agencies, Youth agencies, HIV/AIDS agencies, HIPAA-covered agencies, and others that do not intend to share data.** If using the form, please be sure to include a list of up to ten agencies with whom you would like to share data in the space provided, and communicate these "closed exemption" agencies to Wilder Research (hmis@wilder.org). Note that we are not allowing a share with all ServicePoint agencies option.
3. **Minnesota's HMIS: Posted Data Privacy Notice** is not intended for distribution to clients. Please post this sign in an area viewable by clients.

Note that throughout the forms the phrase "this agency" can be replaced with the actual name of your agency. This document can be further modified and/or incorporated into an agency's existing data privacy forms and notices, but modifications should only be made in consultation with legal counsel.

Also note that **these forms apply only to data maintained in Minnesota's HMIS**. They are NOT meant to serve as an agency's complete privacy policy or sole consent forms. The following situations, for example, require some additional privacy-related provisions for your clients:

- **Agencies covered by Minnesota's Government Data Practices Act**, need to provide clients with a Tennessean warning that lists the specific governmental agencies that fund the programs and, therefore, may view client data (e.g., Minnesota Department of Human Services, Minnesota Housing Finance Agency, U.S. Department of Housing and Urban Development). Consult your funder and see the Minnesota Department of Administration's Information Policy Analysis Division (<http://www.ipad.state.mn.us/>) for further information.
- **HIPAA covered agencies**: The federal government's "Health Insurance Portability and Accountability Act" (for more info, see <http://www.hhs.gov/ocr/hipaa/>) supersedes federal HMIS regulations. By law, these agencies are not required to provide clients with "Minnesota's HMIS: Data Privacy Notice & Consent Form," but they are encouraged to do so, since the form provides information about the system. In addition, **HIPAA covered agencies need to provide clients with an opportunity to opt-out of including their data in research**. A check-box such as the following should be added somewhere to either the HMIS Notice & Consent forms, or the agency's forms:

Consent for research uses of information in Minnesota's HMIS. Please check (✓) one:

☐

Yes, include in research. I understand that information about me that is in Minnesota's HMIS may be used by Wilder Research to conduct research related to homelessness and housing programs, service needs, income supports, education and employment, and program effectiveness. My name, social security number or other information that would identify me personally will **never** appear on a research report.

☐

No, do not include in research. I do not want my information used for research purposes.

- **HUD-Funded agencies** need to explicitly list HUD as having rights to view client data entered into Minnesota's HMIS. Please replace the second bullet under "who can see information entered into HMIS?" (currently "Auditors or others who have legal rights

to review the work of this agency") with, "Auditors or others who have legal rights to review the work of this agency, including the U.S. Department of Housing and Urban Development."

Minnesota's HMIS: Data Privacy Notice & Consent Form

What is Minnesota's HMIS?

HMIS stands for Homeless Management Information System. It is a computer system used by this agency and other agencies that provide services.

Why is information collected in Minnesota's HMIS?

- To help us keep track of how many people we serve and the types of people we serve – both as an agency and as a network of service providers.
- To help us understand the types of services people need and plan for services to meet these needs.

Who can see information entered into Minnesota's HMIS?

- People who work in this agency who need to see your information to help provide services to you or your family, or for billing or funding purposes.
- Auditors or others who have legal rights to review the work of this agency.
- Some employees of Wilder Research (in St. Paul). Wilder maintains Minnesota's HMIS and may see your information as a part of managing the system.
- People using HMIS data to do research. This includes employees of Wilder Research and other people who sign agreements with Wilder or this agency. Your name, social security number, or other information that would identify you will **never** appear on research reports.
- If you or members of your family are in need of protective services because of abuse, neglect, or domestic violence, this agency may be required to file a report with a governmental agency.
- Others, as the law requires. That would include officials with a subpoena, warrant, or court order.
- Your information also may be released if needed to protect the health or safety of others or yourself.

We need your written permission to release your data for other uses.

Know Your Rights:

- **Tell the intake worker if you do not want your name, social security number, or exact date of birth entered in HMIS.** This agency will **not** refuse to help you because you tell us you do not want information that identifies you entered into HMIS.
- You have the right to a copy of the information about you that is kept in Minnesota's HMIS for as long as it is kept there (except for information that may be kept from you in certain legal proceedings).
- You have the right to correct mistakes if HMIS information is wrong or incomplete.
- You have the right to complain if you believe that this agency or Minnesota's HMIS violated your privacy rights. You can ask a staff person for a complaint and appeals form or write to Minnesota Coalition for the Homeless, HMIS Grievance, 122 West Franklin Avenue, Suite 306, Minneapolis, MN 55404.

Signed consent

For: _____
Print complete name (First, Middle, Last) Birth date

By signing this you are giving us your permission to enter your personal information into Minnesota's HMIS. You do not have to sign this form to receive services from this agency.

SIGNATURE OF CLIENT OR GUARDIAN

DATE

Signature of witness

Date

Minnesota's HMIS: Release of Information

For: _____
Print complete name (First, Middle, Last) Birth date

With your permission this agency can share information that it enters into HMIS with other agencies. Sharing allows other service providers to look up information about you in Minnesota's HMIS if you go to them for help. Sharing this information may help the other agencies serve you better.

Please check (✓) a box:

- ☐ **DO NOT SHARE:** I do **not** want **any** of the information about me in Minnesota's HMIS shared with any other service providers. (*Data security = Closed*)
- ☐ **SHARE:** This agency may share my name, date of birth, race, ethnicity, Social Security Number, and the same information from any other members of my family who are being served with me at this time.
(*Data security = Closed with exceptions*)

If you checked **SHARE**, please check (✓) the agencies that you would like to share with:

<input type="checkbox"/> Share with all agencies listed below	
<input type="checkbox"/> <u><Agencies should use this space to></u>	<input type="checkbox"/> <u>[Please communicate this list to]</u>
<input type="checkbox"/> <u><fill in names of up to 10 other programs></u>	<input type="checkbox"/> <u>[Wilder: hmis@wilder.org],]</u>
<input type="checkbox"/> <u><that use ServicePoint, and are most></u>	<input type="checkbox"/> <u>[subject line: potential exceptions list]</u>
<input type="checkbox"/> <u><likely to have some of the same clients></u>	<input type="checkbox"/> <u>[see www.hmismn.org/agencies/]</u>
<input type="checkbox"/> <u><or receive referrals from this agency></u>	<input type="checkbox"/> <u>[for a current list of HMIS agencies]</u>

If you checked **SHARE**, please check (✓) if we should let these agencies see information about...

- | | |
|--|--|
| <input type="radio"/> Services you receive | <input type="radio"/> Educational background |
| <input type="radio"/> Your income and income sources | <input type="radio"/> Employment status |
| <input type="radio"/> If you are homeless or not | <input type="radio"/> Military history |
| <input type="radio"/> Reasons for seeking services | <input type="radio"/> Other: _____ |
| <input type="radio"/> Living situation and housing history | <input type="radio"/> Other: _____ |

When you sign this form it shows that you understand:

- We will **not** deny you help if you do not want your personal information shared.
- If you want us to share your data, this consent will expire in 1 year.
- If you want us to share your data, you may change your mind and cancel this consent at any time.
- Even if you check "do not share" your information in HMIS may still be seen by the people listed on Minnesota's HMIS Data Privacy Notice, and any others listed on this agency's privacy statements.

SIGNATURE OF CLIENT OR GUARDIAN _____ DATE _____ Signature of agency witness _____ Date _____

Minnesota's HMIS: Posted Data Privacy Notice

We collect personal information about the people we serve in a computer system used by many social service agencies called Minnesota's HMIS (Homeless Management Information System).

Personal information that we collect is important to run our programs and to help us improve services. Also, we are required to collect some personal information by law or by organizations that give us money to operate this program. We only collect information that we consider to be appropriate.

You do not have to give us information. However, if you do not give us the information, we may not be able to determine whether we can help you, or get help for you from other agencies.

You have a right to review the personal information that we have about you and ask us to correct any mistakes you may find. You have a right to file a complaint with this agency or others if you feel that your data privacy rights have been violated.

Please ask our staff if you have any questions, or if you would like a grievance form or a complete copy of our privacy policy.

Minnesota's HMIS Policy for Research uses of HMIS data⁵

1. **Discuss project with HMIS staff**, including identifying the way that the least amount of identifiable data can change hands. If the requestor's research/evaluation questions can be answered without transferring identified data to the requestor, step 3 is not necessary.
2. **Work plan and budget agreed to.** Data and related reporting generally cannot be provided without proper compensation for staff time and other resources.
3. **Requestor provides a written request outlining uses of data, including research questions, and procedures for protecting data** (including assurances that data will be destroyed after use, and that the data will not be re-used for purposes beyond those outlined in the request).
 - a. Wilder notifies HMIS Governing Group that a request has been received.
 - b. Requestor or Wilder informs or obtains consent from HMIS participating agencies and/or individual clients as necessary/depending on nature of project.
 - c. Requestor clears the project with outside Institutional Review Boards (IRBs) as necessary/depending on nature of project.
 - d. Requestor clears the project with Wilder's Research Review committee for approval or denial. [Note: This committee meets quarterly, but sometimes is able to address requests via a virtual meeting between planned meetings.]
 - e. Wilder notifies Governing Group of whether the project is moving ahead.
 - f. At any time throughout the process Wilder reserves the right to consult with the Governing Group (including a subcommittee thereof) for purposes of providing advice to Wilder and the requestor on any issues that may arise from the project, and to more fully inform the group. The Governing Group may pass motions regarding the project, but those motions technically are not legally binding. Any members with a conflict of interest (e.g., those requesting data themselves or working directly with the requestor) should recuse themselves from votes taken on the project in question.
4. **After the analysis findings from the project are provided to Governing Group via Wilder Research.** The format of this report depends on the nature of the project.

⁵ Developed by Wilder Research in consultation with HMIS Governing Group and its ad-hoc Policy Subcommittee. Accepted by Governing Group on July 15, 2010.

Justin Vorbach

From: Deb Thompson <debt@worthingtonhra.com>
Sent: Friday, August 18, 2017 3:28 PM
To: Justin Vorbach
Subject: RE: Need your help with our HUD Application

Justin,
Below is out of our Section 8 Adm Plan. Public Housing doesn't have a preference for homeless.
Deb

Deborah Thompson
Section 8 Coordinator
Worthington HRA
819 10th Street
Worthington, MN 56187
507 376-9123

Waiting List Management

Each application is assigned to a position on the waiting list, which is appropriate to the applicant's housing needs, preferences, through a comparison of the applicant and all other applicants. Applicants will be ranked based on their accumulation of points for the local preferences. Applicants that receive the same number of points will be ranked based on the date and the time of each application, the oldest being ranked first and all other based on their age in ascending order.

Local Preferences:

5 points=Dependent Children (Family with dependent child(ren) under 18 years of age or a full-time student.)

5 points=Elderly or Handicapped Head of Household or Spouse

5 points=Near Elderly (55 or older)

5 points=Present tenant of subsidized housing being displaced by owner or government action.

5 points=Rent Wise Course taken with date of completion *Removed preference 2/1/2015

15 points=Jurisdiction (living in our seven (7) county jurisdiction)

5 points=Homeless (per HUD's definition of Homelessness)

5 points= Victim of Domestic Violence



From: Justin Vorbach [mailto:JustinV@swmhp.org]
Sent: Friday, August 18, 2017 3:12 PM
To: Deb Thompson <debt@worthingtonhra.com>
Subject: RE: Need your help with our HUD Application

Minnesota Homeless Management Information System

Memorandum of Understanding for Lead Agency and System Administrator Duties

A. Goals and Objectives

This Memorandum of Understanding is intended to confirm agreements between the ten Continuums of Care (CoC) in Minnesota and the Institute for Community Alliances (ICA) for the operation of Minnesota's Homeless Management Information System (HMIS). As such, the Memorandum of Understanding sets forth the general understandings, terms, authority, services, and specific responsibilities of each party relating to key aspects of the governance and operation of the Minnesota (HMIS).

B. Background

By federal mandate, each CoC across the United States is responsible for selecting an HMIS software solution that complies with the U.S. Department of Housing and Urban Development (HUD) data collection, management, and reporting standards. In Minnesota ten regional Continuums of Care comprise the network, namely: Central, Hennepin County, Northeast, Northwest, Ramsey County, Suburban Metro Area Coc (SMAC), Southeast, Southwest, St. Louis County, and West Central. Minnesota's ten CoCs jointly agreed to operate a statewide HMIS and to provide HMIS oversight through a shared HMIS Governing Board. In addition, each CoC provides funding to support the statewide Minnesota HMIS.

C. Purpose of HMIS

HMIS is used to: aggregate data about the extent and nature of homelessness over time; produce an unduplicated count of homeless persons; understand patterns of service use; measure the effectiveness of homeless assistance projects and programs; and as a tool to prevent and end homelessness (Coordinated Entry, case management, homeless fund management, reducing duplication of data entry, data sharing, service collaboration, referrals, etc.). Data produced are used for planning, education and reporting to funders.

D. Duration

This MOU is effective June 1, 2016 to December 31, 2017.

E. Designations

HMIS Software - The CoC designates the Bowman Systems' ServicePoint (SP) as the primary technical solution for Minnesota's HMIS.

HMIS Lead and System Administrator - The Institute for Community Alliances (ICA), a non-profit organization based in Des Moines Iowa, is designated as the official statewide Minnesota HMIS lead agency (LA) and state system administrator (SSA) for all 10 CoC geographic areas.

F. Specific Responsibilities of the Parties

- a. Responsibilities of the ten Continuums of Care:
 - i. Designate a single information system as the official HMIS software for the geographic area;

- ii. Designate a HMIS Lead to operate the system;
 - iii. Provide for governance of the HMIS Lead, including;
 - 1. Participate in a shared HMIS Governance structure;
 - 2. Require that the HMIS Lead enter into written HMIS Participation Agreements with each Contributing HMIS Organization (hereinafter referred to as "CHO") requiring the CHO to comply with federal regulations regarding HMIS
 - 3. Hold CHOs responsible for failure to comply with regulations, including imposing sanctions; and
 - 4. Impose the participation fee, if any, charged by the HMIS;
 - iv. Maintain documentation in compliance with federal regulations and with the MOU;
 - v. Review, revise, and approve the HMIS policies, privacy and security plan, and data quality plan for the HMIS as required by federal regulation;
 - vi. Develop and implement a plan for monitoring the HMIS to ensure that:
 - 1. CHO consistently participate in HMIS;
 - 2. HMIS is satisfying the requirements of all regulations and notices issued by HUD;
 - 3. The HMIS Lead is fulfilling the obligations outlined in its HMIS Governance Charter and Agreement with the CoC, including the obligation to enter into written participation agreements with each contributing CHO
 - vii. Commit to utilize the statewide HMIS network and seeking HUD and other resources to help fund the collective system.
 - viii. Oversee and monitor HMIS data collection and production of the following reports:
 - 1. Sheltered point-in-time count;
 - 2. Housing Inventory Chart;
 - 3. Annual Homeless Assessment Report (AHAR); and
 - 4. Annual Performance Reports (APRs).
- b. Responsibilities of the designated Lead Agency, The Institute for Community Alliances:
- i. Conduct day-to-day operational requirements of the HMIS software and system;
 - ii. Generate, develop, refine, make available, and submit reports as required for HUD compliance, including HUD funding application reporting requirements, performance measures, sheltered point-in-time count, housing inventory chart, AHAR, APR's, and other reporting that becomes a requirement by HUD during the timeframe of this MOU;
 - iii. Assist the Continuums of Care with design and implementation of their Coordinated Entry System within HMIS;
 - iv. Assist the Continuums of Care with implementation of performance measures within HMIS;
 - v. Ensure compliance with data transfer requirements for the SSVF and RHY programs;
 - vi. Facilitate, monitor, and report to CoC the participation of all agencies submitting data to HMIS and ensuring compliance with federal HMIS requirements;

- vii. Implement and maintain compliance with written HMIS policies and procedures as approved by the statewide governance committee and in accordance with § 580.31 for all CHOs;
- viii. Execute a written HMIS Participation Agreement with each participating CHO as ensuring the agreement includes: the obligations and authority of the HMIS Lead and CHO, the requirements of the security plan and privacy policy with which the CHO must abide, sanctions for violating the HMIS Participation Agreement, and an agreement that the HMIS Lead and the CHO will process Protected Identifying Information consistent with the agreement;
- ix. Serve as the applicant to the US Department of Housing and Urban Development (HUD) for CoC grant funds to be used for HMIS activities for the CoC's geographic area, as directed by the CoC in consultation with the statewide Governance committee, and entering into grant agreements with HUD to carry out the HUD-approved HMIS activities;
- x. Monitor data quality and train end users, agencies and the CoC to obtain and retain a high level of data from all CHOs;
- xi. Implement and monitor a security plan, an updated data quality plan, and a privacy policy to the CoC on a timeline agreed on by the CoC, HMIS Governing Group and HMIS Lead and in accordance with all HUD rules, notices, and guidance establishing the requirements of these plans. The HMIS Lead, in conjunction with the HMIS Governing Group and CoC, must review and update the plans and policy at least annually. During this process, the HMIS Lead must seek and incorporate feedback from the CoCs, State Agencies and other HMIS stakeholders.
- xii. Participate in the design of and follow the HMIS Governance Annual Work Plan, which includes; reporting standards, budget, priorities, policies, and directives.
- xiii. Assure transparency in resource management, prioritization, and operations. Provide regular reporting on resource management, as directed by HMIS Governance.
- xiv. Support the broad use of HMIS as a tool to document, serve and end homelessness.
- xv. Assure system performance, including the ongoing availability and accessibility of the HMIS software and system.
- xvi. Provide HMIS and HMIS-subject related trainings to end users, agencies, Coordinators, funders, and planners to insure access and as needed for the purposes of: service delivery, documentation, coordinated entry, reporting, planning, and compliance, striving for good customer satisfaction in doing so.
- xvii. Implement a customer satisfaction feedback and improvement process promote customer satisfaction.
- xviii. Encourage and support using HMIS to its maximum potential, including increasing functionality, incorporating innovations, and assuring adaptively, as appropriate.
- xix. Assure HMIS is properly staffed to achieve responsibilities, deliverables and services described in this MOU including:
 - 1. Data Analyst: Provide 1 a minimum of full-time data analyst for Minnesota's HMIS.
 - 2. Report Writer: Provide a minimum of 1 report writer.

3. Regional System Administrators:

- a. Metro: Provide a minimum of 4 metro/suburban-metro SA positions.
- b. Greater Minnesota: Provide a minimum of 3 greater Minnesota SA with regional office locations.

c. Responsibilities of HMIS Governance:

- i. Develop HMIS policies and procedures. These policies and procedures must comply with all applicable Federal law and regulations, and applicable state or local governmental requirements. The HMIS Governance may not establish local standards for any CHO that contradicts, undermines, or interferes with the implementation of the HMIS standards as prescribed in b. Privacy;
- ii. Develop a data privacy policy. At a minimum, the privacy policy must include data collection limitations; purpose and use limitations; allowable uses and disclosures; openness description; access and correction standards; accountability standards; protections for victims of domestic violence, dating violence, sexual assault, and stalking; and such additional information and standards as may be established by HUD in notice. Every organization with access to protected identifying information must implement procedures to ensure and monitor its compliance with applicable agreements and the requirements of this part, including enforcement of sanctions for noncompliance;
- iii. Oversee and monitor HMIS funds, functionality and performance;
- iv. Provide directions and guidance on HMIS practices; and
- v. Set and jointly approve with HMIS Lead an annual HMIS Work Plan, priorities, budget, and policies.

G. Deliverables and timeframes

H. Following is an outline of core deliverables. The timeframe listed indicates whether the deliverable is an expectation of on-going operations, or a deliverable due to begin on a specific date.

I.

Deliverable Definition	Begin Date
HMIS Standards: Operate HMIS in compliance current HMIS Technical Standards, HUD HMIS Data Standards and other applicable state or federal laws, assuring providers are trained and monitored on how to be compliant with said standards and laws.	On-going
Data Privacy: Operate HMIS in compliance with data privacy and data security regulations/requirements (state, federal, and funder), assuring providers are trained and monitored on how to support compliance.	On-going
Adhere to MN HMIS Policies and Procedures. Make recommendations to HMIS Governance on improvements to policies related to compliance, system quality or functionality.	On-going

Deliverable Definition	Begin Date
Participation: Review, monitor and report HMIS coverage rates to the CoC and HMIS Governance, making recommendations and supporting improved coverage.	Initial quarterly review by 9/1/2016, then annual with additional reviews as designed by HMIS Governance.
Data quality: Provide a minimum of quarterly reports to CoCs on data quality. Make recommendations for improvement to data quality and support local agencies, state agencies and CoCs on continuous quality improvement efforts.	9/1/2016
Manage Bowman Vendor contract.	On-going
State meetings: Staff and engage in Statewide HMIS, CoC, and Homeless meetings at the request of HMIS Governance.	8/1/2016
Website: host the MN HMIS website	6/1/2016
Stakeholder engagement: Hold quarterly stakeholder feedback meetings and/or surveys in collaboration with HMIS Governance and the CoCs to assure valuable stakeholder feedback is integrated into HMIS.	9/1/2016
HMIS updates: provide email blasts to HMIS users and stakeholders for the purpose of compliance, education, awareness or input.	7/1/2016
Customized Assessments: Support State agencies and CoCs in developing customized assessments.	9/1/2016
CES assessments, visibility, workflow and reports will be set-up in the live site and demo site according to the state CES plan.	6/2016
Modules: Support the immediate addition, set-up, training, and customization for HMIS Modules into system functions including Call Point and Fund Manager.	7/1/2016
Modules: Support the addition, set-up, training, and customization for HMIS Modules into system functions for Eligibility Point.	10/1/2016
Customized reports: Meet with Continuums to assess needs for additional unified reports quarterly.	9/1/2016
Customized reports: Respond to and support requests from Continuums, state and agencies for customized reports. Respond to requests within 2 business days. Follow HMIS Governance protocol on prioritization when there is a bottleneck.	9/1/2016
Customized reports: Work with MICH and state agencies to annually create and/or update customized reports.	TBD
HUD: Assure HMIS reports are available for required HUD mandates, performance measures, annual/activities reports (PIT, HIC, APR, AHAR) and for data requested during the annual NOFA competition.	On-going

Deliverable Definition	Begin Date
State Agency and CoC staff trained and licensed as LSAs will have ability to run reports and see within their designated and approved tree structure.	6/1/2016 (Hennepin & Ramsey)
Help Desk: Provide SA and analyst staffing of help desk services between hours of 8-4 or 9-5 workdays AND provide after-hours emergency response to system outages. Requests for help should be responded to within 4 hours.	On-going
New User Trainings: Provide both online and/or in-person new user trainings on a monthly basis.	On-going
Program specific training: Provide customized trainings for specific programs to help assure all data elements and other funder requirements are understood and reported.	On-going
Maximize use of HMIS: Support and train on the utilization of enhanced and customized system functions that enable agencies and CoCs to improve quality of service, gain efficiencies, reduce duplication of data entry and encourage overall desire to utilize HMIS as a tool to prevent and end homelessness.	9/1/2016
Provide budget reports that clearly compare fiscal year-to-date actuals (income and expenses), summarized by categories, to original and revised budgets.	Monthly 1 week prior to HMIS Governance meetings beginning 9/2016.

J. Performance and Evaluation of Services

- a. Monthly reports will be provided by ICA to HMIS Governance. The detailed format and content will be negotiated by the parties, but shall:
 - i. clearly articulate the status of deliverables identifying any relevant information related to responsibilities (issues, delays, challenges, solutions, recommendations, etc.),
 - ii. report financial and resource expenditures,
 - iii. provide updates on funder or federal policy/regulatory updates and changes,
 - iv. provide updates on Bowman and ServicePoint, and
 - v. identify system functions or innovations that will improve efficiencies, workflow, data quality, performance, or outcomes.
- b. HMIS Governance reserves the right to evaluate Lead Agency performance following each quarter of the contract. If performance is not compliant with the responsibilities and deliverables laid out in this MOU, HMIS Governance reserves the right to renegotiate or terminate the contract.
- c. If ICA meets or exceeds standards, HMIS Governance and Minnesota CoCs reserve the right to positively weight ICA in a future RFP, if needed, for Minnesota's HMIS.

K. Payment Standards

Payment standards and dates are covered under individual funder contracts.


L. Period of Agreement and Modification/Termination

This MOU becomes effective June 1, 2016 and shall remain in effect until December 31, 2017.

This MOU can be terminated for non-compliance by either party with a 30 day written notice.

Modification of this MOU can occur at the request and mutual agreement of either party.

The signatures of the parties indicate their agreement with the terms and conditions set forth in this document.

Southwest Minnesota Continuum of Care MN- 511
BY  Date May 17, 2016
NAME Justin Vorbach

The Institute for Community Alliance

BY  Date 6-1-16
NAME David Eberbach, Executive Director



2017

GOVERNANCE CHARTER p. 1

POLICIES & PROCEDURES p. 6

WRITTEN STANDARDS & PERFORMANCE TARGETS p. 11

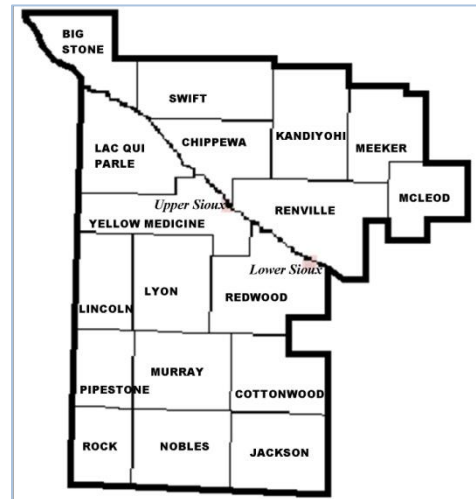
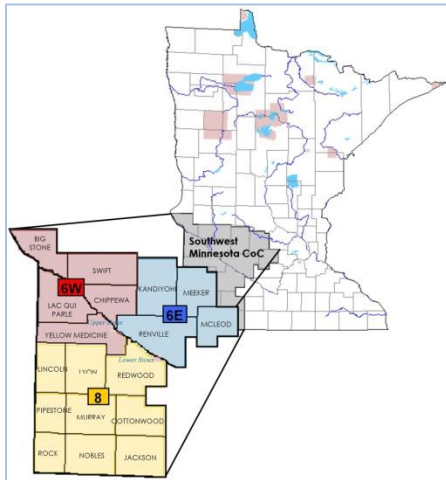
EXHIBIT A: PROJECT RANKING & REVIEW FORM p. 16

GOVERNANCE CHARTER

Name

The name of this unincorporated organization is Southwest Minnesota Continuum of Care (hereinafter referred to as the “SW MN CoC”).

Geographic Area



SMOC (Southwestern Minnesota Opportunity Council) Counties: Rock, Pipestone, Murray and Nobles.
WCA (Western Community Action) Counties: Lincoln, Lyon, Redwood, Cottonwood and Jackson.
Heartland (Heartland Community Action Agency) Counties: Renville, Kandiyohi, Meeker and McLeod.
Prairie Five (Prairie Five Community Action Council) Counties: Big Stone, Swift, Chippewa, Lac qui Parle and Yellow Medicine.

Purpose

The purpose of the SW MN CoC is to:

- To represent and encourage collaboration among the relevant organizations and programs serving persons who are homeless or facing homelessness;
- Secure funding for efforts by providers and government entities to prevent homelessness and quickly re-house homeless individuals (including unaccompanied youth) and families, while minimizing the trauma and dislocation that homelessness causes to individuals, families, and communities;
- To ensure that the CoC is meeting all of the responsibilities assigned to it by HUD regulations and the HEARTH Act;
- Promote access to and effective utilization of mainstream programs by homeless individuals and families;
- Optimize self-sufficiency among individuals and families that experience homelessness;

- To encourage and educate on service and housing best practices and quality performance.

Responsibilities

The SW MN CoC is responsible for fulfilling four major duties, as follows:

1. Operation of the SW MN CoC

- Hold meetings of the full membership, with published agendas, at least semi-annually;
- Issue a public invitation annually for new members to join within the geographic area via newspaper notices in Worthington, Marshall, Willmar and Hutchinson
- Adopt and follow a written process to select a CoC board and review, update, and approve the process at least once every 5 years;
- Appoint additional committees, subcommittees, or workgroups;
- For CoC and ESG grants, establish performance targets appropriate for population and program type in consultation with recipients and sub recipients, then monitor recipient and sub recipient performance, evaluate outcomes, take action against poor performers, and report to HUD;
- Establish and operate a coordinated assessment system in consultation with recipients of ESG Funds; and
- Establish and follow written standards for providing CoC assistance in consultation with recipients of ESG Funds. At a minimum, these written standards must include:
 - a. Policies and procedures for evaluating individuals' and families' eligibility for assistance;
 - b. Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance;
 - c. Policies and procedures for determining and prioritizing which eligible families and individuals will receive rapid rehousing assistance;
 - d. Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid rehousing assistance; and
 - e. Policies and procedures for determining which eligible individuals and families will receive permanent supportive housing assistance.

2. Designation and operation of a Homeless Management Information System (HMIS)

- Designate a single HMIS for its geographic area and designate an eligible applicant to manage its HMIS. The Local System Administrator for HMIS is the Southwest Minnesota Housing Partnership and the State System Administrator is Institute for Community Alliances.
- Review, revise, and approve privacy, security, and data quality plans;
- Adopt, follow, and update annually a Memorandum of Understanding in consultation with the collaborative applicant and the HMIS lead [most recent MOU signed June 1, 2016];
- Ensure consistent participation of recipients/sub recipients in HMIS; and
- Ensure that the HMIS is administered in compliance with HUD requirements.

3. Continuum of Care Planning

- Coordinate implementation of a housing and service system;
- Conduct at least one point-in-time count of homeless persons per year. This count collects data on where the homeless households are sleeping, household size, disability, and chronicity of homelessness.
- Conduct an annual gaps analysis of homelessness needs and services;
- Provide information required to complete the Consolidated Plan(s);
- Consult with State and local ESG recipients in the geographic area on the plan for allocating ESG funds and reporting/evaluating performance of ESG programs.
- Reallocate HUD grant funds based on current grant performance and annual gaps analysis and homelessness needs and services.

4. Preparation of a CoC Application for Funds

- Design, operate, and follow a collaborative process for the development of applications and approve submission of applications in response to a CoC Program Notice of Funding Availability (NOFA);
- Establish priorities for funding projects;
- Designate the collaborative applicant to submit the application. The current collaborative applicant is the Southwest Minnesota Housing Partnership. The collaborative applicant must collect and combine the required application information from all projects within the geographic area and will apply for funding for CoC planning activities.

CoC Membership

The full committee is made up of various housing and community service providers from throughout the region. The committee is always looking to diversify membership and we welcome anyone who is interested in becoming a member. A general list of those who may be interested in participating in the COC include:

Local homeless coalitions and networks	Religious leaders
Homeless and formerly homeless people providers	Mental Health service
Homeless service providers, agencies, and advocates Homeless Liaisons	Schools & School

Nonprofit groups for the homeless agencies	Veterans service
Local, state and regional government representatives	Police officers
Employment programs and job councils and developers	Housing authorities
For Profit and Business communities	Etc.

New members may enroll at any time during the year by providing to the CoC their names, contact information, and any relevant affiliations.

Meetings

The full membership of the SW MN CoC shall meet at least ten times per year. The meetings shall include a report on the CoC's activities, funding, and progress toward meeting goals. Meetings generally take place on the second Thursday of the month from 10:00 a.m. to 12:00 p.m. In even numbered months, the meetings are held in Marshall and in odd numbered months, the meetings are held in Willmar. Meeting minutes will be emailed to all CoC members at least 48 hours prior to meetings.

Board

The SW MN CoC shall be governed by a Board, which will provide oversight and accountability for all SW MN CoC responsibilities.

The SW MN CoC Board consists of those members who can vote on SW MN CoC business. Each year, the board consists of one agency representatives of those agencies that attended at least 50% of meetings in the previous calendar year. Homeless or formerly homeless members present are considered part of the board regardless of attendance record.

Unless otherwise provided by written agreement, any representative may resign at any time by giving written notice to the Chair. In addition, directors may be removed from the Board by a majority vote of remaining Board members for repeated absence, misconduct, failure to participate, or violation of conflict of interest policies.

The officers of the SW MN CoC shall be a Chair, who is responsible for running SW MN CoC meetings, and Vice Chair. The Vice-Chairperson shall be the person who will succeed the Chairperson the following year. Co-chairs who alternate running the meetings will be allowed and chairs serving for more than one year will be allowed with the approval of the Board.

A number equal to a majority of the Board shall constitute a quorum for the transaction of business at any meeting.

At all meetings, business items may be decided by arriving at a consensus. If a vote is necessary, all votes shall be by voice or ballot at the will of the majority of board members in attendance at a meeting with a quorum represented. No member may vote on any item which presents a real or perceived conflict of interest.

Any action that may be taken at any meeting of the SW MN CoC Board may be taken without a meeting if that action is approved, in writing (e.g. letter, email) by a majority of all SW MN CoC Board members who would be entitled to vote if a meeting was held for such purpose.

Committees

Project Performance and Review Committee

The SW MN CoC has a Project Performance Subcommittee consisting of three members plus the Continuum of Care coordinator. As of February 2015, the committee consists of a representative from Heartland Community Action Agency, Prairie Five Community Action Agency, and LSS Youth Programs. This committee reviews APRs of all HUD grants before they are submitted to HUD and is responsible for project ranking as part of the annual application to HUD. The committee, led by the CoC coordinator working with the Minnesota Department of Human Services Office of Economic Opportunity MN DHS OEO), will receive performance outcome reports from HUD ESG grantees in the CoC at least once a year. If ESG grantee outcomes are not meeting performance goals, the CoC and MN DHS OEO will address concerns with the grantee and create an action plan to reach performance goals.

One member of the committee will change each January with the approval of the board, or the committee can continue with the same members with the approval of the board and the consent of committee members.

Other committees that provide reports to the SW MN Continuum of Care are:

- Western Community Action Homeless and Hunger Task Force
- SW MN Adult Mental Health Consortium Governing Board
- Worthington Community Concerns Committee
- Heartland Family Homeless Prevention and Assistance Advisory Committee

Board membership is not required for committee membership.

POLICIES AND PROCEDURES

CoC Project Reallocation, Ranking and Review Procedures

In the months leading up to the release of HUD's CoC Notice of Funding Availability, the CoC coordinator puts potential project applications on CoC meeting agendas. Grants may be considered for reallocation for any of the following reasons:

1. They have been underutilized and returned money to HUD.
2. They are underperforming.
3. They no longer meet the CoC's Priorities.

If reallocation is a possibility, the entire CoC is informed and a request for new project applications is announced.

Drafts of project applications will be submitted to the CoC coordinator by a date set forth by the coordinator. The CoC Coordinator will email a Timeline to Project Completion within five business days of the publication of the HUD CoC NOFA. The Project Performance subcommittee then meets at least two weeks before the NOFA application deadline. A scoring sheet, which has been approved by the CoC Board [Exhibit A] is used to rank projects. If a Committee member is from an agency that is having a project application ranked, then the CoC coordinator will find a replacement committee member for the purposes of the ranking meeting.

If the NOFA stipulates a Tier One and Tier Two Ranking System, the CoC's HMIS grant is always placed in Tier One, and if a bonus grant is available and included in ranking, the bonus grant is placed at the bottom of Tier Two.

After project applications are ranked, the conclusions of the ranking meeting are presented to the CoC Governing Board. A ranking order for application submission will be voted on. Each board member will only have one vote for the ranking process. A substitute staff member of an agency may represent a committee member at advisory committee meetings and in the voting process. If a majority approves of the project ranking slate, then projects will be submitted in the order ranked. Typically, ranking is approved.

Conflict of Interest

Board members and other SW MN CoC agents must abide by the following rules in order to avoid conflicts of interest and promote public confidence in the integrity of the CoC and its processes. Failure to honor these rules will be grounds for removal from the Advisory Committee, Board and any of its committees.

- Board Members and other SW MN CoC agents may not participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefit to:
 - Any organization that they represent; or

- Any organization from which they derive income or anything of value.
- Whenever SW MN CoC board member have a financial interest or any other personal interest in a matter coming before the Board they must:
 - Fully disclose the nature of the interest; and
 - Withdraw from discussing, lobbying or voting on the matter.

Board and committee members must disclose if they have any conflicts of interest or potential conflicts of interest regarding any business included in the meeting's agenda.

Any matter in which Board Members have an actual or potential conflict of interest will be decided only by a vote of disinterested individuals. In addition, the minutes of any meeting at which such a vote is conducted must reflect the disclosure of interested board members' actual or potential conflicts of interest and their abstention.

No person with a conflict of interest may participate in the annual project ranking meeting of the project performance and review committee. For the purpose of this section only, a conflict of interest exists if:

- You are now, or within the last year have been, or have a current agreement to serve in the future as, a Board member, staff member or paid consultant of an organization making a proposal for funding; or
- Any other circumstance exists which impedes your ability to objectively, fairly and impartially review and rank the proposals for funding.

HMIS

- The Southwest Minnesota Continuum of Care is collaborates with the Institute for Community Alliances, Minnesota's HMIS State System Administrator, through a Memorandum of Understanding (MOU). The current MOU is in effect from June 1, 2016 – December 31, 2017. It can be found at <http://www.swmhp.org/assets/uploads/2017/09/SW-MOU-Signed.pdf>
- The Southwest Minnesota Continuum of Care uses "Minnesota's HMIS Policies and Procedures" as the guide for our HMIS work. It can be found at <http://hmismn.org/administrative-documents/>
- As Domestic Violence service agencies to not use the Minnesota HMIS system, those agencies provide de-identified statistics to the CoC on a quarterly basis. The statistics include, at minimum, number of households, adults and children served each quarter.

Expectations of Homeless Assistance Providers within our CoC

- Homeless Assistance Providers will ensure that all children served are enrolled in school and connected to appropriate resources within the community.
- Case managers will systematically assist clients in completing applications for mainstream benefits, or connecting them to resources where they can receive this assistance.
- Homeless Assistance Providers supply transportation assistance and guidance to clients to attend mainstream benefit appointments, employment training or jobs.

Anti-discrimination Policy:

SW MN CoC Shelter and Housing Programs do not discriminate based on:

- Age
- Race
- Gender
- Color
- Religion
- Sex
- Disability
- Familial Status
- National Origin
- Creed
- Sexual or Affectional Orientation
- Marital Status
- Receipt of Public Assistance

When entering shelter or housing, SW MN Shelter and Housing Programs do not separate family members based on any of the aforementioned classes.

SW MN CoC Shelter and Housing Programs do:

- Determine client eligibility for housing regardless of client's sexual orientation, gender identity, or marital status, and do not discriminate against clients because they do not conform to gender or sex stereotypes;
- Grant clients equal access to programs or facilities consistent with clients' gender identity, and provide your family with equal access;
- Never ask clients to provide anatomical or documentary (e.g. ID) information, physical, or medical evidence of gender identity; and
- Take non-discriminatory steps when necessary and appropriate to address privacy concerns raised by any residents or occupants.

At one CoC training per year, the CoC provides an annual training on the topic of, "how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity, including Gender Identity Equal Access to Housing, Final Rule."

Priorities

The SW MN CoC will:

- The SW MN COC shall prioritize for investment, permanent supportive housing projects dedicated to serving households that meet the definition of chronic homelessness, and, of the chronically homeless, our CoC shall prioritize those households with the longest histories of homelessness.
- Whenever possible, focus on homelessness diversion to prevent homelessness via the existing resources of the client.

- THE SW MN COC shall prioritize for investment rapid re-housing projects that are able to move families and youth out of shelter and homelessness the most quickly.
- THE SW MN COC shall prioritize for investment, permanent housing projects (permanent supportive housing and rapid re-housing) that adopt a housing first, entry-tolerant approach to housing people experiencing homelessness.

Order of Priority in CoC Program-funded Permanent Supportive Housing

- A. Order of Priority in CoC Program-funded Permanent Supportive Housing Beds Dedicated to Persons Experiencing Chronic Homelessness and Permanent Supportive Housing Prioritized for Occupancy by Persons Experiencing Chronic Homelessness
 - (a) First Priority–Chronically Homeless Individuals and Families with the Longest History of Homelessness and with the Most Severe Service Needs.
 - (b) Second Priority–Chronically Homeless Individuals and Families with the Longest History of Homelessness.
 - (c) Third Priority–Chronically Homeless Individuals and Families with the Most Severe Service Needs.
 - (d) Fourth Priority–All Other Chronically Homeless Individuals and Families.
- B. Order of Priority in Permanent Supportive Housing Beds Not Dedicated or Prioritized for Persons Experiencing Chronic Homelessness
 - a) First Priority–Homeless Individuals and Families with a Disability with the Most Severe Service Needs.
 - b) Second Priority–Homeless Individuals and Families with a Disability with a Long Period of Continuous or Episodic Homelessness.
 - c) Third Priority–Homeless Individuals and Families with Disability Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters.
 - d) Fourth Priority–Homeless Individuals and Families with a Disability Coming from Transitional Housing.

Family with children policies

All homeless assistance projects within the The SW MN COC region that serve households with children (shelter, transitional housing, rapid re-housing, and permanent supportive housing) will be expected to comply with the following policies:

- i. Ensure that all homeless families are informed that their children are able to maintain enrollment in school, per the federal HUD legislation.
- ii. Advocate for families with their school district to ensure that transportation is arranged (as needed).

- iii. Track school attendance for all children served within your program and help families to resolve any barriers that are contributing to the absences (as needed).
- iv. Assist families in developing education related goals for all family members when completing housing goal plans.
- v. Ensure that all family members are connected to relevant educational resources in the community.
- vi. Encourage and assist families with children ages 3-5 to apply for the Head Start Program and provide referrals to agencies that offer Head Start.

With exceptions for program eligibility requirements, SW MN CoC programs prohibit the denial of admission to or separation of any family members from other family members based on age, sex, gender or disability when entering shelter or housing.

Approval of Governance Charter and Subsequent Amendments

This Governance Charter and every subsequent amendment to it must be approved by a majority of SW MN CoC Board. In consultation with the Collaborative Applicant and the CoC Lead, the Board will review the Governance Charter annually and recommend changes to improve the functioning of the SW MN CoC and maintain compliance with federal and state regulations. In addition, every five years, the Board will the Board will ratify the existing Governance Charter or approve proposed changes to the Governance Charter.

Written Standards

THE SW MN COC has developed written standards for all components within the SW MN COC region's homeless response system (including projects providing Continuum of Care assistance). All agencies that participate in the SW MN COC's coordinated assessment system (CoC-funded or otherwise) will be expected to adhere to the standards identified below.

Component	Homelessness Prevention
Programs	Family Homeless Prevention and Assistance Program (All 18 Counties), Emergency Solutions Rapid Rehousing Grant (Heartland and Western Counties), Salvation Army (All Counties), County or Family Services Emergency Assistance (All Counties)
Description of Component	Basic services and/or financial assistance to help resolve, not postpone, housing crisis
Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> Each program has specific rules and guidelines, but all share these requirements: Low income, often defined as below 200% of federal poverty guidelines Minnesota Residence No other means to resolve crisis, such as support network Resolvable with limited assistance One-time assistance or assistance available every 12 to 18 months. Agencies have discretion to assist more frequently on a case by case basis. Facing housing crisis or other crisis that is jeopardizing their housing stability Not homeless, but imminently at risk of becoming homeless Limited experience with housing instability
Procedures (Services Offered)	Prevention Service Set <ul style="list-style-type: none"> Landlord mediation and/or household mediation. Financial management assistance, with a cap on assistance. Case Management Benefits Assistance Referral to SOAR services when appropriate.
Performance Standards	<ul style="list-style-type: none"> 75% of households will not become homeless due to assistance. 80% of households will not return to homeless prevention programs.

Component	Basic Shelter
Programs	Salvation Army Vouchers, Ministerial Association Vouchers,
Description of Component	No frills shelter providing low services for emergency shelter needs usually limited to less than one week.
Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> Homeless by Minnesota definition (doubled up or unsheltered) Non-diverted households with no ability to resolve housing crisis
Procedures (Services Offered)	<ul style="list-style-type: none"> Basic Service Set (see below) 24 hour or overnight (hours of operation may vary, but clients will be expected to be out finding solutions during the day) Time-limited
Performance Standards	<ul style="list-style-type: none"> 100% assessed at program entry
Component	Service Shelter
Programs	The Refuge, service-enriched motel vouchers,
Description of Component	Service enriched shelter for those awaiting housing placement, usually limited to 30 – 60 days.

Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> • Homeless by Minnesota Homeless Definition, HUD definition for Rapid Rehousing • Non-diverted households with no ability to resolve housing crisis • Households assessed to require shelter while awaiting placement
Procedures (Services Offered)	<ul style="list-style-type: none"> • Basic Shelter Service Set • Enriched Shelter Service Set
Performance Standards	<ul style="list-style-type: none"> • Ideal: 80% exit to transitional or permanent housing within 30 days.
Component	Victim Services Shelters
Programs	Agencies using site-based shelter or motel vouchers: Safe Avenues, Women's Rural Advocacy Program, Southwest Crisis Center
Description of Component	Service enriched shelter or motel voucher for those fleeing domestic violence, sexual trafficking, and/or sexual abuse
Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> • Recent victim of domestic violence, trafficking, or sexual abuse
Procedures (Services Offered)	<ul style="list-style-type: none"> • Crisis Intervention Services and Safety Planning • Case Management and Personal Advocacy • Enriched Shelter Service Set (see below) • Domestic or sexual violence advocacy services • Support Groups • Referral to Child Protection • Legal and Criminal Justice Advocacy • Referrals to local services as needed
Performance Standards	<ul style="list-style-type: none"> • Ideal: 80% exit to transitional or permanent housing within 60 days

Component	Rehousing Assistance	
Programs	Family Homeless Prevention and Assistance Program (all counties), , Minnesota Assistance Council for Veterans	
Description of Component	Low/moderate and short-term services and/or financial assistance to exit homelessness	
Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> • Homeless (FHPAP = MN Homeless, ESG RRH = HUD Homeless) • Low Income, sometimes defined as current income between 50% and 200% of area median income • Potential for family/community support • Evidence of potential to become gainfully employed • Low-Moderate barriers • Stable housing history • Lower overall needs than those needing permanent supportive housing • First time (or almost first time) homeless 	
Procedures (Services Offered)	Services Menu of services may include: <ul style="list-style-type: none"> • Employment Services • Housing Search • Legal • Connection to mainstream/community resources 	Financial assistance may include: <ul style="list-style-type: none"> • Shallow rent assistance for up 3-months for HHs with moderate earned income (client responsible to pay 30% of income) • Tiered rent assistance for up to 3-6 months for HHs with no/low earned income (client responsible to pay 30% of income) • Damage deposit • Application fees • Furniture/moving

Performance Standards	<ul style="list-style-type: none"> 80% exit services/assistance to permanent housing within 0-6 months (transition in place) 85% of households served will not return to shelter
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Component	Rapid Rehousing, Transitional Housing	
Programs	State Scattered Site Transitional Housing (Prairie Five, SMOC, HCAA, and Lutheran Social Services), Federal Scattered Site Rapid Rehousing (Heartland and Western), Emergency Solutions Grant Rapid Rehousing (Heartland and Western Counties), Overcomers International (Matthew and Timothy House, Project Turnabout Women's ½ way house / (Grace Place?), Life Right, Bridges and Bridges to Bridges,	
Description of Component	Time-limited (e.g. one year for federal programs), Moderate/Intensive, low-compliance services accompanied with rental subsidy	
Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> Income limits (e.g. income below 185% of Federal Poverty Guidelines for state programs) Willingness to participate in case management, goal-setting and work on self-sufficiency Demonstrated ability to pay rent in future months Homelessness or in a crisis that will result in homelessness In federal programs, the participant's contribution is calculated as the higher (RA) of 30% of their adjusted monthly gross income or 10% of their monthly gross income. Except for youth, state TH requires participants to pay 25%-30% of household income toward rent in state programs. Assistance is time-limited: for example up to 12 months in federal programs. Potential for family/community support Evidence of potential to become gainfully employed For clients with moderate barriers, lower overall needs than those needing permanent supportive housing. 	
Procedures (Services Offered)	Supportive Housing Basic Service Set	Financial assistance may include: <ul style="list-style-type: none"> rent assistance for up to 6-24 months for HHs with moderate barriers and no/low earned income (client responsible to pay 30% of income) Damage deposit Application fees Furniture/moving Tenant based rental assistance
Performance Standards	<ul style="list-style-type: none"> 80% exit to permanent housing within 12 months 85% of households served will not return to shelter 	

Component	Permanent Supportive Housing	
Programs	Westwind Townhomes, Heartland, Salvation Army Willmar, Salvation Army Extension, Lutheran Social Services Permanent Supportive Housing for Youth, Western Community Action Safe at Home, Country View Place, Kandiyohi County Housing and Redevelopment Authority Scattered Site CoC Vouchers, Southwestern Mental Health Center Scattered-Site HUD vouchers, State Long-Term Homeless: Viking Terrace, Nobles Square, New Castle Townhomes, Westwind Townhomes, Southwest Minnesota Housing Partnership Ending Long-Term Homelessness Housing Voucher Program	
Description of Component	Permanent supportive housing with services	

Policies for Client Eligibility & Prioritization	<ul style="list-style-type: none"> • Restricted to those below a certain income (e.g. 60% area median income for state long-term homeless unit. When federal and state funding are layered, eligibility for both programs is required. • In federal programs, the participant's contribution is calculated as the lower of 30% of their adjusted monthly gross income or 10% of their monthly gross income. With rental asst., it is the higher of the two. • In state programs, clients typically pay 30% of gross income toward rent and utilities. • Limited, lack or poor family/community support • Limited potential to become gainfully employed • Clients usually have significant/multiple barriers, such as long-term/chronic homeless, extended periods of homelessness, recidivism, disability. Some programs require a disability. • Poor/no rental history
Procedures (Services Offered)	<ul style="list-style-type: none"> • Rental assistance • Supportive Housing Basic Service Set.
Performance Standards	<ul style="list-style-type: none"> • 80% maintain PSH for greater than six months. • 54% Increase income from non-employment sources. • 56% Increase mainstream benefits • 20% increase employment income • 85% of households served will not return to shelter

Definitions

- HUD Homeless: On the street, in a shelter, or living in a place not meant for human habitation. Those who are in transitional housing and who entered transitional housing from the street, in a shelter, or living in a place not meant for human habitation retain their HUD homeless status. Also, those fleeing or attempting to flee domestic violence.
- HUD Chronically Homeless: HUD homeless for one year continuously or four times in the previous three years and having a disability.
- MN Homeless: A household lacking a fixed, adequate night time residence (includes HUD homeless and 'doubled up').
- MN Long-Term Homeless (LTH): The long-term homeless definition required for eligibility is individuals, unaccompanied youth, or families with children who lack a permanent place to live continuously for a year or more or at least four times in the past three years.

Service Sets

SHELTER

<i>Basic Service Set</i> – the set of services that is recommended to be available for all households who enter shelter
<ul style="list-style-type: none"> • Connection to Food Support
<ul style="list-style-type: none"> • Bed
<ul style="list-style-type: none"> • Showers

• Laundry
• Busing to schools
• Phones

<i>Enriched Service Set</i> – the set of services that is recommended to be available for all households who enter shelter
• Case management
• MH services
• Childcare
• Headstart
• Employment Assistance
• Children/family activities

SUPPORTIVE HOUSING

<i>Basic Service Set</i> – the set of services that is recommended to be available for all households needing supportive housing.	
Access	
• In-reach Outreach Engagement Benefits Assistance	
Case management	
• Assessment	• Coordination
• Plan development	• Monitoring
• Connection	• Personal Advocacy
Family Specific Services	
• Family Reunification Services	
• Parenting	
Housing Supports	
• Finding housing	• New tenant orientation and move-in assistance
• Applying for housing and advocating with landlord to take someone who maybe screened out of housing	• Tenancy supports
• Rental Subsidies	• Support for children and youth
• Securing household supplies and furniture and other necessities	• Eviction prevention
	• Front desk services
Independent Living Skills	
Transportation	
Education / Employment	
• School Connections	• Opportunities and access to GED, 2 year or 4 year degree programs
• Access to Social Support	• Supported employment
• Truancy Intervention	• Childcare resources
• Access to Academic Support	
Safety	
• Domestic Abuse Services	• Child Protection Assessment and appropriate follow-through
• Crisis Planning and Intervention	• Legal Advocacy
Financial Management	
• Budgeting	• Financial education services
• Benefit assistance	• Legal advocacy
Self-determination / Life Satisfaction	
• Recreation	• Parenting
• Social Support	• Support Groups

<ul style="list-style-type: none"> Community Involvement / Integration 	
Health	
<ul style="list-style-type: none"> Health related services <ul style="list-style-type: none"> Medication set up Healthcare coordination HIV/AIDS/STD education and support Immunization and prevention 	<ul style="list-style-type: none"> End of life planning Benefit assistance
Harm Reduction Strategies	
Veteran's benefits and services	

<i>Service Set for Children</i> —additional recommended services if a program serves children	
Specific Services –	
<ul style="list-style-type: none"> Case management Advocacy Academic programs Computer Labs Recreational programming Mental Health 	<ul style="list-style-type: none"> Chemical Health Mentoring Employment training Post secondary Physical health Transportation
Assessment and Planning Services	
<ul style="list-style-type: none"> Developmental assessment and plan School readiness plan 	<ul style="list-style-type: none"> Educational services including Individual Education Plan Post secondary plan

SW MN CoC HUD Project Ranking Form 2017

☐ New
☐ Renewal

Applicant Name

Project Name

Evaluation Criteria	Raw Number	Point Scale		Points
		New Projects	Renewal Projects	
Chronic Homeless Emphasis: % bed dedicated for chronically homeless persons.	____%	76-100% = 15 pts 51-75% = 10 pts 1-50% = 5 pts 0% = 0 pts		
Potential Units for Households with Children	____%	76-100% = 15 pts 51-75% = 10 pts 1-50% = 5 pts 0% = 0 pts		
Housing First: Program uses a housing first model		Y = 10 pts N = 5 pts	Y = 10 pts N = 5 pts	
Housing Stability: 80% maintain permanent housing for > 6 months or exit TH for PH	____% (renewals)		100% - 80% = 10 pts 79% - 41% = 5 pts ≤ 40% = 0 pts	
20% increased income from employment.	____% (renewals)		> 20% = 10 pts 19% - 13% = 5 pts ≤ 12% = 0 pts	
54% increase income from sources other than employment	____% (renewals)		≥ 54% = 10 pts 53% - 20% = 5 pts ≤ 19% = 0 pts	
56% obtain mainstream benefits.	____% (renewals)		≥ 56% = 10 pts 55% - 20% = 5 pts ≤ 19% = 0 pts	
Page one total points				

APRs accurately completed on time (when applicable)	Yes Needs Help No		Yes = 10 pts Needs help = 5 pts No = 0 pts	
Participation in CoC process (# CoC meetings attended since last ranking meeting on 11/1/2015)	_____ Mtgs	≥ 6 = 10 pts 3-5 = 5 pts < 3 = 0 pts	≥ 6 = 10 pts 3-5 = 5 pts < 3 = 0 pts	
Spent Funds	_____ % (renewals)		≥90% spent = 10 pts 89% - 80% spent = 5 pts 0% - 79% spent = 0 pts	
Drawdowns			Monthly = 10 pts Quarterly = 5 pts Less Than Quarterly = 0 pts	
HMIS Data Quality in universal data elements	_____ % (renewals)		≥98% = 10 pts 90% - 97% = 5 pts ≤89% = 0 pts	
Project Admin Costs	_____ %	0 – 5% = 10 pts 5.01 – 7% = 5 pts 7.01% + = 0 pts		
Mainstream Resources: % of funds requested matched by other resources.	_____ %	≥ 25% = 10 pts 1 – 24% = 5 pts 0% = 0 pts		
PAGE TWO POINTS				
PAGE ONE POINTS				
TOTAL POINTS				
TOTAL POSSIBLE POINTS				
TOTAL POINTS / TOTAL POSSIBLE POINTS				

FY2016 - Performance Measurement Module (Sys PM)

Summary Report for MN-511 - Southwest Minnesota CoC

Measure 1: Length of Time Persons Remain Homeless

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

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

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	461	393	30	27	-3	19	22	3
1.2 Persons in ES, SH, and TH	617	496	72	60	-12	38	29	-9

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

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	390	-	35	-	-	25	-
1.2 Persons in ES, SH, and TH	-	490	-	69	-	-	33	-

FY2016 - Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	0	0		0		0		0	
Exit was from ES	44	3	7%	0	0%	0	0%	3	7%
Exit was from TH	90	0	0%	4	4%	0	0%	4	4%
Exit was from SH	0	0		0		0		0	
Exit was from PH	70	3	4%	0	0%	1	1%	4	6%
TOTAL Returns to Homelessness	204	6	3%	4	2%	1	0%	11	5%

FY2016 - Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

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

	2015 PIT Count	Most Recent PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	124	123	-1
Emergency Shelter Total	62	64	2
Safe Haven Total	0	0	0
Transitional Housing Total	48	53	5
Total Sheltered Count	110	117	7
Unsheltered Count	14	6	-8

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2015	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	644	616	-28
Emergency Shelter Total	466	438	-28
Safe Haven Total	0	0	0
Transitional Housing Total	203	203	0

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

FY2016 - Performance Measurement Module (Sys PM)

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	43	49	6
Number of adults with increased earned income	3	5	2
Percentage of adults who increased earned income	7%	10%	3%

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

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	43	49	6
Number of adults with increased non-employment cash income	5	7	2
Percentage of adults who increased non-employment cash income	12%	14%	2%

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

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	43	49	6
Number of adults with increased total income	7	11	4
Percentage of adults who increased total income	16%	22%	6%

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	42	51	9
Number of adults who exited with increased earned income	4	7	3
Percentage of adults who increased earned income	10%	14%	4%

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

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	42	51	9
Number of adults who exited with increased non-employment cash income	5	5	0
Percentage of adults who increased non-employment cash income	12%	10%	-2%

FY2016 - Performance Measurement Module (Sys PM)

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	42	51	9
Number of adults who exited with increased total income	9	12	3
Percentage of adults who increased total income	21%	24%	3%

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

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

	Submitted FY 2015	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	556	515	-41
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	58	48	-10
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	498	467	-31

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

	Submitted FY 2015	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	684	653	-31
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	113	98	-15
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	571	555	-16

FY2016 - Performance Measurement Module (Sys PM)

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

This Measure is not applicable to CoCs in 2016.

FY2016 - Performance Measurement Module (Sys PM)

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

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

	Submitted FY 2015	Current FY	Difference
Universe: Persons who exit Street Outreach	0	0	0
Of persons above, those who exited to temporary & some institutional destinations	0	0	0
Of the persons above, those who exited to permanent housing destinations	0	0	0
% Successful exits			

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

	Submitted FY 2015	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	438	426	-12
Of the persons above, those who exited to permanent housing destinations	328	309	-19
% Successful exits	75%	73%	-2%

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

	Submitted FY 2015	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	191	194	3
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	173	175	2
% Successful exits/retention	91%	90%	-1%

FY2016 - SysPM Data Quality

MN-511 - Southwest Minnesota CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports into order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

FY2016 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016
1. Number of non-DV Beds on HIC	20	37	41	52	92	89	49	53	169	189	185	174			58	66				
2. Number of HMIS Beds	19	37	41	38	70	78	49	53	122	163	178	174			58	66				
3. HMIS Participation Rate from HIC (%)	95.00	100.00	100.00	73.08	76.09	87.64	100.00	100.00	72.19	86.24	96.22	100.00			100.00	100.00				
4. Unduplicated Persons Served (HMIS)	80	181	263	234	178	247	203	138	208	235	201	220	53	40	140	172	0	0	0	0
5. Total Leavers (HMIS)	73	176	247	227	99	171	171	81	67	77	46	49	43	28	76	110	0	0	0	0
6. Destination of Don't Know, Refused, or Missing (HMIS)	1	5	8	6	0	0	2	3	5	3	3	10	0	0	2	2	0	0	0	0
7. Destination Error Rate (%)	1.37	2.84	3.24	2.64	0.00	0.00	1.17	3.70	7.46	3.90	6.52	20.41	0.00	0.00	2.63	1.82				

Justin Vorbach

From: Angela M. Larson <angela.larson@unitedcapmn.org>
Sent: Monday, August 14, 2017 9:26 PM
To: Justin Vorbach
Subject: FW: Confirmation for Question ID 104287 - HUD Exchange Ask A Question

For now I plan to just complete it in WCA's eSnaps account so that you guys can begin reviewing it and make suggestions. I can always punch it into the new UCAP account if they create one and want us to do that.

Angela Larson, CCAP

Family Services Director
United Community Action Partnership
507-537-1416 ext. 2156

From: aaq@hudexchange.info [mailto:aaq@hudexchange.info]
Sent: Monday, August 14, 2017 9:24 PM
To: Angela M. Larson <angela.larson@unitedcapmn.org>
Subject: Confirmation for Question ID 104287 - HUD Exchange Ask A Question

Question Status: In Progress

Thank you for submitting a question via the HUD Exchange. We will review the question and try to provide you with a response within 7-10 business days. However, note that some questions must be referred to HUD subject matter experts and/or attorneys and will take longer to address. We appreciate your patience as we work to provide a response as quickly as possible.

Requestor Name: Angela Larson

Requestor Email: angela.larson@unitedcapmn.org

Question Related To: e-snaps

Question ID: 104287

Question Subject:

Agency merger and accepting a grant from another grantee

Question Text:

Our organization recently went through a merger (Heartland Community Action and Western Community Action) forming United Community Action Partnership (UCAP). UCAP kept the 501C3 number of Heartland Community Action.

We were able to change the name of Heartland in eSnaps to United Community Action Partnership since we kept the same 501C3 Federal Tax ID number when our organization merged.

We are wondering how to handle the renewals in eSnaps that fell under Western Community Action as the grantee. The first one is Cottonwood County RRH that is a first year grant this year and the contract hasn't even been executed yet but we need to do the renewal, and the second one is the Safe at Home PSH grant. Do we just write them in eSnaps under the Western Community Action account, or how does that work?

Finally, the Salvation Army is in the process of giving UCAP 2 of their CoC grants. We are just waiting on contract execution, to be final 9/15/17. How do we handle these Salvation Army renewals in eSnaps? They don't show up under either the Heartland or the Western account in eSnaps, but it doesn't seem to make sense for Salvation Army to write the renewal as they won't be the ones delivering the services or administering the grants.

Please advise.

Please click on the [View Question] button below to perform the following actions:

- **View your question**, answer, and any applicable attachments
- **Add additional information** to this question
- **Ask another question** using the same requestor information
- **Cancel this question** if a response is no longer necessary

View Question

This email account (aaq@hudexchange.info) does not have the ability to reply to emails. Please DO NOT REPLY to this email address, as all messages sent to this address will not be responded to. Please direct any inquiries regarding HUD Exchange or its Ask A Question system to info@hudexchange.info or ask another question using the "View Question" link located above. Please keep this email for your records.

Justin Vorbach

From: Burbank, Mary K <mary.k.burbank@hud.gov>
Sent: Wednesday, September 13, 2017 4:10 PM
To: 'Angela M. Larson'
Cc: Justin Vorbach; RICHTER, JACQUELINE J; Ganz, Rachel S
Subject: FW: e-snaps AAQ # 107070

Angela,

The following is the message I got from the contractor regarding the grants that should all be under UCAP in esnaps for the 2017 competition. Can you confirm what you see in esnaps and if this is correct? Thank you.

Mary Burbank, Senior Representative
Office of Community Planning and Development
US Dept. of HUD
920 Second Avenue South, Suite 1300
Minneapolis, MN 55402
612-370-3007 (phone)
612-370-3093 (fax)

Projects MN0143L5K111606, MN0185L5K111605 stayed with "United Community Action Partnership, Inc" , Applicant # "037473485"

I also changed the Applicant Name in eSNAPS so it matches their profile, so there is no confusions.

MN0143L5K111606 - amended it back to C1.10a, updated the Legal Name, and assigned it back to Mary

MN0185L5K111605 - was already in C1.10a step, just updated their name.

The following 4 projects were all transferred from their respective Grantees to the new "United Community Action Partnership, Inc" Grantee per your request.

MN0142L5K111606
MN0146L5K111609
MN0187L5K111605
MN0392L5K111600

