Before Starting the CoC Application

The CoC Consolidated Application is made up of three parts: the CoC Application, the Project Listing, and the Project Applications. The Collaborative Applicant is responsible for submitting two of these sections. In order for the CoC Consolidated Application to be considered complete, each of these two sections REQUIRES SUBMISSION:
- CoC Application
- Project Listing

Please Note:

- Review the FY2013 CoC Program NOFA in its entirety for specific application and program requirements.
- Use the CoC Application Detailed Instructions while completing the application in e-snaps. The detailed instructions are designed to assist applicants as they complete the application forms in e-snaps.
- As a reminder, CoCs are not able to import data from the 2012 application due to significant changes to the CoC Application questions. All parts of the application must be fully completed.
- All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the application.

For Detailed Instructions click here.

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

1A-1 CoC Name and Number: NC-513 - Chapel Hill/Orange County CoC

1A-2 Collaborative Applicant Name: Orange County, NC

1A-3 CoC Designation: CA

1B. Continuum of Care (CoC) Operations

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

1B-1 How often does the CoC conduct meetings of the full CoC membership?	Monthly
1B-2 How often does the CoC invite new members to join the CoC through a publicly available invitation?	Monthly
IB-3 Does the CoC include membership of a homeless or formerly homeless person?	Yes
1B-4 For members who are homeless or formerly homeless, what role do they play in the CoC membership? Select all that apply.	Outreach, Advisor, Volunteer, Community Advocate

1B-5 Does the CoC's governance charter incorporate written policies and procedures for each of the following:

1B-5.1 Written agendas of CoC meetings?	Yes
1B-5.2 Centralized or Coordinated Assessment System?	No
1B-5.3 Process for Monitoring Outcomes of ESG Recipients?	No
1B-5.4 CoC policies and procedures?	Yes
1B-5.5 Written process for board selection?	Yes
1B-5.6 Code of conduct for board members that includes a recusal process?	No
1B-5.7 Written standards for administering assistance?	No

1C. Continuum of Care (CoC) Committees

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

1C-1 Provide information for up to five of the most active CoC-wide planning committees, subcommittees, and/or workgroups, including a brief description of the role and the frequency of meetings. Collaborative Applicants should only list committees, subcommittees and/or workgroups that are directly involved in CoC-wide planning, and not the regular delivery of services.

	Name of Group	Role of Group (limit 750 characters)	Meeting Frequency	Names of Individuals and/or Organizations Represented
1C-1.1	Leadership Team	The Leadership Team of the Orange County Partnership to End Homelessness serves as its board of directors and is responsible for broad policies, initiatives and decisions for Orange County's CoC. Recently this has included updating our Plan to End Homelessness and developing strategies for communicating about the work of the Partnership, a community-wide approach for addressing panhandling and street homelessness and a Homeless Housing Needs Assessment requesting additional local government funding for RRH and PSH. It also oversees each of the 6 subcommittees of the Partnership that work to increase access to housing, employment, benefits and services and to educate the public about the issues of homelessness.	Monthly	Orange County,Chapel Hill,Carrboro,Hillsborough,Justice United,businesses,faith-based groups,formerly homeless,Pre-Release Program,Freedom House,Cardinal Innovations,Orange Cnty Courts,Inter-Faith Council,Chamber of Commerce,CASA,UNC Law School,CECMH

1C-1.2	100,000 Homes Taskforce	The 100,000 Homes Taskforce is responsible for achieving most of the services-related goals and strategies of the Partnership's Plan to End Homelessness and comprises representatives from health, behavioral health, substance abuse treatment, veterans, social services, street outreach, housing, and shelter providers, law enforcement and the UNC School of Social Work. The committee maintains a list of the most vulnerable and chronically homeless people in our community, assesses their needs through its vulnerability assessment tool and actively collaborates to connect them with housing and services. The Taskforce also oversees the annual PIT Count and works to increase services for the homeless including the number of SOAR workers.	Monthly	UNC Healthcare, CECMH, Schools of Social Work and Law, Cardinal Innovations, Freedom House, Inter-Faith Council, Durham VA, Housing for New Hope, Orange County DSS, Chapel Hill Police Department, Community Empowerment Fund, Piedmont Health Services
1C-1.3	Housing Workgroup	The Housing Workgroup is responsible for achieving the housing-related goals and strategies of the Partnership's Plan to End Homelessness; the committee comprises representatives from homeless housing nonprofit and government agency providers (ES, TH, PSH and RRH). Its top priorities currently include: expanding RRH capacity; developing a coordinated assessment system; developing more PSH and affordable rental units; increasing targeted exits from PSH to permanent housing and creating/strengthening local discharge agreements. The committee is also responsible for CoC and ESG grant applications, overseeing and measuring the performance of HUD-funded projects, HMIS participation and data collection and analysis.	Monthly	Cardinal Innovations, Inter-Faith Council, Housing for New Hope, CASA, Orange County DSS and Housing Department, Chapel Hill Planning Department and Housing Department, UNC Center for Excellence in Community Mental Health, Durham Veterans Affairs
1C-1.4	Job Partners Workgroup	The Job Partners Workgroup is responsible for helping to develop and for achieving the employment-related goals and strategies of the Partnership's Plan to End Homelessness. The committee comprises representatives from employment, job training and education providers, foster care system, business community, chamber of commerce and local government. In 2012 it began implementing the Job Partners program which helps people experiencing or at risk of homelessness – with an emphasis on youth aging out of the foster care system and people with criminal histories - become job-ready and find employment. The committee is also developing a proposal for a transitional employment program, possibly in the food production and/or food service sector.	Monthly	Community Empowerment Fund,Orange County Job Skills Development Center and DSS,Pre-Release Program,Second Family Foundation,PTA Thrift Shop,UNC-Chapel Hill,Compass Center, UNC Horizons,Durham Tech,Mimi Shankin,Chapel Hill Downtown Partnership

1C-1.5	Outreach Court	Outreach Court launched in 2012 becoming the first court in NC to offer people experiencing homelessness who have committed misdemeanor crimes the opportunity to follow individual treatment plans and have charges dropped instead of going to jail. It was developed by the Partnership to End Homelessness based on similar courts throughout the country as well as Drug Court and Community Resource Court models. Outreach Court Committee members include court system representatives, UNC School of Law students, police officers and mental healthcare and substance abuse treatment providers. The committee meets before the monthly Outreach Court to review the docket, discuss participants' progress and strategize about helping them to succeed.	Monthly	Orange County Assistant DA, Public Defenders, judges and other staff, UNC School of Law students, Chapel Hill Police Department, UNC Center for Excellence in Community Mental Health, Community Empowerment Fund and Housing for New Hope.

1C-2 Describe how the CoC considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area when establishing the CoC-wide committees, subcommitees, and workgroups.
(limit 750 characters)

Orange County is relatively small (just under 140,000 residents including nearly 30,000 UNC students) and has established a strong and inclusive Partnership to End Homelessness - virtually all of the stakeholders involved in issues of homelessness participate in its committees and initiatives and no organizations have chosen not to participate or have been excluded. "The whole is greater than the sum of its parts" is our motto which we practice by incorporating the wisdom and experience of our constituents in all our efforts and decision-making. Membership in our Leadership Team is open to the public and is intentionally representative of the entire community - not just homeless providers - so that we can be as broad-based as possible.

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

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

1D-1 Describe the specific ranking and selection process the CoC uses to make decisions regarding project application review and selection, based on objective criteria. Written documentation of this process must be attached to the application along with evidence of making the information publicly available.
(limit 750 characters)

The Orange County CoC posted a Request for Proposals for the CoC grant on the Orange County Partnership to End Homelessness website on December 10, 2013 and sent an email with the RFP to all members of its Housing and 100,000 Homes Taskforce workgroups. We created a scorecard for ranking projects based on: Accuracy, Appropriateness and Timeliness of Application; Targeting Chronically Homeless and Veterans; being a HUD Best Practice Model; Match and Leverage; Project Performance (based on APRs); and Agency's Participation in CoC Activities. Renewal projects must meet a minimum score or will receive further review and may be determined to be ineligible. All renewal projects are SHP; applicants were encouraged to reallocate SSO to PSH.

1D-2 Describe how the CoC reviews and ranks projects using periodically collected data reported by projects, conducts analysis to determine each project's effectiveness that results in participants rapid return to permanent housing, and takes into account the severity of barriers faced by project participants. Description should include the specific data elements and metrics that are reviewed to do this analysis.
(limit 1000 characters)

The Orange County CoC collects and analyzes data from the APRs and PIT counts in addition to HMIS data to monitor and evaluate the performance of funded projects. The key elements reviewed include number served, cost per outcome, leveraged funds in the project, expenditure rates and housing stability outcomes. Data quality is also important in these evaluations. The Housing subcommittee of the Continuum has the specific responsibility of managing this process and engages partnering agencies in conversations regarding program outcomes related to CoC goal attainment. Additionally, the group discusses during their monthly meetings best practices in program design and implementation that foster successful housing-related outcomes. The Partnership Leadership Team, the governing body for the CoC, is kept informed of the Housing Group discussions at monthly meetings.

1D-3 Describe the extent in which the CoC is open to proposals from entities that have not previously received funds in prior Homeless Assistance Grants competitions.
(limit 750 characters)

The CoC Housing Committee and its 100,000 Homes Task Force holds open meetings and all agencies are regularly invited to attend. At this time, there are only two agencies are currently submitting proposals, however, there are several other agencies that actively participate in these meetings. Thus, these group meetings provide a great opportunity to encourage their participation in future CoC Program competitions as we discuss local programmatic initiatives to meet the needs of the homeless population in our community. Additionally, we announce broadly when CoC project proposals are being accepted to include website postings and blast emails to attendees of these committee meetings and well as all partners of the CoC.

1D-4 On what date did the CoC post on its website all parts of the CoC Consolidated Application, including the Priority Listings with ranking information and notified project applicants and stakeholders the information was available? Written documentation of this notification process (e.g., evidence of the website where this information is published) must be attached to the application.	01/15/2014
1D-5 If there were changes made to the ranking after the date above, what date was the final ranking posted?	
1D-6 Did the CoC attach the final GIW approved by HUD either during CoC Registration or, if applicable, during the 7-day grace period following the publication of the CoC Program NOFA without making changes?	Yes

1D-6.1 If no, briefly describe each of the specific changes that were made to the GIW (without HUD approval) including any addition or removal of projects, revisions to line item amounts, etc. For any projects that were revised, added, or removed, identify the applicant name, project name, and grant number.
(limit 1000 characters)

NA

1D-7 Were there any written complaints received by the CoC in relation to project review, project selection, or other items related to 24 CFR 578.7 or 578.9 within the last 12 months?	No

1D-7.1 If yes, briefly describe the complaint(s), how it was resolved, and the date(s) in which it was resolved.
(limit 750 characters)

1E. Continuum of Care (CoC) Housing Inventory

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

1E-1 Did the CoC submit the 2013 HIC data in the HDX by April 30, 2013? Yes

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2A-1 Describe how the CoC ensures that the HMIS is administered in compliance with the CoC Program interim rule, conformance with the 2010 HMIS Data Standards and related HUD Notices. (limit 1000 characters)

HMIS is a statewide implementation in North Carolina. The 12 CoCs in NC have established a statewide HMIS Governance Committee that oversees HMIS administration and ensures compliance with the CoC Program interim rule, current data standards, and HUD notices through enactment of policies and procedures. Our CoC actively participates in the HMIS Governance Committee and related sub-committees and working groups, as appropriate.

This year the Governance Committee finalized and signed an MOU between CoCs and the HMIS Lead that outlines roles and responsibilities to be in compliance with the interim rule. Each CoC has a point person at the HMIS Lead agency to address questions and concerns about HMIS implementation. HMIS lead agency staff participate in CoC meetings, as applicable. Our HMIS conforms with the 2010 data standards and all related HUD Notices.

2A-2 Does the governance charter in place between the CoC and the HMIS Lead include the most current HMIS requirements and outline the roles and responsibilities of the CoC and the HMIS Lead? If yes, a copy must be attached. Yes

2A-3 For each of the following plans, describe the extent in which it has been developed by the HMIS Lead and the frequency in which the CoC has reviewed it: Privacy Plan, Security Plan, and Data Quality Plan. (limit 1000 characters)

The current HMIS standard operating policies and procedures, which govern privacy, security and data quality were approved by the HMIS Governance Committee. The Governance Committee has representatives from each participating CoC, who are empowered to make decisions regarding HMIS on behalf of the CoC. The operating policies and procedures are reviewed at least once a year by HMIS lead agency staff and the HMIS Governance Committee. The HMIS lead agency staff is developing Privacy, Security and Data Quality Plans based on the existing policies as well as the HMIS interim rule. The plans will be revised and updated based on feedback from the CoCs, before being submitted to the HMIS Governance Committee for final approval.

2A-4 What is the name of the HMIS software selected by the CoC and the HMIS Lead? Applicant will enter the HMIS software name (e.g., ABC Software).	ServicePoint
2A-5 What is the name of the HMIS vendor? Applicant will enter the name of the vendor (e.g., ESG Systems).	Bowman Systems
2A-6 Does the CoC plan to change the HMIS software within the next 18 months?	No

2B. Homeless Management Information System (HMIS) Funding Sources

2B-1 Select the HMIS implementation coverage area: Statewide

2B-2 Select the CoC(s) covered by the HMIS: (select all that apply) NC-501 - Asheville/Buncombe County CoC, NC-502 - Durham City & County CoC, NC-503 - North Carolina Balance of State CoC, NC-500 - Winston Salem/Forsyth County CoC, NC-504 - Greensboro/High Point CoC, NC-505 - Charlotte/Mecklenburg County CoC, NC-506 - Wilmington/Brunswick, New Hanover, Pender Counties CoC, NC-507 - Raleigh/Wake County CoC, NC-509 - Gastonia/Cleveland, Gaston, Lincoln Counties CoC, NC-511 - Fayetteville/Cumberland County CoC, NC-513 - Chapel Hill/Orange County CoC, NC-516 - Northwest North Carolina CoC

2B-3 In the chart below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

2B-3.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	$0
ESG	$0
CDBG	$0
HOME	$0
HOPWA	$0
Federal - HUD - Total Amount	$0

2B-3.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	$0
Department of Health and Human Services	$0
Department of Labor	$0
Department of Agriculture	$0
Department of Veterans Affairs	$0

Other Federal	$0
Other Federal - Total Amount	$0

2B-3.3 Funding Type: State and Local

Funding Source	Funding
City	$12,810
County	$8,190
State	$0
State and Local - Total Amount	$21,000

2B-3.4 Funding Type: Private

Funding Source	Funding
Individual	$0
Organization	$0
Private - Total Amount	$0

2B-3.5 Funding Type: Other

Funding Source	Funding
Participation Fees	$0
Other - Total Amount	$0

2B-3.6 Total Budget for Operating Year	$21,000

2B-4 How was the HMIS Lead selected by the CoC? Agency Volunteered

2B-4.1 If other, provide a description as to how the CoC selected the HMIS Lead.
(limit 750 characters)

2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2C-1 Indicate the HMIS bed coverage rate (%) for each housing type within the CoC. If a particular housing type does not exist anywhere within the CoC, select "Housing type does not exist in CoC" from the drop-down menu:

*** Emergency shelter**	86%+
*** Safe Haven (SH) beds**	Housing type does not exist in CoC
*** Transitional Housing (TH) beds**	86%+
*** Rapid Re-Housing (RRH) beds**	86%+
*** Permanent Supportive Housing (PSH) beds**	86%+

2C-2 How often does the CoC review or assess its HMIS bed coverage? Monthly

2C-3 If the bed coverage rate for any housing type is 64% or below, describe how the CoC plans to increase this percentage over the next 12 months.
(limit 1000 characters)

NA

2C-4 If the Collaborative Applicant indicated that the bed coverage rate for any housing type was 64% or below in the FY2012 CoC Application, describe the specific steps the CoC has taken to increase this percentage.
(limit 750 characters)

NA

2D. Homeless Management Information System (HMIS) Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2D-1 For each housing type, indicate the average length of time project participants remain in housing. If a housing type does not exist in the CoC, enter "0".

Type of Housing	Average Length of Time in Housing
Emergency Shelter	71
Transitional Housing	7
Safe Haven	0
Permanent Supportive Housing	61
Rapid Re-housing	1

2D-2 Indicate the percentage of unduplicated client records with null or missing values on a day during the last 10 days of January 2013 for each Universal Data Element listed below.

Universal Data Element	Percentage
Name	0%
Social security number	9%
Date of birth	51%
Ethnicity	54%
Race	51%
Gender	52%
Veteran status	0%
Disabling condition	4%
Residence prior to program entry	2%
Zip Code of last permanent address	2%
Housing status	4%
Head of household	5%

2D-3 Describe the extent in which HMIS generated data is used to generate HUD required reports (e.g., APR, CAPER, etc.). (limit 1000 characters)

The HMIS software can generate all HUD required reports, including the APR, CAPER and AHAR. Our CoC uses the HMIS to generate data for submission of the AHAR and NOFA application and requires that information provided in APRs matches the data found in HMIS. The HMIS lead agency created a report to assist the CoC with improving data quality for the AHAR submission. Additionally, we use reports generated from HMIS in the ranking of project applications. The CoC compare sheltered Point-in-Time counts submitted to us to those generated from HMIS data and work to resolve differences.

2D-4 How frequently does the CoC review the data quality in the HMIS of program level data? Monthly

2D-5 Describe the process through which the CoC works with the HMIS Lead to assess data quality. Include how the CoC and HMIS Lead collaborate, and how the CoC works with organizations that have data quality challenges.
(Limit 1000 characters)

Data quality (DQ) is monitored through reports that are available to individual agencies and our CoC. Agencies are encouraged to review these reports and make corrections on a monthly basis and contact the HMIS lead agency for assistance. All users are encouraged to attend a monthly training on DQ monitoring. Our CoC has a point person at the HMIS lead agency who works with us to monitor overall HMIS implementation throughout the year, including data quality. The HMIS lead agency provides our CoC a monthly report on all issues handled in the prior month, including data quality. When a significant DQ issue is identified, the lead agency works with our CoC and agency staff to put in place an improvement plan, with specific steps and timelines designed to address the issue. The plan may include ensuring the appropriate intake process is used, training on data entry and DQ monitoring, lead agency assistance in correcting data, and assistance from our CoC with capacity issues.

2D-6 How frequently does the CoC review the data quality in the HMIS of client-level data? Monthly

2E. Homeless Management Information System (HMIS) Data Usage and Coordination

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2E-1 Indicate the frequency in which the CoC uses HMIS data for each of the following activities:

*** Measuring the performance of participating housing and service providers**	Annually
*** Using data for program management**	Annually
*** Integration of HMIS data with data from mainstream resources**	Never
*** Integration of HMIS data with other Federal programs (e.g., HHS, VA, etc.)**	Never

2F. Homeless Management Information System (HMIS) Policies and Procedures

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2F-1 Does the CoC have a HMIS Policy and Procedures Manual? If yes, the HMIS Policy and Procedures Manual must be attached. Yes

2F-1.1 What page(s) of the HMIS Policy and Procedures Manual or governance charter includes the information regarding accuracy of capturing participant entry and exit dates in HMIS? (limit 250 characters)

P. 35, Section “PUB C-4: Data Collection Purpose and Limitation” – program entry and exit dates should be recorded upon any program entry or exit ..
P. 31, Section “PUB C2: Participating Agency Executive Director” - Executive Director assumes responsibility for integrity of data...

2F-2 Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organizations (CHOs)? Yes

2G. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2G-1 Indicate the date of the most recent sheltered point-in-time count (mm/dd/yyyy): 01/30/2013

2G-2 If the CoC conducted the sheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD? Not Applicable

2G-3 Enter the date the CoC submitted the sheltered point-in-time count data in HDX: 04/15/2013

2G-4 Indicate the percentage of homeless service providers supplying sheltered point-in-time data:

Housing Type	Observation	Provider Shelter	Client Interview	HMIS
Emergency Shelters	0%	100%	0%	0%
Transitional Housing	0%	100%	0%	0%
Safe Havens				

2G-5 Comparing the 2012 and 2013 sheltered point-in-time counts, indicate if there was an increase, decrease, or no change and then describe the reason(s) for the increase, decrease, or no change. (Limit 750 characters)

In 2012 we identified a total of 82 sheltered homeless people in Orange County; that number increased by approximately 13% to 93 people in 2013. The number of emergency and transitional shelter beds did not change over that year. Numbers may have increased during 2013 due to severe weather on the PIT Count night, including rain, very high winds and tornado warnings. The weather on the night of the 2012 PIT Count was more moderate, with no severe temperature or weather events.

2H. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

* 2H-1 Indicate the method(s) used to count sheltered homeless persons during the 2013 point-in-time count:

Survey providers:	X
HMIS:	
Extrapolation:	
Other:	

2H-2 If other, provide a detailed description. (limit 750 characters)

2H-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)

We are a relatively small CoC with one ES and TH provider that has worked with us for several years collecting PIT Count data and using HMIS. They've had very low staff turnover and have improved data collection and entry each year. With fewer than 100 total residents in their 2 ES and 1 TH housing programs at any given time, their staff is familiar with their particular conditions (e.g. veteran status, disability). At each PIT Count the Housing Director fills out the necessary forms, consulting other staff and records as necessary to provide complete and accurate data.

2I. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Data Collection

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

*** 2I-1 Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:**

HMIS:	
HMIS plus extrapolation:	
Sample of PIT interviews plus extrapolation:	
Sample strategy: (if Sample of PIT interviews plus extrapolation is selected)	
Provider expertise:	X
Interviews:	
Non-HMIS client level information:	
Other:	

2I-2 If other, provide a detailed description. (limit 750 characters)

2I-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate. (limit 750 characters)

We are a relatively small CoC with one ES and TH provider that has worked with us for several years collecting PIT Count data and using HMIS. They've had very low staff turnover and have improved data collection and entry each year. With fewer than 100 total residents in their two ES and one TH housing programs at any given time, their staff is familiar with their particular conditions (e.g. veteran status, disability). Additionally, their facilities provide case management and a free health clinic which facilitates more direct knowledge of client's needs and thus data is even more likely to be accurate. Also, at each PIT Count the Housing Director completes the necessary forms by consulting other staff and records for accuracy.

2J. Continuum of Care (CoC) Sheltered Homeless Point-in-Time Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

* 2J-1 Indicate the methods used to ensure the quality of the data collected during the sheltered point-in-time count:

Training:	X
Follow-up	
HMIS:	
Non-HMIS de-duplication :	
Other:	

2J-2 If other, provide a detailed description. (limit 750 characters)

2J-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate. (limit 750 characters)

Since our CoC has only one ES and TH provider and that agency has participated in PIT counts for several years (and experienced low staff turnover) the agency's staff is proficient in providing complete and accurate PIT data. The Housing Director compiles the data herself which further ensures quality control and she produces the report in a timely fashion. Each year we provide the agency with the NC Point-in-Time Count SHELTERED COUNT form provided by the NC Coalition to End Homelessness (NCCEH) and provide one on one training during our Point in Time Count planning committee meetings. As additional technical support, NCCEH is available to provide assistance as necessary.

2K. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2K-1 Indicate the date of the most recent unsheltered point-in-time count:	01/30/2013
2K-2 If the CoC conducted the unsheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD?	Not Applicable
2K-3 Enter the date the CoC submitted the unsheltered point-in-time count data in HDX:	04/30/2013

2K-4 Comparing the 2013 unsheltered point-in-time count to the last unsheltered point-in-time count, indicate if there was an increase, decrease, or no change and describe the specific reason(s) for the increase, decrease, or no change.
(limit 750 characters)

The unsheltered count in 2012 uniquely combined the 100,000 Homes Registry Week with the PIT Count which we believe caused the count to be more accurate than previous years. A comparison of the 2012 Count with the 2013 Count, the number of unsheltered homeless persons increased by one individual or by 4%. The number of chronically homeless individuals counted remained the same relatively with a decrease in one (1) person between the Counts in 2012 and 2013. This small increase in the total number of unsheltered homeless persons can be attributed to, at least partially, the effectiveness of the CoC since the number did not increase drastically. However, the CoC will need to continue to identify more housing and services for this population to facilitate their successful housing search.

2L. Continuum of Care (CoC) Unsheltered Point-in-Time Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

* 2L-1 Indicate the methods used to count unsheltered homeless persons during the 2013 point-in-time count:

Public places count:	
Public places count with interviews on the night of the count:	X
Public places count with interviews at a later date:	
Service-based count:	
HMIS:	
Other:	

2L-2 If other, provide a detailed description. (limit 750 characters)

2L-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the unsheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)

Volunteers including case managers, outreach workers, community volunteers and law enforcement representatives mapped out in advance all known locations where homeless people were known to sleep unsheltered and a plan devised to visit these locations. Many of these volunteers have participated every year recently and are quite familiar with the process of conducting interviews. Further, all interviewers received training on the use of the form. The PIT Survey devised by the NC Coalition to End Homelessness with a few modifications was used to conduct the interviews.

2M. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Level of Coverage

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2M-1 Indicate where the CoC located unsheltered homeless persons during the 2013 point-in-time count: A Combination of Locations

2M-2 If other, provide a detailed description. (limit 750 characters)

2N. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

*** 2N-1 Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2013 unsheltered population count:**

Training:	X
"Blitz" count:	
Unique identifier:	X
Survey question:	
Enumerator observation:	X
Other:	

2N-2 If other, provide a detailed description. (limit 750 characters)

2N-3 For each method selected, including other, describe how the method was used to reduce the occurance of counting unsheltered homeless persons more than once during the 2013 point-in-time count. In order to recieve credit for any selection, it must be described here. (limit 750 characters)

Training: Volunteers attended training before the PIT Count to familiarize themselves with the survey form and to receive instructions regarding the importance of completing the form accurately and completely.
De-Duplication Techniques/Unique Identifier: An identifier was included on the survey for people who did not want to give their names. It was the first two letters in their fast and last name and their date of birth or age.
Enumerator observation: During the training, volunteers were sensitized to the need to be observant while conducting their search and interviews so that they are done in a manner that respects their “personal space”.

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

Objective 1: Increase Progress Towards Ending Chronic Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In FY 2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). The first goal in Opening Doors is to end chronic homelessness by 2015. Creating new dedicated permanent supportive housing beds is one way to increase progress towards ending homelessness for chronically homeless persons. Using data from Annual Performance Reports (APR), HMIS, and the 2013 housing inventory count, complete the table below.

3A-1.1 Objective 1: Increase Progress Towards Ending Chronic Homelessness

	Proposed in 2012 CoC Application	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-1.1a For each year, provide the total number of CoC-funded PSH beds not dedicated for use by the chronically homeless that are available for occupancy.		82	78	74
3A-1.1b For each year, provide the total number of PSH beds dedicated for use by the chronically homeless.	20	19	23	24
3A-1.1c Total number of PSH beds not dedicated to the chronically homeless that are made available through annual turnover.		4	4	4
3A-1d Indicate the percentage of the CoC-funded PSH beds not dedicated to the chronically homeless made available through annual turnover that will be prioritized for use by the chronically homeless over the course of the year.		100%	85%	85%
3A-1.1e How many new PSH beds dedicated to the chronically homeless will be created through reallocation?		0	4	0

3A-1.2 Describe the CoC's two year plan (2014-2015) to increase the number of permanent supportive housing beds available for chronically homeless persons and to meet the proposed numeric goals as indicated in the table above. Response should address the specific strategies and actions the CoC will take to achieve the goal of ending chronic homelessness by the end of 2015.
(limit 1000 characters)

The CoC's plans to increase the number of permanent supportive housing units available for chronically homeless persons in two years and meet about proposed goals by the following strategies:
One grantee, the UNC Center for Excellence, is re-allocating support service funds to leasing dollars to house 4 persons who are chronically homeless.
Our other grantee, Cardinal Innovation Healthcare Solutions, has the S+C subsidies. As subsidies turn over and become available, at least 80% will be converted to serve persons who are chronically homeless.

3A-1.3 Identify by name the individual, organization, or committee that will be responsible for implementing the goals of increasing the number of permanent supportive housing beds for persons experiencing chronic homelessness.
(limit 1000 characters)

These are the organizations, the CoC grantees that will be responsible for implementing these goals of increasing the number of permanent supportive housing b eds for persons experiencing chronic homelessness:
Cardinal Innovation Healthcare Solutions
UNC Center for Excellence in Community Mental Health
CoC Housing Work Group

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

Objective 2: Increase Housing Stability

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Achieving housing stability is critical for persons experiencing homelessness. Using data from Annual Performance Reports (APR), complete the table below.

3A-2.1 Does the CoC have any non-HMIS projects for which an APR should have been submitted between October 1, 2012 and September 30, 2013? Yes

3A-2.2 Objective 2: Increase Housing Stability

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-2.2a Enter the total number of participants served by all CoC-funded permanent supportive housing projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013:	97	99	101
3A-2.2b Enter the total number of participants that remain in CoC-funded funded PSH projects at the end of the operating year PLUS the number of participants that exited from all CoC-funded permanent supportive housing projects to a different permanent housing destination.	93	89	91
3A-2.2c Enter the percentage of participants in all CoC-funded projects that will achieve housing stability in an operating year.	96%	90%	90%

3A-2.3 Describe the CoC's two year plan (2014-2015) to improve the housing stability of project participants in CoC Program-funded permanent supportive housing projects, as measured by the number of participants remaining at the end of an operating year as well as the number of participants that exited from all CoC-funded permanent supportive housing projects to a different permanent housing destination. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit to 1000 characters)

The number of homeless persons remaining in permanent housing has been consistently good due in part because each person residing in CoC funded housing has support services. Also, the CoC has a Resident Screening Committee which works with participants who are at risk of losing their permanent supportive housing. The committee along with the tenant creates a plan-of-action that addresses issues impacting housing such as treatment or landlord-tenant issues. The plans are implemented by the tenant and their treatment provider(s) and the Resident Screening Committee monitors implementation.
If service provision is an issue then Cardinal Innovations Behavioral Healthcare is contacted. They assure services are provided via a variety of different service providers.

**3A-2.4 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of housing stability in CoC-funded projects.
(limit 1000 characters)**

The organization and committee that will be responsible for increasing the rate of housing stability in CoC funded projects are the following:
Cardinal Innovations Healthcare Solutions
CoC 100,000 Home Work group (service providers)

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

Objective 3: Increase project participants income

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Assisting project participants to increase income is one way to ensure housing stability and decrease the possibility of returning to homelessness. Using data from Annual Performance Reports (APR), complete the table below.

3A-3.1 Number of adults who were in CoC-funded projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013: 97

3A-3.2 Objective 3: Increase project participants income

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-3.2a Enter the percentage of participants in all CoC-funded projects that increased their income from employment from entry date to program exit?	0%	2%	2%
3A-3.2b Enter the percentage of participants in all CoC-funded projects that increased their income from sources other than employment from entry date to program exit?	0%	2%	2%

3A-3.3 In the table below, provide the total number of adults that were in CoC-funded projects with each of the cash income sources identified below, as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013.

Cash Income Sources	Number of Participating Adults	Percentage of Total in 3A-3.1	
Earned Income	12	12.37	**%**
Unemployment Insurance	0		**%**
SSI	16	16.49	**%**

SSDI	4	4.12	**%**
Veteran's disability	0		**%**
Private disability insurance	0		**%**
Worker's compensation	0		**%**
TANF or equivalent	6	6.19	**%**
General Assistance	0		**%**
Retirement (Social Security)	0		**%**
Veteran's pension	0		**%**
Pension from former job	0		**%**
Child support	3	3.09	**%**
Alimony (Spousal support)	0		**%**
Other Source	1	1.03	**%**
No sources	2	2.06	**%**

3A-3.4 Describe the CoC's two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that increase their incomes from non-employment sources from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table (3A-3.2) above.
(limit 1000 characters)

The CoC's plans to increase the percentage of project participants in all CoC funded projects that increase their income from non-employment sources from entry date to program exit in two years is as follows:
SOAR training and follow up: The CoC will assure that grantees have attended the SOAR training and participate in the monthly SOAR support phone calls hosted by the NC Coalition to End Homelessness. This will support service providers in accessing mainstream benefits for their participants.
100,000 Homes Work Group emphasizes access to benefits. Orange County DSS is a member of this group.

3A-3.5 Describe the CoC's two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that increase their incomes through employment from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above.
(limit 1000 characters)

The CoC's Employment Work Group includes representatives from JobLink, Durham Technical Community College, Chamber of Commerce, Chapel Hill Downtown Partnership, local business leaders and service providers' job coaches. We have the Job Partners program whose participants become job-ready by developing Individualized Employment Plans and obtaining the education & training to achieve their employment goals. Participants document their job-readiness through resumes, Work Keys assessments and portfolios. We are recruiting local employers to hire Job Partners graduates and will sustain long-term relationships with them before and after hiring participants. Job Partners also will sponsor 1-2 job fairs which introduces employers to job candidates.

3A-3.6 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of project participants in all CoC-funded projects that increase income from entry date to program exit. (limit 1000 characters)

The organizations and work groups that will be responsible for increasing the rate of project participants in all CoC-funded projects that increase income from entry date to program exit are as follows:
Cardinal Innovations Healthcare Solutions
UNC - Center for Excellence
Employment Work Group (CoC), Job Partner's Program
Job Link
100,000 Home Work Group (CoC, service providers)

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

Objective 4: Increase the number of participants obtaining mainstream benefits

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Assisting project participants to obtain mainstream benefits is one way to ensure housing stability and decrease the possibility of returning to homelessness. Using data from Annual Performance Reports (APR), complete the table below.

3A-4.1 Number of adults who were in CoC-funded projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013. 97

3A-4.2 Objective 4: Increase the number of participants obtaining mainstream benefits

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-4.2a Enter the percentage of participants in ALL CoC-funded projects that obtained non-cash mainstream benefits from entry date to program exit.	28%	10%	10%

3A-4.3 In the table below, provide the total number of adults that were in CoC-funded projects that obtained the non-cash mainstream benefits from entry date to program exit, as reported on APRs submitted during the period between October 1, 2013 and September 30, 2013.

Non-Cash Income Sources	Number of Participating Adults	Percentage of Total in 3A-4.1
Supplemental nutritional assistance program	7	7.22 %
MEDICAID health insurance	3	3.09 %
MEDICARE health insurance	0	%
State children's health insurance	0	%
WIC	0	%

VA medical services	0		%
TANF child care services	0		%
TANF transportation services	0		%
Other TANF-funded services	0		%
Temporary rental assistance	0		%
Section 8, public housing, rental assistance	0		%
Other Source	0		%
No sources	0		%

3A-4.4 Describe the CoC's two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that access mainstream benefits from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above.
(limit 1000 characters)

The CoC's two year plan to increase access to mainstream benefits includes the following:
Continued dedicated effort by agency staff to make sure clients apply for all applicable benefits and use the SOAR program.
2. Continued representation of benefit providers at our annual Project Homeless Connect
3. Educate service providers thru the 100,000 Home Work Group that clients can apply for Food Stamps online via the NC ePass (Electronic Pre-Assessment Screening Service) websites.
4. Educate and make client's aware that they can apply for Food Stamps online via the NC ePass websites.

3A-4.5 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of project participants in all CoC-funded projects that that access non-cash mainstream benefits from entry date to program exit.
(limit 1000 characters)

The following organizations and committees will be responsible for increasing access to mainstream benefits:
UNC - Center for Excellence
Cardinal Innovations Healthcare Solutions
100,000 Home Work Group (C0C, service providers)

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

Objective 5: Using Rapid Re-Housing as a method to reduce family homelessness

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Rapid re-housing is a proven effective housing model. Based on preliminary evidence, it is particularly effective for households with children. Using HMIS and Housing Inventory Count data, populate the table below.

3A-5.1 Objective 5: Using Rapid Re-housing as a method to reduce family homelessness.

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-5.1a Enter the total number of homeless households with children per year that are assisted through CoC-funded rapid re-housing projects.	0	0	0
3A-5.1b Enter the total number of homeless households with children per year that are assisted through ESG-funded rapid re-housing projects.	12	12	14
3A-5.1c Enter the total number of households with children that are assisted through rapid re-housing projects that do not receive McKinney-Vento funding.	0	0	0

3A-5.2 Describe the CoC's two year plan (2014-2015) to increase the number homeless households with children assisted through rapid re-housing projects that are funded through either McKinney-Vento funded programs (CoC Program, and Emergency Solutions Grants program) or non-McKinney-Vento funded sources (e.g.., TANF). Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above.
(limit 1000 characters)

There was a 16% decrease in ESG funds for rapid rehousing in 2013-2014 and we anticipate no increase in 2015, the CoC is stretching to increase the number of households with children served.

3A-5.3 Identify by name the individual, organization, or committee that will be responsible for increasing the number of households with children that are assisted through rapid re-housing in the CoC geographic area. (limit 1000 characters)

The CoC Housing Work Group will be responsible for increasing the number of households with children that are assisted through rapid re-housing in Orange County. The following agencies are members:
OC DSS, IFC, Cardinal Innovations Healthcare Solutions, UNC Center for Excellence, VA - VASH Social Worker, CASA, OC Community Development

**3A-5.4 Describe the CoC's written policies and procedures for determining and prioritizing which eligible households will receive rapid re-housing assistance as well as the amount or percentage of rent that each program participant must pay, if applicable.
(limit 1000 characters)**

The CoC is in the process of creating policies and procedures to determine and prioritize which eligible households will receive rapid re-housing assistance as well as the amount or percentage of rent each program participant must pay.
The program was designed with a partnership between OC DSS and IFC's Project HomeStart (transitional housing for families).
Currently households from HomeStart are a priority to receive RRH and OC DSS takes each household's unique situation into consideration when determining rent.
Recipients typically pay 1/3 of the rent for the first two months and then transition to 1/2 to 2/3 of the rent in the following couple of months, before finally taking over responsibility for all housing costs.
85% of the households they have served are households with children.

**3A-5.5 How often do RRH providers provide case management to households residing in projects funded under the CoC and ESG Programs?
(limit 1000 characters)**

Orange County DSS is our only RRH provider. At a minimum the staff provide case management to each household monthly. They have found that most households require case management two to three times per month.
The typical recipient is a female single parent household with, on average, 2 children. The household's income is approximately $1200-$1500/mo in earned income. Nearly all households have poor credit and rental history. They have learned that 1/3 of the households became homeless due to fleeing a DV situation. These families are then also referred to the Compass Center for Women & Families.

3A-5.6 Do the RRH providers routinely follow up with previously assisted households to ensure that they do not experience additional returns to homelessness within the first 12 months after assistance ends? (limit 1000 characters)

Due to funding restrictions Orange County DSS does not have the staffing capability that allows follow-up with all exited households for 12 months. However, for households who are assisted with current rent for a number of months, a relationship between the client and case manager develops and if they experience challenges maintaining their housing, the case manager is usually the first person they reach out to for support and assistance. It is certainly a goal of the CoC that staff are available to follow up within the first 12 months after the assistance ends.

3B. Continuum of Care (CoC) Discharge Planning: Foster Care

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3B-1.1 Is the discharge policy in place mandated by the State, the CoC, or other? CoC Adopted Policy

3B-1.1a If other, please explain.
(limit 750 characters)

Not Applicable

3B-1.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge.
(limit 1000 characters)

The Orange County CoC has taken the following steps to ensure that persons are not routinely discharged into homelessness:
o Our CoC has an established MOA with the Orange County Department of Social Services (OCDSS) ensuring that no one will be discharged from foster care into homelessness.
o OCDSS has a LINKS coordinator for a program that builds a network of relevant services with youth so that they will have ongoing connections with family, friends, mentors, the community, employment, education, financial assistance, skills training, and other resources to facilitate the transition to adulthood. Representatives from that network sit on CoC committees and the Partnership Leadership Team to provide continuity and updates.

Upon discharge, youth routinely go to the following places:
o Continue in the foster home or therapeutic foster home placement
o Re-unite with biological family
o Targeted Units, a program of subsidized rental units in tax credit apartment communities that is funded through the North Carolina Housing Finance Agency
o Market rate units

3B-1.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness.
(limit 1000 characters)

These are the collaborating agencies that are responsible for ensuring that persons being discharged from the Foster Care system are not routinely discharged into homelessness:
o OCDSS - LINKS Coordinator
o Cardinal Innovations Healthcare Solutions/PBH - System of Care Coordinator for Youth aging out of Foster Care and a Housing Specialist
o Vocational Rehabilitation
o Durham Technical Community College
o Orange County Public Schools
o Community Empowerment Fund – Job Partners

3B. Continuum of Care (CoC) Discharge Planning: Health Care

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3B-2.1 Is the discharge policy in place mandated by the State, the CoC, or other? CoC Adopted Policy

3B-2.1a If other, please explain. (limit 750 characters)

Not Applicable

3B-2.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge. (limit 1000 characters)

The Orange County CoC has taken the following steps to ensure that persons are not routinely discharged into homelessness:
o The CoC has consistently engaged health care staff from UNCH to participate on CoC committees and the Partnership Leadership Team.
o Cardinal Innovations Healthcare Solutions/PBH has a Care Coordinator designated for persons that have both physical health and mental health needs. This Care Coordinator works in conjunction with Community Care of North Carolina to link, oversee, and follow up on connections to physical health and mental health services. They also have a liaison between UNCH and the community and a Housing Specialist. These staff participate on the Partnership Leadership Team and the 100K Home Task Force.
o UNCH is developing a SOAR program to assist with obtaining disability benefits and Medicaid/Medicare.
Upon discharge, persons routinely go to the following places:
o Rehabilitation Centers
o Assisted Living
o Skilled Nursing facilities
o Family Care Homes and Group Homes
o Return to their homes
o Affordable rental housing: Targeted Units, subsidized rental units in tax credit apartment communities

3B-2.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness.
(limit 1000 characters)

These are the collaborating agencies that are responsible for ensuring that persons being discharged from the Health Care system are not routinely discharged into homelessness:
o UNCH - Complex Care Coordinators and Hospital Social Workers
o Cardinal Innovation Healthcare Solutions - Care Coordinator/Hospital Liaison between UNCH and the community and a Housing Specialist
o 100,000 Home Campaign Task Force Committee

3B. Continuum of Care (CoC) Discharge Planning: Mental Health

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3B-3.1 Is the discharge policy in place mandated by the State, the CoC, or other? CoC Adopted Policy

3B-3.1a If other, please explain. (limit 750 characters)

Not Applicable

3B-3.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge. (limit 1000 characters)

The Orange County CoC has taken the following steps to ensure that persons are not routinely discharged into homelessness:
o The CoC has an MOA with Central Regional Hospital (CRH) that outlines protocols related to discharge planning.
o The CoC partner agencies have staff who are specifically liaisons from the hospital to the community. These staff are members of CoC committees and the Partnership Leadership Team to provide continuity and updates.
o The North Carolina Coalition to End Homelessness continues to work with the North Carolina Division of MH/DD/SA Services to create appropriate housing for persons being discharged from mental health institutions and to educate hospital staff on discharge regulations to avoid routine discharge into homelessness.
Upon discharge, persons routinely go to the following places:
o Supportive Housing rental units
o Targeted Units, a program of subsidized rental units in tax credit apartment communities that is funded through the North Carolina Housing Finance Agency
o Family Care Homes, Adult Care Homes and Group Homes
o Return to family members
o Their own homes or apartments

3B-3.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness. (limit 1000 characters)

These are the collaborating agencies that are responsible for ensuring that persons being discharged from the Mental Health system are not routinely discharged into homelessness:
o Central Regional Hospital
o Cardinal Innovations Healthcare Solutions/PBH - Care Coordinator who is the liaison to CRH and UNC Hospital psychiatric unit; Regional Hospital Care Clinician who is embedded at CRH specifically for discharge planning; and a Housing Specialist.
o Center for Behavioral Healthcare - Hospital Transition Team that provide 1-3 months of bridging services from the hospital to the community.
o UNC Center of Excellence in Community Mental Health - Critical Time Intervention Team that provides 9 months of intensive services to bridge persons from the hospital to the community.

3B. Continuum of Care (CoC) Discharge Planning: Corrections

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3B-4.1 Is the discharge policy in place mandated by the State, the CoC, or other? CoC Adopted Policy

3B-4.1a If other, please explain. (limit 750 characters)

Not Applicable

3B-4.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge. (limit 1000 characters)

The Orange County CoC has taken the following steps to ensure that persons are not routinely discharged into homelessness:
o The Orange County Assistant District Attorney is the co-chair of the Partnership Leadership Team. He leads the effort of the Outreach Court where persons who are homeless accused of minor crimes can opt for behavioral health services versus jail.
o Orange Correctional Center's Re-entry Partners Program has a member on the Partnership Leadership Team. He also chairs the Employment Committee.
o Members of the Chapel Hill and Carrboro Police Departments are members of the 100K Task Force/Services Coordination Committee who identify repeat offenders to break the cycle of homelessness.
Upon discharge, persons routinely go to the following places:
o Re-unite with family
o Friend's home
o Their own home

3B-4.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness. (limit 1000 characters)

These are the collaborating agencies that are responsible for ensuring that persons being discharged from Correctional facilities are not routinely discharged into homelessness:
o Orange County Court System – Assistant District Attorney and Outreach Court
o Orange Correctional Center Re-entry Partners Program
o UNC School of Law
o UNC Center of Excellence in Community Mental Health – Community Resource/Mental Health Court; behavioral health staff

3C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3C-1 Does the Consolidated Plan for the jurisdiction(s) within the CoC's geography include the CoC's strategic plan goals for addressing and ending homelessness? Yes

3C-1.1 If yes, list the goals in the CoC strategic plan. (limit 1000 characters)

1. Expand affordable permanent housing capacity. 2. Create 40 units of permanent supportive housing to house chronically homeless individuals and families. 3. Increase the availability of and access to mental health, substance abuse, medical treatment and non-clinical supports, such as life management skills and informal support networks. 4. Prevent homelessness among foster care children and those exiting the military, hospitals and other institutions by the use of various strategies including discharge planning.

3C-2 Describe the extent in which the CoC consults with State and local government Emergency Solutions Grants (ESG) program recipients within the CoC's geographic area on the plan for allocating ESG program funds and reporting on and evaluating the performance of ESG program recipients and subrecipients. (limit 1000 characters)

The local ESG funding is a part of our CoC and sits in the Housing Workgroup. We are able to align this funding with the goals of our strategic Plan. Our Strategic Plan is adopted by the 4 jurisdictions: Orange County, Town of Chapel Hill, Carrboro and Hillsborough. Elected officials from each jurisdiction are members of the Partnership Leadership Team.
The Housing Workgroup coordinates all activities as they relate to the ESG funding such as solicits projects, determines funding priorities, completes the application to the State, and develops goals, outcomes, and performance standards. This committee presents their recommendations to the Leadership Team.
The ESG program recipients are members of the CoC Housing Work Group. In 2013 we implemented a policy that they provide their data twice a year, February & August for review and discussion so we know if they are on track and to assist with problem solving any challenges or issues that arise.

3C-3 Describe the extent in which ESG funds are used to provide rapid re-housing and homelessness prevention. Description must include the percentage of funds being allocated to both activities. (limit 1000 characters)

Our ESG funds are used to provide both emergency shelter activities and rapid re-housing. No funds are used for homelessness prevention. The IFC receives funds for their emergency shelter and the Orange County DSS receives funds for administering rapid re-housing. IFC clients have a priority for receiving assistance with rapid re-housing.
In 2012-2013 ESG funds were allocated to the following activities:
30% emergency shelter activities
67% rapid re-housing
0% homelessness prevention
Our goal is to increase the funding for rapid re-housing by submitting a stellar ESG application and applying for any "extra" funds that are available.

3C-4 Describe the CoC's efforts to reduce the number of individuals and families who become homeless within the CoC's entire geographic area. (limit 1000 characters)

Our CoC has one agency, Orange County DSS, that administers our Rapid Re-Housing Program. Housing for New Hope has an outreach worker who has access to short term leasing funds to help people stayed housed. We likewise coordinate with the housing specialist from Cardinal Innovations Healthcare Solutions who administers the S+C subsidies to place people in appropriate housing.
UNC Center for Excellence has an ACT Team and Critical Time Intervention that supports clients in their housing especially when there is a behavioral health crisis.

3C-5 Describe how the CoC coordinates with other Federal, State, local, private and other entities serving the homeless and those at risk of homelessness in the planning and operation of projects. (limit 1000 characters)

Our CoC coordinates with these entities who are serving the homeless in planning and project implementation via two work groups: 100,000 Homes and Employment.
The 100,000 Homes Work Group members include the following agencies the Veteran's Administration for benefits and VASH Vouchers, UNC Healthcare (State University hospital and outpatient clinics), UNC Center for Excellence (State University behavioral health teams, Cardinal Innovations Healthcare Solutions (private behavioral health services), Orange County DSS, Chapel Hill Police Department, and Orange County Court - Outreach Court
Members of the Employment Work Group Include

3C-6 Describe the extent in which the PHA(s) within the CoC's geographic area are engaged in the CoC efforts to prevent and end homelessness. (limit 1000 characters)

We have two PHAs within the CoC's geographic area; The Town of Chapel Hill Public Housing (300 units of housing) and the Orange County Housing Authority (administers Section 8 subsidies). Both of these agencies participates in our annual Project Connect. OCHA has a preference for persons who are homeless.
The Town of Chapel Hill Public Housing Director is a member of the newly formed Orange County Affordable Housing Coalition. Two members of our Leadership Team also are members, our Homeless Programs Coordinator and the current chair. This provides opportunities to discuss and coordinate efforts with the PHA Director.
The Orange County PHA is under the leadership of the Housing, Human Rights & Community Development Director. She is engaged by being a member of the Leadership Team and Housing Work Group.

3C-7 Describe the CoC's plan to assess the barriers to entry present in projects funded through the CoC Program as well as ESG (e.g. income eligibility requirements, lengthy period of clean time, background checks, credit checks, etc.), and how the CoC plans to remove those barriers. (limit 1000 characters)

The following agencies are funded through the CoC program & ESG:
Cardinal Innovations Healthcare Solutions - S+C projects
UNC Center for Excellence - leasing projects
Orange County DSS - ESG Rapid Re-housing
IFC - ESG Shelter
All of these agencies have a client centered approach. They do not restrict their services and housing based on the above requirements.
The CoC will continue to assess these barriers through the Housing Work Group. Twice a year we review their APR data and outcomes and will add assessing program entry barriers. This will help us identify who is not getting served and why.

3C-8 Describe the extent in which the CoC and its permanent supportive housing recipients have adopted a housing first approach. (limit 1000 characters)

Our CoC has two permanent supportive housing recipients: Cardinal Innovations Healthcare Solutions and UNC Center for Excellence. Cardinal Innovations and UNC are dedicated to a Housing First approach. Once participants enter a permanent supportive housing program, Cardinal Innovations or UNC assists them in moving directly into independent, permanent housing, as opposed to requiring that participants become "housing ready" through a long process of transition. Cardinal Innovations and UNC affirms all participants' self-determination and right to refuse services. Cardinal Innovations and UNC will coordinate support services ensuring each participant has a person-centered plan to assist the individual in becoming self-sufficient and able to successfully maintain housing stability. Participants who can be employed will be assisted to develop job skills and be encouraged to access community resources which may include classes at local colleges, accessing NC ESC job link services, participate in local economic developments and self-sufficiency programs. All units will be leased at scattered sites across Orange County, North Carolina.

3C-9 Describe how the CoC's centralized or coordinated assessment system is used to ensure the homeless are placed in the appropriate housing and provided appropriate services based on their level of need. (limit 1000 characters)

Recently our CoC began planning meetings with community agencies and service providers to create a coordinated assessment system. Our Homeless Programs Director is leading this effort. This is one of the CoC's priority goals for 2014. The group has identified decision points regarding the system. Small groups are researching other communities systems, attending a presentation scheduled in February at the United Way of the Greater Triangle from Winston Salem CoC, research is being done on assessment tools for agencies to use, like the tool used in Chicago and NAEH toolkit. The group is also identifying possible funding sources; grants and the CoC planning grant.

3C-10 Describe the procedures used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or disability who are least likely to request housing or services in the absence of special outreach. (limit 1000 characters)

The CoC's stakeholders market housing resources and services in a variety of ways. Within programs like shelters and transitional housing, individual case managers work one-on-one with homeless clients. Outreach efforts outside the shelter setting are also a part of the CoC's work through the PATH Outreach worker. Local congregations and nonprofits throughout the community network to identify persons in need or at-risk. Meal sites provide information about services. The United Way 2-1-1 Network promotes housing and support services. The annual Project Connect brings together housing and service providers with persons who are homeless and those at risk of becoming homeless who are not yet linked to services. Fair housing materials are disseminated. individuals attend the event in October 2013.

3C-11 Describe the established policies that are currently in place that require all homeless service providers to ensure all children are enrolled in early childhood education programs or in school, as appropriate, and connected to appropriate services within the community. (limit 1000 characters)

The CoC's main provider of housing for homeless children is the Inter-Faith Council for Social Service(IFC)which has a transitional housing facility for women and children. IFC and the other providers of housing to homeless families in our CoC each have policies requiring that all children, without exception, be enrolled in day care or school or head start. Each family is given the choice to enroll their children in the local school district or their home school and transportation is provided.

3C-12 Describe the steps the CoC, working with homeless assistance providers, is taking to collaborate with local education authorities to ensure individuals and families who become or remain homeless are informed of their eligibility for McKinney-Vento educational services. (limit 1000 characters)

The Orange County CoC has taken the following steps:
* The Partnership Homeless Program Coordinator has met with the school social workers. Each public school in Orange County has a social worker that identifies homeless families and works with the Department of Social Services (DSS) and service providers to ensure they have housing and are connected to needed services.
* The Homeless Programs Coordinator has met with the Exceptional Children Services Coordinators from our two school systems to inform them about the services available for homeless and at-risk children and to learn about the needs of homeless children in the schools. Both school systems send representatives to our annual Project Connect to make these services available to participants.

3C-13 Describe how the CoC collaborates, or will collaborate, with emergency shelters, transitional housing, and permanent housing providers to ensure families with children under the age of 18 are not denied admission or separated when entering shelter or housing. (limit 1000 characters)

The CoC will collaborate with the continuum of housing providers to ensure families with children under the age of 18 are not denied admission or separated when entering shelter or housing by the following:
The Orange County Department of Social Services (OCDSS) provides referrals to the Inter-Faith Council for Social Service(IFC) who operates the only shelter and transitional housing in the Orange County CoC. OCDSS has a priority to keep families intact. Community House is a shelter for adult men, ages 18 and older. Home Start is a transitional housing facility for women and children. CASA and EmPowerment are two affordable housing providers and they use occupancy standards of two persons per bedroom to fill their units. Their staff are trained annually on the Fair Housing Law.

**3C-14 What methods does the CoC utilize to monitor returns to homelessness by persons, including, families who exited rapid re-housing? Include the processes the CoC has in place to ensure minimal returns to homelessness.
(limit 1000 characters)**

The CoC is working with CHIN, our HMIS provider, to develop a method to track recidivism in order to better monitor, assess and implement corrective action. However, both the CoC and CHIN are waiting for HUD to define “return to homelessness” and how it is to be tracked.
The CoC is also working with CHIN staff to enable agencies the ability to view each others data as it relates to return to homelessness.
In the CoC Housing Work Group we are reviewing CoC and ESG program data twice a year. The APR data includes housing status at exit for those client's who left the program. Cardinal Innovations Healthcare Solutions is the oldest grantee with the S+C grants. Since 2011 no one has exited to homelessness. Affordable housing (S+C & leasing) plus support services ensure minimal returns to homelessness.

3C-15 Does the CoC intend for any of its SSO or TH projects to serve families with children and youth defined as homeless under other Federal statutes? No

**3C-15.1 If yes, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan.
(limit 1000 characters)**

3C-16 Has the project been impacted by a major disaster, as declared by President Obama under Title IV of the Robert T. Stafford Act in the 12 months prior to the opening of the FY 2013 CoC Program Competition? No

**3C-16.1 If 'Yes', describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD.
(limit 1500 characters)**

3D. Continuum of Care (CoC) Coordination with Strategic Plan Goals

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In 2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP).

3D-1 Describe how the CoC is incorporating the goals of Opening Doors in local plans established to prevent and end homelessness and the extent in which the CoC is on target to meet these goals. (limit 1000 characters)

In 2012-2013 we formally reviewed and updated our Plan to End Homelessness. Included in the process we reviewed and shared the Federal Plan with the Leadership Team and community at large and aligned our plan with the Federal goals. We added and adopted overarching goals from "Opening Doors" and included the overarching strategies from the HEARTH legislation to measure the success of our programs/projects.
We have applied for a planning grant to assist with data analysis to measure these goals. All of our CoC & ESG funded agencies use CHIN, our HMIS data base. We are actively working with the CHIN staff for reports that will help us measure our progress to meet these goals. The development of our 100,000 Homes Work Group two years ago has greatly influenced the reduction of chronic homeless and all homelessness. This very large network of service providers systematically houses the most vulnerable citizens in our community. This group encompasses agencies that serve all the populations in the Opening Door goals.

3D-2 Describe the CoC's current efforts, including the outreach plan, to end homelessness among households with dependent children. (limit 750 characters)

Our CoC coordinates with partner agencies that work with families with dependent children (IFC, Orange County DSS, Compass Center for Women & Families, Cardinal Innovations Healthcare Solutions, CASA) to accomplish the following goals:
1. IFC and OC DSS partner on the RRH program where families are a priority. 19 families were served in 2013
2. Increase rapid re-housing funds
3. Expand rental subsidies available (S+C, leasing projects, HUD VASH, Section 8 Vouchers) & affordable housing options for families.
4. Advocate that our housing authorities grant a priority to homeless families with children
6. Continue collaboration with Orange County Homeless Liaison in public school system. Deflect families from shelters by providing outreach services and connecting families to community resources.

3D-3 Describe the CoC's current efforts to address the needs of victims of domestic violence, including their families. Response should include a description of services and safe housing from all funding sources that are available within the CoC to serve this population.
(limit 1000 characters)

The CoC partner agency that addresses the immediate needs of DV is the Compass Center for Women & Families. They provide the following direct services:
24-Hour Hotline,crisis counseling (in office & on Hotline),safety planning, emergency shelter placement, help with Domestic Violence Protective Orders, civil and criminal court accompaniment and advocacy, support Groups with free childcare, 911 cell phones & resource referrals. They work in partnership with the IFC who has a transitional program for women & families and OC DSS who administers the Rapid Re-housing program.
While some victims of domestic violence are not in immediate danger and would be best served through the mainstream housing resources, many victims of domestic violence need an immediate, specialized safety assessment to determine how best to rehouse the family presenting for services. Housing resources may include RRH, rental subsidies: S+C, VASH vouchers, Section 8, supportive housing and affordable rental housing.

3D-4 Describe the CoC's current efforts to address homelessness for unaccompanied youth. Response should include a description of services and housing from all funding sources that are available within the CoC to address homelessness for this subpopulation. Indicate whether or not the resources are available for all youth or are specific to youth between the ages of 16-17 or 18-24.
(limit 1000 characters)

The Orange County CoC does not have an agency that specifically serves youth who are homeless. Many partner agencies target youth in foster care and behavioral health agencies also have mental health and substance abuse services for youth.
There have been some efforts to identify the youth homeless population in our community. Department of Social Services, Volunteers for Youth, the local school systems, police crisis social workers and others continue to work with the unsheltered homeless youth that they encounter. Much of that work centers around building relationship with the youth and directing them to the available resources and services in the community.
Our community also has resources for youth that are preventative. There are 4 Family Resource Centers that include a variety of activities for youth, such as after school educational programs, Teen Youth Councils, health and drug prevention. They partner with the following UNC-Chapel Hill programs for youth: Street Scene Teen Center, Helping Youth Providing Enrichment (HYPE), and Kappa Alpha Psi-a Black Service Fraternity. The above resources are available to all youth.

3D-5 Describe the efforts, including the outreach plan, to identify and engage persons who routinely sleep on the streets or in other places not meant for human habitation.
(limit 750 characters)

Housing for New Hope has a PATH outreach worker and nurse who routinely check campsites and check areas where homeless people congregate plus responds to calls from businesses, other agencies and the police.
The InterFaith Council provides shelter, 3 daily meals, health and emergency assistance. All these services are an engagement strategy.
UNC Center for Excellence has an ACT & Critical Time Intervention Teams that also provide outreach and engagement specifically to persons with behavioral health issues.
All these efforts are coordinated through the 100,000 Homes Work Group.

3D-6 Describe the CoC's current efforts to combat homelessness among veterans, particularly those are ineligible for homeless assistance and housing through the Department of Veterans Affairs programs (i.e., HUD-VASH, SSVF and Grant Per Diem). Response should include a description of services and housing from all funding sources that exist to address homelessness among veterans.
(limit 1000 characters)

In 12-13 the CoC reviewed and updated our Strategic Plan to End Homelessness. We included reviewing and sharing the Federal Plan and aligning our plan with the Federal goals. We added and adopted overarching goals from “Opening Doors” which includes prevent and end homelessness for veterans in 5 years.
* The following CoC organizations are serving veterans: Durham Veterans Administration (VA) Center, the Orange County Veteran Service Officer, the local Employment Security Commission, Cardinal Innovations Healthcare Solutions, Vocational Rehabilitation, the InterFaith Council, CASA, Housing for New Hope, Community Empowerment Fund, Piedmont Community Health, and UNC-Center for Excellence.
* The County's Veteran Services Officer, housed in the Orange County DSS serves as the initial point of contact for county residents who are veterans in need of a particular service including housing, veteran's benefits and other essential items.
The CoC 100,000 Homes Work Group, aggressively collaborates to develop housing and service plans for for our most vulnerable citizens including veterans. A priority of the group is finding out if someone has served in the military.

3E. Reallocation

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3E-1 Is the CoC reallocating funds from one or more eligible expiring grant(s) into one or more new permanent supportive housing projects dedicated to chronically homeless persons?	Yes
3E-2 Is the CoC reallocating funds from one or more eligible expiring grant(s) into one or more new rapid re-housing project for families?	No

3E-2.1 If the CoC is planning to reallocate funds to create one or more new rapid re-housing project for families, describe how the CoC is already addressing chronic homelessness through other means and why the need to create new rapid re-housing for families is of greater need than creating new permanent supportive housing for chronically homeless persons.
(limit 1000 characters)

NA

3E-3 If the CoC responded 'Yes' to either of the questions above, has the recipient of the eligible renewing project being reallocated been notified?	Yes

3F. Reallocation - Grant(s) Eliminated

CoCs planning to reallocate into new permanent supportive housing projects for chronically homeless individuals may do so by reducing one or more expiring eligible renewal projects. CoCs that are eliminating projects entirely must identify those projects.

Amount Available for New Project: (Sum of All Eliminated Projects)				
$36,399				
Eliminated Project Name	**Grant Number Eliminated**	**Component Type**	**Annual Renewal Amount**	**Type of Reallocation**
UNC XDS Support S...	NC0251B4F131100	SSO	$36,399	Regular

3F. Reallocation - Grant(s) Eliminated Details

3F-1 Complete each of the fields below for each grant that is being eliminated during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.

Eliminated Project Name:	UNC XDS Support Services Project 1
Grant Number of Eliminated Project:	NC0251B4F131100
Eliminated Project Component Type:	SSO
Eliminated Project Annual Renewal Amount:	$36,399

3F-2 Describe how the CoC determined that this project should be eliminated.
(limit 750 characters)

The CoC Housing Workgroup decided to eliminate its one Supportive Services only grant and reallocate that funding to a Supportive Housing Programs project to maximize the number of housing units available. Our CoC funding is now solely allocated to SHP projects. We are using all other available resources, such as the UNC Center for Excellence in Community Mental Health and Critical Time Intervention, as well as others, to pay for supportive services associated with these units.

3G. Reallocation - Grant(s) Reduced

CoCs that choose to reallocate funds into new rapid rehousing or new permanent supportive housing for chronically homeless persons may do so by reducing the grant amount for one or more eligible expiring renewal projects.

Amount Available for New Project (Sum of All Reduced Projects)					
Reduced Project Name	**Reduced Grant Number**	**Annual Renewal Amount**	**Amount Retained**	**Amount available for new project**	**Reallocation Type**
This list contains no items					

3H. Reallocation - New Project(s)

CoCs must identify the new project(s) it plans to create and provide the requested information for each project.

Sum of All New Reallocated Project Requests
(Must be less than or equal to total amount(s) eliminated and/or reduced)

$36,399				
Current Priority #	**New Project Name**	**Component Type**	**Transferred Amount**	**Reallocation Type**
8	UNC XDS Leas...	PH	$36,399	Regular

3H. Reallocation - New Project(s) Details

3H-1 Complete each of the fields below for each new project created through reallocation in the FY2013 CoC Program Competition. CoCs can only reallocate funds to new permanent housing—either permanent supportive housing for the chronically homeless or rapid re-housing for homeless households with children.

FY2013 Rank (from Project Listing):	8
Proposed New Project Name:	UNC XDS Leasing 5
Component Type:	PH
Amount Requested for New Project:	$36,399

3I. Reallocation: Balance Summary

3I-1 Below is the summary of the information entered on forms 3D-3H. and the last field, "Remaining Reallocation Balance" should equal "0." If there is a balance remaining, this means that more funds are being eliminated or reduced than the new project(s) requested. CoCs cannot create a new reallocated project for an amount that is greater than the total amount of reallocated funds available for new projects.

Reallocation Chart: Reallocation Balance Summary

Reallocated funds available for new project(s):	$36,399
Amount requested for new project(s):	$36,399
Remaining Reallocation Balance:	$0

4A. Continuum of Care (CoC) Project Performance

Instructions

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

4A-1 How does the CoC monitor the performance of its recipients on HUD-established performance goals? (limit 1000 characters)

Our CoC currently has two providers. They review monthly data quality reports and the CoC is updated on the provider's APR performance on an annual basis for AHAR reports and the CoC application. This year we began reviewing data more consistently at the CoC level in the Housing Work Group of the Partnership to End Homelessness (our CoC), reviewed both the CoC and ESG programs recipients. We reviewed the most current APRs and ESG data. We will begin reviewing HMIS quarterly progress reports to determine performance and timeliness of spending.

4A-2 How does the CoC assist project recipients to reach HUD-established performance goals? (limit 1000 characters)

The Orange County CoC recently updated its Plan to End Homelessness and adopted HEARTH and Federal Strategic Plan to Prevent and End Homelessness goals and strategies as an overarching framework. We are working with other NC CoCs and our statewide HMIS provider to be able to track data on those performance measures in order to determine program effectiveness. By prioritizing these goals and evaluating programs by them, we have made it clear to HUD grantees what they should strive for. The CoC also actively encourages grant recipients to seek technical assistance from the HUD field office, HMIS Lead Agency and the NC Coalition to End Homelessness (NCCEH) and shares information from the USICH, NAEH and NCCEH.

(limit

4A-3 How does the CoC assist recipients that are underperforming to increase capacity? (limit 1000 characters)

For many years we had one sole CoC grantee with current active grants which are high performing and has not needed assistance to increase capacity. We have been assisting our second, and newest, grantee with un-executed grants by providing information and guidance to help the agency begin implementing the grants as soon as
possible.These grants were delayed in execution due to an agency merger that occurred with the grantee after they were awarded. We strongly recommend grant implementation and HUD SHP training to grantees that is offered by our HUD field office in Greensboro. We also inform grantees of every training opportunity that is provided by the NC Coalition to End Homelessness. They offer monthly webinars or conference calls on a variety of topics that are very useful for anyone providing services and housing to persons who are homeless.

**4A-4 What steps has the CoC taken to reduce the length of time individuals and families remain homeless?
(limit 1000 characters)**

The CoC received an HPRP grant of $1 million dollars which ran from 2009-2012; the program enabled the CoC to develop a rapid rehousing/
housing stabilization program, administered by the Orange County DSS and partners with IFC, our local homeless shelter. We solely focused our ESG application on RRH/Housing Stabilization and did not apply for prevention funding. The CoC Housing Work Group helped design the program so DSS partners closely with IFC to prioritize aid to those who can be housed quickly to reduce the length of time spent in the shelter. As we updated our Plan to End Homelessness we included this strategy.

**4A-5 What steps has the CoC taken to reduce returns to homelessness of individuals and families in the CoC's geography?
(limit 1000 characters)**

The CoC has taken the following steps to reduce returns to homelessness of individuals and families in the CoC's geography:
* Increase income through the Partnership's/CoC Employment Work Group with their Job's Partner's Program. Support partner Community Empowerment Fund (CEF)as they provide financial literacy, saving programs, and micro loans
* Support affordable rents through rental subsidies: this NOFA application has S+C renewals, leasing renewals and converting a support service grant to leasing. We have VA social workers who participate on the CoC Housing work group and the 100,000 Home Work group to assist veterans with VASH vouchers.
* Advocacy for affordable rents: many CoC members were participants in the Mayor's Affordable Rental Housing Task Force in Chapel Hill. Recommendations focused on a dedicated funding source, a planning staff who shepherds projects thru the planning process, reducing and eliminating fees Non Profits in Orange County created the Orange County Affordable Housing Coalition as a way to provide education and advocacy to influence the increase development of affordable rental and home ownership.

**4A-6 What specific outreach procedures has the CoC developed to assist homeless service providers in the outreach efforts to engage homeless individuals and families?
(limit 1000 characters)**

The CoC has a PATH outreach worker, nurse outreach worker and housing placement specialist who participate in our 100,000 Homes Taskforce which meets monthly and works to develop housing and services plans for the vulnerable and chronically homeless people in our community. The committee comprises representatives from the health, behavioral health, substance abuse treatment, veterans, social services, street outreach, housing and shelter providers, law enforcement, and the UNC School of Social Work. The committee operates by having members identify the vulnerable/chronically homeless people in Orange County; having them sign consent agreements; appointing committee members to be the leads for each person identified; ranking each homeless person's vulnerability; and then working collaboratively to target scarce resources to help them become housed and receive needed services. The group has been highly effective over its year of operation, making our community one of the most successful that is participating in the 100,000 Homes Campaign.

4B. Section 3 Employment Policy

Instructions

*** TBD ****

4B-1 Are any new proposed project applications requesting $200,000 or more in funding?	No

4B-1.1 If yes, which activities will the project(s) undertake to ensure employment and other economic opportunities are directed to low or very low income persons? (limit 1000 characters)

4B-2 Are any of the projects within the CoC requesting funds for housing rehabilitation or new constructions?	No

4B-2.1 If yes, which activities will the project undertake to ensure employment and other economic opportunities are directed to low or very low income persons:

4C. Accessing Mainstream Resources

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

4C-1 Does the CoC systematically provide information about mainstream resources and training on how to identify eligibility and program changes for mainstream programs to provider staff? Yes

4C-2 Indicate the percentage of homeless assistance providers that are implementing the following activities:

*** Homeless assistance providers supply transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs.**	50%
*** Homeless assistance providers use a single application form for four or more mainstream programs.**	0%
*** Homeless assistance providers have staff systematically follow-up to ensure mainstream benefits are received.**	50%

4C-3 Does the CoC make SOAR training available for all recipients and subrecipients at least annually? Yes

4C-3.1 If yes, indicate the most recent training date: 06/27/2013

4C-4 Describe how the CoC is preparing for implementation of the Affordable Care Act (ACA) in the state in which the CoC is located. Response should address the extent in which project recipients and subrecipients will participate in enrollment and outreach activities to ensure eligible households are able to take advantage of new healthcare options.
(limit 1000 characters)

The state of North Carolina has opted out of the Medicaid expansion proposed by the ACA, thus leaving a large number of North Carolina citizens without access to health coverage. Despite this barrier, the CoC utilizes relationships with local homeless service providers as well as HUD grantee agencies to connect clients with presently available ACA resources. For clients who are able to afford a monthly premium (when subsidized), open access to computers and volunteer case managers at the local men's shelter are available. Through this resource, clients can purchase health insurance through healthcare.gov. For those who are ineligible, HUD grantee agencies and CoC partners refer clients through pre-ACA healthcare resources including UNC Charity Care and Piedmont Health in Carrboro. Furthermore, for those who are disabled and unable to work, multiple SOAR case managers are active throughout Orange County who can help clients access Medicaid through expedited disability claims.

4C-5 What specific steps is the CoC taking to work with recipients to identify other sources of funding for supportive services in order to reduce the amount of CoC Program funds being used to pay for supportive service costs?
(limit 1000 characters)

The CoC has one grant for support services and in this application it is being converted to leasing funds so all CoC projects will be permanent housing. No CoC program funds will be used for support services.
In regards to services, the major HUD Grantees within the CoC are able to provide supportive services through pre-existing funding pathways. The UNC Center for Excellence in Community Mental Health, for example, has Medicaid-funded Assertive Community Treatment Team (ACTT), Community Support Team (CST), and a KB Reynolds grant-funded Critical Time Intervention Team (CTI), all of which are able to provide ongoing services for individuals who are currently homeless and exiting homelessness. Cardinal Innovations is able to refer to their own network of community providers (including UNC and Freedom House) utilizing Medicaid funding as well as state funding for the uninsured. In addition to enhanced, community-based services, outpatient therapy and medication management are available through state funding. These services allow the CoC to maintain focus on funding for housing while maintaining access to vital services.

Attachments

Document Type	Required?	Document Description	Date Attached
Certification of Consistency with the Consolidated Plan	Yes	Certifications of...	02/01/2014
CoC Governance Agreement	No		
CoC-HMIS Governance Agreement	No	MOU - Orange Coun...	02/01/2014
CoC Rating and Review Document	No		
CoCs Process for Making Cuts	No		
FY2013 Chronic Homeless Project Prioritization List	No		
FY2013 HUD-approved Grant Inventory Worksheet	Yes	HUD - 513 Grant I...	02/01/2014
FY2013 Rank (from Project Listing)	No		
Other	No	HMIS Policy and P...	02/01/2014
Other	No	Ranking Notificat...	02/03/2014
Other	No	Application Solic...	02/03/2014
Projects to Serve Persons Defined as Homeless under Category 3	No		
Public Solicitation	No	Application Solic...	02/03/2014

Attachment Details

Document Description: Certifications of Consistency

Attachment Details

Document Description:

Attachment Details

Document Description: MOU - Orange County CoC and NCHC

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: HUD - 513 Grant Inventory Worksheet

Attachment Details

Document Description:

Attachment Details

Document Description: HMIS Policy and Procedures

Attachment Details

Document Description: Ranking Notification Memorandum

Attachment Details

Document Description: Application Solicitation - Website

Attachment Details

Document Description:

Attachment Details

Document Description: Application Solicitation - Website

Submission Summary

Page	Last Updated
1A. Identification	No Input Required
1B. CoC Operations	01/22/2014
1C. Committees	01/22/2014
1D. Project Review	02/03/2014
1E. Housing Inventory	01/22/2014
2A. HMIS Implementation	01/31/2014
2B. HMIS Funding Sources	01/22/2014
2C. HMIS Beds	01/22/2014
2D. HMIS Data Quality	01/31/2014
2E. HMIS Data Usage	01/22/2014
2F. HMIS Policies and Procedures	01/31/2014
2G. Sheltered PIT	01/31/2014
2H. Sheltered Data - Methods	01/31/2014
2I. Sheltered Data - Collection	01/31/2014
2J. Sheltered Data - Quality	01/31/2014
2K. Unsheltered PIT	01/31/2014
2L. Unsheltered Data - Methods	01/31/2014
2M. Unsheltered Data - Coverage	01/31/2014
2N. Unsheltered Data - Quality	01/31/2014
Objective 1	02/02/2014
Objective 2	02/02/2014
Objective 3	02/02/2014
Objective 4	02/02/2014
Objective 5	02/02/2014
3B. CoC Discharge Planning: Foster Care	01/22/2014
3B. CoC Discharge Planning: Health Care	01/22/2014

3B. CoC Discharge Planning: Mental Health	01/22/2014
3B. CoC Discharge Planning: Corrections	01/22/2014
3C. CoC Coordination	01/31/2014
3D. Strategic Plan Goals	01/31/2014
3E. Reallocation	01/22/2014
3F. Grant(s) Eliminated	02/01/2014
3G. Grant(s) Reduced	No Input Required
3H. New Project(s)	02/01/2014
3I. Balance Summary	No Input Required
4A. Project Performance	01/27/2014
4B. Employment Policy	01/22/2014
4C. Resources	01/30/2014
Attachments	02/03/2014
Submission Summary	No Input Required

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Con solidated Plan.
(Type or clearly print the following information:)

Applicant Name: UNC Center for Excellence in Community Mental Health

Project Name: Leasing Project 2

Location of the Project: Orange County, North Carolina

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: Orange County, NC

Certifying Official of the Jurisdiction Name: Michael Talbert

Title: Interim County Manager

Signature:

Date: 1/28/14

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Con solidated Plan.
(Type or clearly print the following information:)

Applicant Name: UNC Center for Excellence in Community Mental Health

Project Name: Leasing Project 3

Location of the Project: Orange County, North Carolina

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: Orange County, NC

Certifying Official of the Jurisdiction Name: Michael Talbert

Title: Interim County Manager

Signature:

Date: 1/28/14

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Con solidated Plan. (Type or clearly print the following information:)

Applicant Name: UNC Center for Excellence in Community Mental Health

Project Name: Leasing Project 5 SSO Reallocation

Location of the Project: Orange County, North Carolina

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: Orange County, NC

Certifying Official of the Jurisdiction Name: Michael Talbert

Title: Interim County Manager

Signature:

Date: 1/28/14

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Con solidated Plan.
(Type or clearly print the following information:)

Applicant Name: Cardinal Innovations Health Care Solutions - OPC

Project Name: Permanent Supportive Housing C (formerly S+C) C

Location of the Project: Orange County, North Carolina

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: Orange County, NC

Certifying Official of the Jurisdiction Name: Michael Talbert

Title: Interim County Manager

Signature: Michael S. Talbert

Date: 1/28/14

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Con solidated Plan.

(Type or clearly print the following information:)

Applicant Name: Cardinal Innovations Health Care Solutions - OPC

Project Name: Permanent Supportive Housing C2 (formerly S+C C2)

Location of the Project: Orange County, North Carolina

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: Orange County, NC

Certifying Official of the Jurisdiction Name: Michael Talbert

Title: Interim County Manager

Signature:

Date: 1/28/14

form **HUD-2991** (3/98)

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Con solidated Plan.
(Type or clearly print the following information:)

Applicant Name: Cardinal Innovations Health Care Solutions - OPC

Project Name: Permanent Supportive Housing C3 (formerly S+C)

Location of the Project: Orange County, North Carolina

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: Orange County, NC

Certifying Official of the Jurisdiction Name: Michael Talbert

Title: Interim County Manager

Signature:

Date: 1/28/14

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Con solidated Plan.
(Type or clearly print the following information:)

Applicant Name: Cardinal Innovations Health Care Solutions - OPC

Project Name: Permanent Supportive Housing Concern of Durham (formerly S+C COD)

Location of the Project: Orange County, North Carolina

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: Orange County, NC

Certifying Official of the Jurisdiction Name: Michael Talbert

Title: Interim County Manager

Signature:

Date: 1/28/14

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Con solidated Plan.
(Type or clearly print the following information:)

Applicant Name: Cardinal Innovations Health Care Solutions - OPC

Project Name: Permanent Supportive Housing RA/Operating (formerly Chrysalis Suppor

Location of the Project: Orange County, North Carolina

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: Orange County, NC

Certifying Official of the Jurisdiction Name: Michael Talbert

Title: Interim County Manager

Signature: Michael Talbert

Date: 1/28/14

Memorandum of Understanding between North Carolina's Continua of Care and the North Carolina Housing Coalition

This Memorandum of Understanding ("Memorandum") made and entered into this ___first___ day of _January___, 2014 by and between the North Carolina Housing Coalition ("NCHC"), and _ **the NC-513 Chapel Hill / Orange County Continuum of Care** _____. The purpose of this Memorandum is to set out the membership and responsibilities of the Carolina Homeless Information Network (CHIN) Governance Committee, the responsibilities of the contributing Continua of Care (CoC), and the responsibilities of the HMIS Lead or HMIS Administrator Agency.

Background

The Carolina Homeless Information Network (CHIN) was created in 2004 through an agreement between the State of North Carolina, the North Carolina Housing Coalition, and the North Carolina Coalition to End Homelessness for the purposes of meeting the Department of Housing and Urban Development's (HUD) requirement that all federally-funded homeless programs participate in a Homeless Management Information System (HMIS);

The North Carolina Housing Coalition (NCHC) agreed at the creation of the CHIN project to serve as the administrative home for the collaborative project;

Whereas the parties to this agreement have agreed to support one statewide HMIS program to meet the HUD requirements for a data collection system for all HUD-funded homeless programs; and

Whereas NCHC has operated the CHIN program since 2004, and all North Carolina CoCs are currently participating in this program; and

Whereas the HUD regulations require, that, the Continuum of Care must:

> (5) In consultation with the collaborative applicant and the HMIS Lead or HMIS Administrator, develop, follow, and update annually a governance charter, which will include all procedures and policies needed to comply with subpart B of this part and with HMIS requirements as prescribed by HUD
>
> (b) Designating and operating an HMIS. The Continuum of Care must:
>
> > (1) Designate a single Homeless Management Information System (HMIS) for the geographic area;
> >
> > (2) Designate an eligible applicant to manage the Continuum's HMIS, which will be known as the HMIS Lead or HMIS Administrator;
> >
> > (3) Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS;
> >
> > (4) Ensure consistent participation of recipients and sub-recipients in the HMIS; and
> >
> > (5) Ensure the HMIS is administered in compliance with requirements prescribed by HUD.

Federal Register / Vol. 77, No. 147 / Tuesday, July 31, 2012 / Rules and Regulations Subpart B—Establishing and Operating a Continuum of Care § 578.7 Responsibilities of the Continuum of Care

Therefore, the parties to this Memorandum agree to the following:

The CHIN Governance Committee shall be responsible for representing the North Carolina's CoCs in their responsibilities for oversight of the state-wide HMIS system.

Membership in the CHIN Governance Committee

Membership of the CHIN Governance Committee shall comprise no more than 22 members, including:

- One Representative from each CoC to include Balance of State CoC (12)
- Representatives from Balance of State CoC (3)
- Representative from Interagency Council for Coordinating Homeless Programs (1)
- Representative from North Carolina Housing Coalition (1)
- Representative from North Carolina Coalition to End Homelessness (1)
- Up to 4 "at large" representatives (4)

Qualifications

The qualifications of Governance Committee membership are:

- CoC participant
- HMIS user or knowledgeable about HMIS
- Familiarity with the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, CoC Rule, Annual Homeless Assessment Report (AHAR), and other federal regulations that govern homeless programs
- Willingness to think about CHIN and HMIS from CoC, CHIN, and statewide perspectives
- Ability and means to communicate key information back to the CoC
- CoC representatives must be empowered to make decisions on behalf of the CoC
- Able to attend monthly/bi-monthly meetings

Selection criteria and term lengths

Governance Committee members representing CoCs are chosen by their Continua of Care. CoC minutes should be submitted to the Governance Committee as proof of selection by their CoC. At-large seats are nominated and voted on by the Governance Committee members on an annual basis. NCHC, NCCEH and ICCHP representatives are designated by their respective agencies. The term lengths are one year, from July 1 through June 30.

Governance Committee Responsibilities*

- Determine the guiding principles and vision for CHIN HMIS project implementation, including scope of work for staff and strategic planning
- Make decisions on: planning, participation, coordination of resources, coordination of data integration, determination of long-term policies and procedures, and project budget priorities
- Review, advise, and approve project budget priorities
- Select HMIS Lead or HMIS Administrator Agency
- Review, revise, and approve all policies and plans
- Review, revise, and approve the cost structure
- Evaluate, propose, and approve modifications to project priorities
- Evaluate, propose, and approve modifications to scope of work
- Select minimum data requirements; define criteria, standards, and parameters for the release of aggregate data
- Ensure adequate privacy protection provisions in project implementation and administration
- Advise on and review HMIS trainings
- Select software
- Set and evaluate performance standards for HMIS Lead or HMIS Administrator Agency
- Elect Executive Committee, whose responsibilities include:
    - Meets every other month on the off-months for the full committee and as needed. Meets in person at least twice per year.
    - Creates agendas for the full Governance Committee meetings.

- Makes recommendations on HMIS procedures, policies, and membership to the full Governance Committee.
- Considers appeals and propose responses to the Governance Committee.

*https://www.onecpd.info/resources/documents/HMISGrantAdmin_GovernanceModels_Handout.pdf

CoC Responsibilities*

- Ensure active representation on the CHIN Governance Committee by chosen representative or alternate
- Support HMIS participation standards set by CHIN Governance Committee through funding considerations when deciding funding for CoC and ESG programs (e.g. scorecard)
- Ensure that the CoC's share of CHIN's cost is paid
- Secure, in partnership with other participating CoCs, adequate funding for the CHIN project
- Regularly review data quality and other reporting from CHIN
- Regularly review data quality and other reporting from CHIN with member agencies and end users to ensure that local agencies are maintaining both complete and accurate data in the system
- Regularly monitor HMIS Lead or HMIS Administrator Agency and participating agencies for compliance
- Ensure CoC's CHIN participating agencies are collecting all necessary data to produce required reporting and that agencies meet minimum data quality standards
- Ensure CoC CHIN participating agencies participation and investment in HMIS
- Ensure CoC CHIN participating agencies work with CHIN staff to ensure the accuracy of all data in the CHIN system, to include, but not limited to the data which populates both the of CoC NOFA and AHAR reporting

*https://www.onecpd.info/resources/documents/HMISGrantAdmin_GovernanceModels_Handout.pdf

HMIS Lead or HMIS Administrator Agency Responsibilities*

- Respond to CHIN Governance Committee directives and concerns
- Oversee the day-to-day administration of the CHIN project
- Provide staffing for operation of HMIS
- Develop project budget for CHIN to be approved by both the Governance committee and the NCHC Board of Directors
- Secure and manage contracts with the software vendor; responsible for ongoing communications with software vendor
- Ensure system integrity and availability
- Provide effective training on software and related issues, and including ethics and client confidentiality
- Provide technical support to participating agencies and CoCs
- Regularly review data quality and provide reports to CoCs and CHIN Governance Committee
- Ensure HMIS software is capable of producing required reporting
- Ensure accurate reporting from the HMIS
- Provide support to CoC Leadership to enhance their participation in the CHIN project
- Ensure compliance and maintain and increase knowledge on all HUD requirements for HMIS standards, and ensure system compatibility with said standards with HUD requirements, including data standards

- Maintain knowledge about program components and data usage in order to guide end users on program design to ensure the most efficient accurate data is collected
- Staff the CHIN Governance Committee

*https://www.onecpd.info/resources/documents/HMISGrantAdmin_GovernanceModels_Handout.pdf

Termination
This Memorandum is effective from the date it is signed by NCHC and each individual CoC until December 31, 2014 The termination of this Memorandum between NCHC and an individual CoC does not alter the validity or terms of this Memorandum between the remaining parties of this agreement.
Definitions
For the purposes of this Memorandum of Understanding, the following definitions apply:

Balance of State Continuum of Care (BoS CoC) – was developed in recognition that many of North Carolina's rural areas did not have the capacity to submit local-only applications, and that by combining resources all of the communities had a better chance at receiving significant funding. NC Department of Health and Human Services is the Lead Agency and Collaborative Applicant for the BoS CoC and contracts with NCCEH to staff the CoC.

Carolina Homeless Information Management Network (CHIN) – The HMIS system designated by CoCs in NC to administer a statewide HMIS database

Carolina Homeless Information Network (CHIN) Governance Committee is the body responsible for providing guidance to the Homeless Management Information System (HMIS) Lead Agency on general administration as it relates to federal and state government guidelines and the preferences of the Continua of Care of North Carolina.

Continuum of Care (CoC)- A "Continuum of Care" is an organization made up of homeless service providers and other community stakeholders which is responsible for planning and coordination of homeless services in a geographically defined area. The responsibilities of the Continuum of Care program, are set out in the CoC Program Interim Rule under the U.S. Department of Housing and Urban Development's HEARTH Act, and include but are not limited to selection and oversight over the HMIS system

The following comprise the NC Continua of Care as designated by HUD as of the date of this Memorandum:

- Asheville/Buncombe County
- Chapel Hill/Orange County
- Charlotte/Mecklenburg County
- Durham/Durham County
- Fayetteville/Cumberland County
- Gastonia/Cleveland/Gaston/Lincoln Counties
- Greensboro/High Point/Guilford County
- Northwest NC CoC
- Raleigh/Wake County
- Wilmington/Brunswick/New Hanover/Pender Counties
- Winston-Salem/Forsyth County
- North Carolina Balance of State

Homeless Management Information System (HMIS)- a computerized data collection application that facilitates the collection of information on homeless individuals and families using residential or other homeless assistance service agencies, and stores that data in a centralized database for analysis.

Interagency Council for Coordinating Homeless Programs (ICCHP), its successors or assignees (ICCHP) –is a State committee which advises the governor and the secretary of the North Carolina Department of Health and Human Services on issues affecting people who are homeless or at risk of becoming homeless. Members of the Committee are appointed by the Governor of North Carolina. The committee is staffed by DHHS employees.

North Carolina Coalition to End Homelessness (NCCEH) – a North Carolina 501(c)(3) non-profit corporation, its successors or assignees. NCCEH is a statewide advocacy organization focused on ending homelessness in North Carolina's one-hundred counties. This agency provides training, support and advocacy on Federal, State, and local issues pertaining to homelessness.

North Carolina Housing Coalition (NCHC) – a North Carolina 501(c)(3) non-profit corporation, its successors or assignees. NCHC operates CHIN. Through this agreement NCHC is designated as the HMIS Lead or HMIS Administrator Agency for this project.

IN WITNESS WHEREOF, the parties hereto have caused this Memorandum to be executed as of the date first referenced above.

Signature Page

For _____ **(insert CoC Name)** NC-513 Orange County **Continuum of Care**

Signature: _____

Printed Name: Michael S. Talbert

Title: Interim County Manager

Address: 200 S. Cameron St. Hillsborough, NC 27278

Phone: (919) 245-2300

North Carolina Housing Coalition: _____

Title: EXECUTIVE DIRECTOR

Address: 118 N. ST. MARY'S ST RALEIGH NC 27605

Phone: 919-881-0707

A program of the North Carolina Housing Coalition
CAROLINA HOMELESS INFORMATION NETWORK
118 St. Mary's Street | Raleigh, NC 27605 | 877.703.3176 (Help Desk) | 919.881.0350 (FAX)

Policy and Procedures

Glossary

Advisory Committee--The CHIN Advisory Committee is a twenty-one member committee, comprised of member agencies, CoCs, and representative end users. The Advisory Committee makes recommendations to the CHIN Steering Committee with regards to determining the guiding principles for implementation; selecting minimum data requirements; defining criteria, standards, and parameters for the release of aggregate data; and ensuring adequate privacy protection provisions in project implementation and administration.

AHAR (Annual Homeless Assessment Report) – annual report that HUD sends to Congress with information about the number and characteristics of individuals and families seeking homeless assistance services and the programs serving those individuals and families

APR / CoC APR / formerly HUD 40118 APR – Annual Performance Report – required of programs that receive HUD McKinney-Vento funding for homeless services

CHIN (Carolina Homeless Information Network) -- CHIN is a program of the NC Housing Coalition. It is not a program of HUD or the NC Coalition to End Homelessness.

Client Level Data – Data which can be attributed to an individual client, including but not limited to Universal Data Elements.

CoC (Continuum of Care) – A community with a unified plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. HUD funds many homeless programs and HMIS implementations through Continuums of Care grants. There are 12 CoC in NC.

ESG (Emergency Solutions Grant) – provides funding for emergency shelter, rapid rehousing, and homeless prevention services. The ESG program is administered by NC DHHS and funded through HUD.

HEARTH Act – Homeless Emergency Assistance and Rapid Transition to Housing – 2009 reauthorization of the McKinney-Vento act that provides funding for homeless services

HIC (Housing Inventory Chart) – lists of emergency, transitional, safe haven, permanent supportive, and rapid rehousing beds in a CoC

HMIS – Homeless Management Information Network - Computerized data collection tool designed to capture client-level information over time on the characteristics and service needs of men, women, and children experiencing homelessness.

HUD – Housing and Urban Development - The Federal agency responsible for national policy and programs that address America's housing needs that improve and develop the Nation's communities, and enforce fair housing laws.

ICCHP – Interagency Council for Coordinating Homeless Programs, staffed by NC Dept of Health and Human Services, Division of Aging and Adult Services

Lead Agency -- The central organization that will house those individuals who will be directly involved in implementing and providing operational, training, technical assistance, and technical support to participating agencies. CHIN's lead agency is the North Carolina Housing Coalition.

NCCEH – North Carolina Coalition to End Homelessness

NCHC (North Carolina Housing Coalition)– parent agency for CHIN serving as the lead organization.

NOFA (Notice of Funding Availability) – the federal government's announcement of funding availability. The CoCs submit applications for funding for CoC and individual homeless service programs

Participating Agency -- All human service agencies meeting Participating Agency requirements and signing the Participating Agency Agreement will be granted, upon approval by the CHIN Steering Committee, Participating Agency status.

S+C (Shelter Plus Care) - A program that provides grants for rental assistance for homeless persons with disabilities through four component programs: Tenant, Sponsor, Project, and Single Room Occupancy (SRO) Rental Assistance.

SHP (Supportive Housing Program) -- A program that provides housing, including housing units and group quarters that has a supportive environment and includes a planned service component.

SSO (Supportive Services Only) - Projects that address the service needs of homeless persons. Projects are classified as this component only if the project sponsor is not also providing housing to the same persons receiving the services. SSO projects may be in a structure or operated independently of a structure, such as street outreach or mobile vans for health care.

Steering Committee-- North Carolina Housing Coalition Board of Directors and provides organizational oversight and leadership on all funding, operational and policy issues related to the Carolina Homeless Information Network. The Steering Committee receives recommendations from the CHIN Advisory Committee.

UDE (Universal Data Element) - Data required to be collected from all clients serviced by homeless assistance programs using an HMIS. These data elements include date of birth, gender, race, ethnicity, veteran`s status, and Social Security Number (SSN). These elements are needed for CoCs to understand the basic dynamics of homelessness in their community and for HUD to meet the Congressional directive to support AHAR.

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Standard Operating Policies

Section IIA – Policies: Carolina Homeless Information Network
Contractual Roles and Requirements

Since August 2004, CHIN has been an affiliate of NC Housing Coalition and provides vital information and community services to the citizens of North Carolina. It is guided by a twenty-one member Advisory Committee, comprised of member agencies, CoCs, and representative end users. In this unique capacity CHIN is able to leverage the resources of its constituent members and agencies to more fully address homelessness in North Carolina. It is designed as a computerized data collection tool to aggregate client-level information, over time, on characteristics, service needs and service utilization of individuals experiencing homelessness. CHIN provides homeless persons, service organizations and nonprofit and government agencies with the support and technical assistance to help strengthen our community in its efforts to end homelessness in North Carolina The resources presented through CHIN are for informational and educational purposes only.

PUB A.1: CHIN Contractual Requirements (part 1)

POLICY	CHIN will serve as an independent contractor for the agencies of the North Carolina HMIS Statewide Collaborative.		
SCOPE	CHIN Steering Committee, CHIN Lead Agencies, CHIN Staff		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010 Sept 11, 2006

DESCRIPTION

A. Role as a Coordinator

- CHIN will establish/maintain contract with HMIS software vendor. Vendor will be selected by CHIN Advisory Committee and approved by the Steering Committee, NC Housing Coalition Board.
- CHIN reserves the right to create HMIS regional and statewide staff positions to coordinate program development, operations and support.
- CHIN will facilitate the work of the Advisory Committee and its sub-committees.
- CHIN will serve as coordinating point of contact for agencies and continua wishing to participate in the Collaborative.
- CHIN will provide education to communities about the concept of HMIS.

B. Role as a Data Manager

- CHIN will collect data elements from all participating agencies at a central server.
- CHIN will have an appreciation for the sensitivity of the data elements being collected and the need for strict confidentiality in the management of the information.
- CHIN will have a clear understanding of the value and intended use of HMIS information.
- CHIN will be responsible for overseeing that all data output is in an objective, non-skewed format.
- CHIN will produce professional reports on data as requested by HUD officials and/or by CHIN Advisory Committee.
- CHIN will produce a monthly report on data received during that month as well as year-to-date data and make that available to CHIN Advisory Committee.
- CHIN will support/assist local agencies and Continua in the production of required reports, including the HUD Annual Performance Report, the Emergency Solutions Grant and HUD HPRP Reports.
- CHIN may provide copying, binding, and mailing of data reports as requested by the CHIN Advisory Committee.
- CHIN will assist Steering Committee in identifying potential appropriate uses of data at local and state level.

CONTINUED ON NEXT PAGE

PUB A.1: CHIN Contractual Requirements (Part 2)

POLICY	CHIN will serve as an independent contractor for the agencies of the North Carolina HMIS Statewide Collaborative.		
SCOPE	CHIN Steering Committee, CHIN Lead Agencies, CHIN Staff		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010 Sept 11, 2006
DESCRIPTION	**C. Role as an Educator** ▪ CHIN will network with regional agencies and provide technical assistance on an ongoing basis to these agencies. ▪ CHIN will train and/or monitor the training of End Users for local agencies and continua. ▪ CHIN will maintain records of user training. **D. Role as a Technician** ▪ CHIN will work with HMIS software vendor to ensure that the software effectively and efficiently allows the input of needed data elements as determined by HUD guidelines and by the Statewide CHIN Advisory Committee. ▪ CHIN will work with HMIS software vendor to ensure that the software effectively and efficiently outputs reports of needed data as determined by HUD guidelines and by the Statewide CHIN Advisory Committee. ▪ CHIN will provide technical assistance to regional agencies in regards to any difficulties in the operation of hardware or software in relation to the HMIS system. This assistance may take place over the telephone, email, or may require travel for on-site assistance (as needed). ▪ CHIN will work collaboratively with agencies for data conversion implementation with communities that choose to utilize a software different than the Collaborative. ▪ CHIN may assist agencies in the preparation of daily procedural backups of HMIS data systems. ▪ CHIN will develop standardized quality control measures for HMIS data and provide these to the CHIN Advisory Committee for review and approval. Agency will agree to three reviews of these quality control measures during the first year and annual reviews after the first year. ▪ CHIN will coordinate and implement HMIS software upgrades as they become available. ▪ CHIN will monitor HUD developments concerning HMIS and related matters, and advise agencies on relevant issues. **CONTINUED ON NEXT PAGE**		

PUB A.1: CHIN Contractual Requirements (Part 3)

POLICY	CHIN will serve as an independent contractor for the agencies of the North Carolina HMIS Statewide Collaborative.		
SCOPE	CHIN Steering Committee, CHIN Lead Agencies, CHIN Staff		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010 Sept 11, 2006
DESCRIPTION	**E. Role as a Fiscal Agent** ▪ Prepare and administer all statewide and regional HMIS grants in which CHIN is the recipient; ▪ Maintain up-to-date and accurate financial records; ▪ Produce financial reports upon request of grantors and/or CHIN Advisory Committee and the Steering Committee, NC Housing Coalition; ▪ Collect and track dues/licensing fees from all participating agencies; and ▪ Provide annual independent financial audit reports to the CHIN Advisory Committee and the Steering Committee, NC Housing Coalition. **F. Role as a Monitor** ▪ CHIN will develop a system in which they are able to control and monitor access/use of the software and statewide network. ▪ CHIN will monitor difficulties/successes of system and provide recommendations as part of a monthly report to the CHIN Advisory Committee.		

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Standard Operating Policies

Section IIA – Policies: Carolina Homeless Information Network
Contractual Roles and Requirements

Since August 2004, CHIN has been an affiliate of NC Housing Coalition and provides vital information and community services to the citizens of North Carolina. It is guided by a twenty-one member Advisory Committee, comprised of member agencies, CoCs, and representative end users. In this unique capacity CHIN is able to leverage the resources of its constituent members and agencies to more fully address homelessness in North Carolina. It is designed as a computerized data collection tool to aggregate client-level information, over time, on characteristics, service needs and service utilization of individuals experiencing homelessness. CHIN provides homeless persons, service organizations and nonprofit and government agencies with the support and technical assistance to help strengthen our community in its efforts to end homelessness in North Carolina. The resources presented through CHIN are for informational and educational purposes only.

PUB A-2: CHIN Governance

POLICY	CHIN Steering Committee will provide policy oversight. Lead Agencies will provide oversight for operations.		
SCOPE	CHIN Steering Committee, CHIN Advisory Committee, and CHIN Lead Agency		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	March 8, 2012 August 18, 2010 Sept 11, 2006

DESCRIPTION	The Steering Committee is the North Carolina Housing Coalition and provides organizational oversight and leadership on all funding, operational and policy issues related to the Carolina Homeless Information Network. The Steering Committee receives recommendations from the CHIN Advisory Committee which works closely with the Lead Agency and staff to comply with goals, objectives and reporting requirements. The Steering Committee will consider all organizational matters and appoint committees as necessary to guarantee the successful operation of CHIN. The CHIN Advisory Committee provides guidance to the CHIN staff and is responsible for making recommendations to the Steering Committee on all policy decisions and HMIS software selection. The Lead Agencies are responsible for all contractual agreements with Participating Agencies and oversight of all day-to-day operations.
	
	A. CHIN Steering Committee Responsibilities
	- determining the guiding principles for implementation based on recommendations of the CHIN Advisory Committee;
	
	B. CHIN Advisory Committee Responsibilities
	- Make recommendations to the CHIN Steering Committee:
	  - determining the guiding principles for implementation;
	  - selecting minimum data requirements; defining criteria, standards, and parameters for the release of aggregate data; and
	  - ensuring adequate privacy protection provisions in project implementation and administration.
	C. CHIN Lead Agency Responsibilities
	- assuming all operational and financial roles;
	- securing contracts with the software vendor, including ongoing communications;
	- overseeing technical infrastructure;
	- planning, scheduling, and meeting project objectives; and
	- monitoring the use of the system to ensure full participation and compliance.
	The NC Housing Coalition (NCHC) is the CHIN Lead Agency. NCHC will be the fiscal agent and will provide guidance on operations and policies.

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Standard Operating Policies

Section IIA – Policies: Carolina Homeless Information Network
Contractual Roles and Requirements

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PUB A-3: CHIN Staff

POLICY	CHIN staff will provide administrative and technical support for the success of the HMIS project.		
SCOPE	CHIN Staff		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010 Sept 11, 2006

The CHIN staff is responsible for the long-term viability of the project and day-to-day operations of the system.

A. CHIN Staff Responsibilities

- managing the implementation of the HMIS;
- serving as the point-of-contact between the software vendor and Participating Agencies;
- providing technical support for the use of the HMIS to Participating Agencies; and
- staffing the CHIN Steering Committee.

B: CHIN Program Analysis and Development Director

- Oversees and monitors all aspects of CHIN's report and statistics generation and distribution, training and membership management; including recruiting, training, supervising, and evaluating CHIN staff working in these areas.
- Markets CHIN to existing and potential stakeholders to promote network development.
- Along with Program Operations Director, serves as the principal advisor to the North Carolina Housing Coalition and the CHIN Advisory Committee on all matters relating to HMIS, HUD Data and Technical Standards, and network administration.
- Works with partner organizations in the analysis of data.
- Supervises the Training Coordinator, Reports Administrator, and other employees working in Program Analysis and Development.
- Develops, builds, evaluates and implements custom reports.

DESCRIPTION

- Runs and evaluates reports for member agency and Continua of Care to assure acceptable standards of usage of the CHIN HMIS.
- Provides technical assistance, training, and support to CHIN member agencies and Continua of Care to understand and maximize their reporting potential.
- Ensures timely production and distribution of all custom built reports.
- Serves as a technical point-of-contact and CHIN ombudsman for reports and statistics.
- Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
- Meets with agency representatives and facilitates regional meetings to gather information to assist in the continuous improvement of CHIN reports and statistics, as needed.
- Provides administrative support of CHIN operations including: technical research and writing; agency training; and public awareness presentations.
- Assures CHIN compliance with HUD's Data and Technical Assistance Standards for HMIS reporting.
- Assist in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
- Uses the internet for internal and external communications, research, and training.
- Develops positive relationships with both technical and non-technical users.
- Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
- Assists in covering e-mail and telephone technical support and assistance as needed.

- Works with other CHIN staff, as needed, to address all agency and network concerns.
- This position reports to the CHIN Steering Committee and is supervised by the NC Housing Coalition.

C: CHIN Program Operations Director

- Oversees and monitors all aspects of CHIN's operations in the Help Desk and Advanced Technical Support areas, including recruitment, training, supervision, and evaluation of staff working in these areas.
- Oversight of program budget.
- Monitors technical assistance to member agencies on the appropriate use of HMIS.
- Monitors system testing and data quality control activities.
- Arbitrates network concerns with CHIN staff, HUD, Continua of Care, and member agencies.
- Maintains and runs centralized office functions in Raleigh, NC.
- Serves as CHIN's administrative point-of-contact to external constituencies.
- Serves as main point of contact with the HMIS software provider on all issues other than reports.
- Along with the Program Analysis and Development Director, serves as the principal advisor to the North Carolina Housing Coalition and the CHIN Advisory Committee on all matters relating to HMIS, HUD Data and Technical Standards, and network administration.
- Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, report generation and routine maintenance.
- Serves as a technical point-of-contact and CHIN ombudsman on technical support issues.
- Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
- Meets with agency representatives and facilitates regional meetings to gather information to assist in the continuous improvement of CHIN technical operations.
- Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
- Implements and monitors HUD's Data and Technical Assistance Standards for HMIS.
- Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
- Uses the internet for internal and external communications, research, and training.
- Develops positive relationships with both technical and non-technical users.
- Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
- Assist in covering e-mail and telephone technical support and assistance as needed.
- Works with other CHIN staff, as needed, to address all agency and network concerns.

- Other duties as assigned to fulfill the core function of CHIN.
- This position reports to the CHIN Steering Committee and is supervised by the NC Housing Coalition.

D: CHIN Coordinator(s) Responsibilities:

- Membership Management Coordinator
  - Responsible for all technical and support communications including but not limited to regular and required network news and updates, web-page maintenance and development, and membership database and contact information.
  - Administer provider and end user account setup in the HMIS to ensure consistent and efficient structure.
  - Inter-departmental liaison between CHIN Program Operations, Program Analysis & Development and Program Contracts to ensure reconciliation of contracts, membership contacts and daily technical operations of the network.
  - Serve as liaison to NC Office of Economic Opportunity in the collection and organization of data from Emergency Shelter Grant recipients.
  - Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, report generation, and routine maintenance.
  - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
  - Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
  - Implement and monitor HUD's Data and Technical Assistance Standards for HMIS.
  - Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
  - Uses the internet for internal and external communications, research, and training.
  - Develops positive relationships with both technical and non-technical users.
  - Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
  - Assists in covering e-mail and telephone technical support and assistance as needed.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Program Analysis and Development Director.

- Training Coordinator
  - Schedule and Coordinate training for programs across the State
  - Maintain Training Schedule on website
  - Maintain Attendance Records for trainings
  - Develop and Update Training Materials for all programs
  - Markets CHIN to existing and potential stakeholders to promote network

development
  - Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, report generation, and routine maintenance.
  - Serves as a technical point-of-contact and CHIN ombudsman to assigned regional agencies.
  - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
  - Meets with agency representatives and facilitate regional meetings to gather information to assist in the continuous improvement of CHIN technical support, services and training.
  - Improves agency performance by developing, implementing and evaluating training programs to meet statewide operational requirements.
  - Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
  - Implement and monitor HUD's Data and Technical Assistance Standards for HMIS.
  - Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
  - Uses the internet for internal and external communications, research, and training.
  - Develops positive relationships with both technical and non-technical users.
  - Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
  - Assists in covering e-mail and telephone technical support and assistance as needed.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Program Analysis and Development Director.

- Help-Desk Coordinator
  - Provides daily oversight of all technical assistance requests routed to the CHIN Help Desk including but not limited to: ensuring appropriate staffing of the Help Desk, monitoring response time and response accuracy, alerting appropriate CHIN staff about potential training/technical issues.
  - Recruits, trains, supervise and evaluates Help Desk Operators.
  - Along with Advanced Technical Support Coordinator, handles Help Desk technical assistance requests that are more complex or require in-depth investigation.
  - Serves as main point of contact with the Help Desk software provider. Trains CHIN staff on the use of the Help Desk software.
  - Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, report generation, and routine maintenance.
  - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is

required.
- Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
- Implement and monitor HUD's Data and Technical Assistance Standards for HMIS.
- Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
- Uses the internet for internal and external communications, research, and training.
- Develops positive relationships with both technical and non-technical users.
- Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
- Assists in covering e-mail and telephone technical support and assistance as needed.
- Works with other CHIN staff, as needed, to address all agency and network concerns.
- This position reports to the CHIN Program Operations Director.

- Advanced Technical Support Coordinator
  - Reviews monthly data quality reports and assists low scoring agencies improving their data quality.
  - Along with Help Desk Coordinator, handles Help Desk technical assistance requests that are more complex or require in-depth investigation.
  - Serves as primary backup for Help Desk.
  - Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, report generation, and routine maintenance.
  - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
  - Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
  - Implement and monitor HUD's Data and Technical Assistance Standards for HMIS.
  - Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
  - Uses the internet for internal and external communications, research, and training.
  - Develops positive relationships with both technical and non-technical users.
  - Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
  - Assists in covering e-mail and telephone technical support and assistance as needed.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Program Operations Director.

E. CHIN Bookeeping and Contracts Staff

- Program Contracts Manager
  - Manage and/or coordinate the processing of: Grant Applications/Renewals; Contracts; HUD Annual Progress Reports; Grant/Contract Reimbursements; BOS Quarterly Progress Reports; Budget Co-ordination; Policies and Procedures as related to governance ; Agency Agreements and Billings
  - Recruits, trains, supervise, and evaluate Bookkeeping Assistant
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - Other duties as assigned to fulfill the core function of CHIN.
  - This position reports to the CHIN Steering Committee and is supervised by the NC Housing Coalition.

- Bookkeeping Assistant
  - Preparation of CHIN agency participation agreements, subscription fee invoicing and collections in coordination with the CHIN Program Contracts Manager.
  - Maintain CHIN membership database based on information provided by CHIN Membership Manager.
  - Assist in the processing of documentation required for grant approvals and renewals.
  - Assist in the allocation of programs and administrative expenses as approved by the NCHC Executive Director and in accordance with GAAP for nonprofit organizations.
  - Track and produce reports for Federal and State contracts and/or grants as required.
  - Assist in the completion of Annual and Quarterly Progress Reports and other required reports as requested.
  - Assist in the preparation of CHIN's annual budget and various HMIS program budgets.
  - Assist in the preparation of monthly statements of financial position and related reports and schedules.
  - Assist in the preparation of necessary documents and coordinate with auditors for annual financial statement audit and review.
  - Assist NCHC Bookkeeper with routine accounting activities to include but not limited to, accounts payable, accounts receivable, payroll reporting etc. and act as backup when required.
  - Perform other general office duties as required.
  - Provide advice and feedback on issues related to finance and accounting areas.
  - Answer phone when required and refer clients to appropriate staff.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Program Contracts Manager.

F. Other CHIN Support and Auxiliary Staff

- Reports Administrator
  - Develops, builds, evaluates and implements custom reports to augment standard reports available through CHIN's vendor.
  - Runs and evaluates reports for member agency and Continua of Care to assure acceptable standards of usage of the CHIN HMIS.
  - Provides technical assistance, training, and support to CHIN member agencies

and Continua of Care to understand and maximize their reporting potential.
  - Runs and distributes all HUD required reports to agencies in a timely manner.
  - Serves as a technical point-of-contact for reports and statistics.
  - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
  - Uses the internet for internal and external communications, research, and training.
  - Develops positive relationships with both technical and non-technical users.
  - Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
  - Assists in covering e-mail and telephone technical support and assistance as needed.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Program Analysis and Development Director.

- Help-Desk Operator
  - Answer incoming help desk calls and email
  - Provide limited support to CHIN users who call/email the help desk, including: Password resets; Answering basic data entry questions; Routing complex technical support issues to the appropriate coordinator and Assisting users to navigate CHIN's online self service center.
  - Create detailed incident tickets for each and every contact with CHIN users
  - Work in a dynamic environment with a fluid schedule not to go beyond 8:30am until 5pm, Monday through Friday.
  - Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, and routine maintenance.
  - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
  - Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
  - Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
  - Uses the internet for internal and external communications, research, and training.
  - Develops positive relationships with both technical and non-technical users.
  - Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
  - Assists in covering e-mail and telephone technical support and assistance as needed.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Help Desk Coordinator.

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Standard Operating Policies

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PUB A-4: Financial Management of CHIN Funds

POLICY	The receipt and expenditure of CHIN funds will be conducted in accordance with NCHC policies and procedures		
SCOPE	NCHC and CHIN		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010
DESCRIPTION	The following guidelines are created to define the receipt and expenditure of CHIN funds in accordance with NCHC policies and procedures. A. Use of CHIN funds should be for authorized purposes only. B. It is the responsibility of CHIN staff to comply with all NCHC, State and Federal accounting policies and procedures. C. CHIN will have access to two types of funding: Agency and Grant accounts: ▪ Agency accounts are designed to receipt monies from external invoices, receipts for services and membership. These funds are unrestricted which allow for operating expenses (including employees), entertainment, gifts and other NCHC approved expenditures. ▪ Grant accounts are designed for the receipt of funds from private and public foundations that are distinguished as a nonprofit according the Internal Revenue Services. Expenditures of these funds must adhere to the guidelines set forth from the granting agency and follow the scope of the grant.		

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PUB A-5: Acceptable Use of the CHIN Systems, Services, and Information Resources (Part 1)

POLICY	CHIN Steering Committee has the right to define acceptable and appropriate use(s) of CHIN services.		
SCOPE	All project stakeholders.		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010

DESCRIPTION

The following are guiding principles for the acceptable use of computer systems, networks, and information services owned and/or operated by CHIN Staff, the CHIN Advisory Committee and the North Carolina Housing Coalition on behalf of the CHIN Steering Committee. Access to these resources carry specific responsibilities and obligations and is granted only through specific CHIN policies, and Local, State, and Federal laws. Acceptable use is always ethical, reflects academic honesty, and shows restraint in the consumption of shared resources. It demonstrates respect for intellectual property, ownership of data, system security mechanisms, and individuals' rights to privacy and to freedom from intimidation and harassment.

DESCRIPTION

The following guidelines are created to define acceptable and appropriate use(s) of CHIN services. These guidelines are not intended to supersede Local, State, and/or Federal laws.

- Use of CHIN resources should be for authorized purposes.
- It is the user's responsibility to protect an assigned username and password. All activity using this access is the user's responsibility. Unauthorized and inappropriate activity will not be tolerated.
- Access is granted to assigned areas. Unauthorized access is considered a serious violation and will result in revocation of access privileges.
- Excessive demands on the system and resources of CHIN may be grounds for revocation of access privileges. Violators will be contacted by a member of the CHIN staff or Advisory Committee to review usage demands.
- Users should not use another person's system, files, or data without expressed permission. Individuals may not use another person's username or password.
- Illegal access gained through any measure, including circumventing or subverting system or network security measures, will result in immediate revocation of privileges. Further, any activity that might be purposefully harmful to systems or to any information stored thereon, such as creating or propagating viruses, disrupting services, or damaging files or making unauthorized modifications to CHIN data will be considered unlawful and violators will be reported to appropriate law enforcement agencies.
- CHIN is an informational and educational resource, therefore commercial and partisan political use of the system and services is prohibited.
- CHIN will not make or use illegal copies of copyrighted materials or software, or transmit them over CHIN networks.
- Spamming and other forms of mail and messaging abuse are prohibited. Abuse includes mail that harasses or intimidates another person.
- CHIN will meet or exceed all U. S. Department of Housing and Urban Development standards for security and privacy.
- CHIN will assist agencies in fulfilling HIPAA requirements as they relate to HMIS.

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PUB A-6: Right to Grant, Deny, or Limit System Access

POLICY	CHIN Steering Committee has the right to grant, deny, or limit access to the HMIS.		
SCOPE	All project stakeholders.		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010
DESCRIPTION	The CHIN Steering Committee has empowered the CHIN staff to grant access to the HMIS. If CHIN staff has concerns about granting full access to an agency or program, the CHIN Steering Committee will review the situation and make a determination. Agencies or programs may be granted limited access or denied access to the system if the purpose of the program is counter to the guiding principles of CHIN and/or if there is historical evidence to suggest the agency or program may not fully comply with all policies and procedures stated in this document. If an agency or program is granted limited access or denied access to the system, the agency or program has 30 days to respond to the CHIN Steering Committee with a written appeal. The CHIN Steering Committee will make the final decision within 30 days of receipt of that appeal. All Participating Agencies will be notified before any new agency is granted access to the system.		

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PUB A-7: Non-Discrimination Policy

POLICY	CHIN will not discriminate against, nor tolerate any harassment of or disrespect for, persons because of age, sex, color, ethnicity, race, religion, creed, national origin, sexual orientation, political belief, or affiliation, disability, veteran status, marital status or membership in any organization.		
SCOPE	All project stakeholders.		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010
DESCRIPTION	The CHIN Steering Committee reserves the right to remove any content that does not comply with CHIN's non-discrimination policy unless otherwise superseded by HIPAA guidelines or the US Department of Housing and Urban Development's standards for data security and privacy. Content in violation of this policy will be removed immediately by CHIN personnel without notice. Individuals and agencies found to be in violation of this policy will be notified by the CHIN Staff and/or the CHIN Advisory Committee.		

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PUB A-8: Bowman Systems, Inc. Requirements

POLICY	Bowman Systems, Inc. staff will develop, implement, and maintain all components of operations of the system including a data security program.		
SCOPE	Server hardware physical security (locked office); server software security (location access controls and username accounts); and client data security, net server administration, and monitoring function, speed and database backup procedures.		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010
DESCRIPTION	Access to areas containing equipment, data, and software will be secured using all reasonable measures. All client-identifying information will be strictly safeguarded in accordance with the latest technology available. Data will be securely protected to the maximum extent possible.		

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PUB A-9: Encryption

POLICY	All client identifiable information will be stored on the server at the HMIS vendor.		
SCOPE	System wide.		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010 March 24, 2006
DESCRIPTION	ServicePoint™ provides cell level encryption program that encrypts at the field level. Client identifying information that will be encrypted includes: ▪ *Profile* – name, social security number, drivers license, telephone, and emergency contact information; ▪ *Household Relationships* – name, social security number; ▪ *Medical* – health provider name and address, description and explanation of health/mental health/substance abuse problems, notes; ▪ *Employment, Skills, and Income* – employer, supervisor name and address; and ▪ *Case Notes*.		

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Standard Operating Policies

Section IIA – Policies: Carolina Homeless Information Network Contractual Roles and Requirements

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PUB A-10: Committee Structure

POLICY	CHIN has Four standing committees; Advisory Committee, Executive Committee, Operations Sub-Committee and Reports Sub-Committee		
SCOPE	CHIN committee structure and responsibilities		
DATE APPROVED		**DATE(S) REVISED**	May 9, 2011

DESCRIPTION

The standing committees of the CHIN project, Advisory Committee, Operations Sub-committee, and Reports Sub-Committee, serve continuously to perform their stated responsibilities. Each committee will hold regular meetings. As committees are essential to the continued operation and success of the project, membership in a committee is seen as a serious responsibility. Failure to meet responsibility of committee membership may result in committee recommendation for membership removal and replacement, sub-committee membership recommendations will be made to the Advisory Committee while Advisory Committee membership recommendations will be made by the member organization or CoC.

A. CHIN Advisory Committee Make-up and Responsibilities (See also A-2)

Chair: Elected from general membership for a term of one year, beginning in April of each year. The chair may serve no more than three consecutive terms.

Membership: Comprised of 21 members, including:

- NCHC Representative
- ICCHP Representative
- NCCEH Representative
- Balance of State Staff Representative
- One Representative from each non-BOS CoC
- 3 Representatives from BOS Regional Committees
- 2- 4 "At-Large" representatives to keep consistent membership of 21.

Representative members are to be chosen by representative organization. "At-Large" seats are nominated and voted on by the other Advisory Committee members on an annual basis.

Meeting: Meets every other month and as needed determined by Executive Committee (Electronic voting is allowed for voting issues which occur in a time-frame which is not conducive to waiting until the next regularly scheduled meeting.)

- Make recommendations to the CHIN Steering Committee:
- Determine the guiding principles for implementation;
- Select minimum data requirements; defining criteria, standards, and parameters for the release of aggregate data;
- Ensure adequate privacy protection provisions in project implementation and administration.

B. CHIN Executive Committee Make-up and Responsibilities

Chair: CHIN Advisory Committee Chair

Membership: Advisory Committee Chair, Advisory Committee Vice-Chair, CHIN Operations Director, CHIN Analysis and Development Director, NCHC Advisory Committee Representative, ICCHP Advisory Committee Representative, NCCEH Advisory Committee Representative

Meeting: Meets every other month, off months for Advisory Committee and as needed.

- Sets priorities for Advisory Committee
- Reviews and approves agenda for Advisory Committee

C. CHIN Operations Sub-Committee Make-up and Responsibilities

Chair: CHIN Operations Director

Membership: Open membership to network members (Committee voting privileges are reserved for committee members who have served for two or more consecutive months,)

Meeting: Monthly

- Make recommendations to the advisory committee:
- Evaluate software implementation;
- Assess technical operations and maintenance;
- Review network security and data privacy;
- Review end-user training;
- Review network policy and procedures.

D. CHIN Reports Sub-Committee Make-up and Responsibilities

Chair: CHIN Program Analysis and Development Director

Membership: Open membership to network members (Committee voting privileges are reserved for committee members who have served for two or more consecutive months,)

Meeting: Monthly

- Make recommendations to the advisory committee:
- Review requests for new reports;
- Approve or deny report request;
- Formulate all policies and procedures for the distribution of CHIN reports.

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Section IIB – Policies: Carolina Homeless Information Network
Training and Technical Support

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PUB B-1: Planned Technical Support

POLICY	CHIN staff will offer a standard technical support package to all Participating Agencies.		
SCOPE	Participating Agencies		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	March 8, 2012 August 18, 2010
DESCRIPTION	CHIN staff will provide technical assistance to Participating Agencies on use of the system. Issues for which CHIN is available include: • Implementation Support; • Technical Support; • Reporting Support; • Certification and Post-certification Training; • Running, reading and evaluating Reports; • Raw Data Analysis; • Production of Published Reports; and • Systems Conversion. CHIN staff are available 8:30 AM to 5:00 PM, ET, Monday through Friday, excluding city, state, and federal holidays. On-call staff will be available in the event of an identified disaster according to disaster recovery plans as outlined in this document		

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Section IIIC – Policies: Participating Agencies
Contractual Requirements and Roles

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PUB C-1: Participating Agencies

POLICY	All human service agencies meeting Participating Agency requirements and signing the Participating Agency Agreement will be granted, upon approval by the CHIN Steering Committee, Participating Agency status.		
SCOPE	All Participating Agencies.		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010 September 11, 2006
DESCRIPTION	To become a Participating Agency, an organization must complete the Participating Agency Agreement and the CHIN HMIS Preparatory Document and conscientiously use the system. As defined in the Participating Agency Agreement, all participating organizations must: ▪ provide or supervise direct services to homeless or at risk individuals; ▪ regularly provide data; ▪ attend trainings as required by CHIN; ▪ provide CHIN with an email address and phone number for all designated End Users; ▪ designate and have trained and certified all users; and ▪ use the HMIS to keep records accurate and up-to date.		

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PUB C-2: Participating Agency Executive Director

POLICY	The Executive Director or the Chief Executive Officer of each Participating Agency will be responsible for oversight of all agency staff that generate or have access to client-level data stored in the HMIS to ensure adherence to the standard operating procedures outlined in this document.		
SCOPE	Executive Directors of Participating Agencies		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010 September 11, 2006
DESCRIPTION	The Participating Agency's Executive Director is responsible for all activity associated with agency staff access and use of the system. This person is responsible for establishing and monitoring agency procedures that meet the criteria for access to the system, as detailed in this document. The Executive Director will be held liable for any misuse of the software system by his/her designated staff. The Executive Director agrees to allow access to the system only for those shelter staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities. The Executive Director also oversees the implementation of data security policies and standards and will: ▪ assume responsibility for integrity and protection of client-level data entered into the system; ▪ establish business controls and practices to ensure organizational adherence to the HMIS policies and procedures; ▪ communicate control and protection requirements to End-Users; ▪ authorize data access to agency staff and assign responsibility for custody of data; and ▪ monitor compliance with CHIN and individual agency regulations.		

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PUB C-3: Users

POLICY	All individuals at CHIN and at Participating Agencies who require legitimate access, either in direct service with clients or in an administrative function, to the system will be granted such access.		
SCOPE	System wide		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	August 18, 2010 September 11, 2006 March 24, 2006

DESCRIPTION

CHIN agrees to authorize use of the system only to users who need access to the system for technical administration of the system, report writing, data analysis and report generation, back-up administration, data entry, or other essential activities associated with carrying out the HMIS related responsibilities.

Participating Agencies agree to authorize use of the system for data processing services. Agencies must be aware of the sensitive nature of the data and take appropriate measures to prevent unauthorized disclosure. Users are responsible for protecting institutional information to which they have access and for reporting security violations. Users must comply with relevant CHIN policies and procedures. They are accountable for their actions and for any actions undertaken with their usernames.

Security precautions include:

- never leaving a monitor with the HMIS open and unattended;
- protecting user passwords – passwords should not be written, displayed, or otherwise stored in an area accessible to others, passwords should not be "remembered" by computer programs;
- never permitting individuals and clients to view another client's record without prior permission from the clients being viewed;
- never permitting individuals to enter data using a different username;
- entering only accurate and relevant information;
- securing all hard copies and destroying unneeded paper records; and
- reporting security breaches to the CHIN Offices – 919-827-4500.

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PUB C-4: Data Collection Purpose and Limitation

POLICY	All individuals using the HMIS to collect client information must limit the collection of information to that which is relevant to services and must inform the client of the purpose and intention for data collection.		
SCOPE	System wide		
DATE APPROVED	June 29, 2005	**DATE(S) REVISED**	September 5, 2012 September 7, 2011 August 18, 2010 September 11, 2006

DESCRIPTION	All Participating Agencies and system users agree to collect client level data only when it is appropriate to the purposes for which the information is obtained or when required by law and agree to inform the client of the purpose and intention for the data collection. The following guidelines apply to use of data for the HMIS: • Client level data will be entered only with the express knowledge and written consent of the individual. • Participating Agencies do not need to collect client level data beyond what is required for HMIS by HUD. • Only relevant client level information will be collected. • For all HUD McKinney-Vento/Hearth, HPRP, ESG and Veteran programs entry and exit dates should be recorded upon any program entry or exit on all clients. Entry dates should record the first day of service in a new program or for each period/episode of service. Exit dates should record the last day of residence in a program's housing before the client leaves the shelter or the last day a service was provided. • Client level information should be accurate and as complete as allowed by the client. • Client information should be entered as soon as is feasible after collection. (Domestic violence agencies may establish policies that allow the entering of data after a certain amount of time has passed.) • Client level information will not be disclosed directly or indirectly to any government agency for inclusion in a national homeless database that contains protected personal information unless required by statute. • Any forms printed from the HMIS should be shredded if the client is not still active in the agency after seven (7) years.

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Section IIID – Policies: Participating Agencies
Participation Requirements

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PUB D-1: Participation Requirements

POLICY	CHIN staff will communicate requirements for participation. All requirements for participation are outlined in this document.		
SCOPE	System wide		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 September 11, 2006

DESCRIPTION	**A. Internet Connection:** It is recommended that CHIN and all Participating Agencies have high speed Internet connection greater than 56k/v90, either DSL, cable, etc. Participating Agencies are responsible for troubleshooting problems with their internet connection(s). **B. Training / Meetings:** Commitment of designated staff persons to attend training(s) prior to accessing the system as well as meetings for topic specific and refresher trainings periodically. **C. Client Consent Forms:** All Participating Agencies must obtain consent from a client, using the client consent procedures developed by CHIN, before allowing the client's information to be entered into the system and shared electronically with other Participating Agencies through the system where applicable. **D. Interview Protocols:** Agencies must identify which data elements they wish to collect in addition to the minimum required data elements established by CHIN. **E. Privacy Process:** Agencies must agree to follow CHIN's Privacy Policies as applicable. CHIN will periodically review the Agency's compliance with the CHIN Privacy Policies. Violations will be noted and may result in sanctions as described in PUB E-9. **F. Participating Agency Agreement:** Agencies are required to sign a Participating Agency Agreement stating their commitment to effective use of the system and proper collaboration with the HMIS. This legally binding agreement includes a commitment to enter information on a representative portion of clients served within the agencies' participating programs and refers to all laws relating to privacy protections and information sharing of client specific information.

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PUB D-2: Information Security Protocols

POLICY	Participating Agencies that collect client data for use in the HMIS must develop and have in place minimum information security protocols.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010
DESCRIPTION	At minimum, a Participating Agency must develop internal rules, protocols, or procedures to address each of the following: ▪ assignment of user accounts; ▪ unattended workstations; ▪ physical access to workstations; ▪ account sharing; ▪ client record disclosure; ▪ report generation, disclosure, and storage; and ▪ destruction of paper records.		

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PUB D-3: Maintenance of Onsite Computer Equipment

POLICY	Participating Agencies commit to a reasonable program of data and equipment maintenance in order to sustain an efficient level of system operation.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010

DESCRIPTION

The Executive Director of the Participating Agency will be responsible for the maintenance and disposal of onsite computer equipment and data used for participation in the HMIS including the following:

A. Backup: The Participating Agency is responsible for supporting a backup procedure for any CHIN System related data stored on an Agency's computer. A backup procedure may include archival of old data and other general backups of user documents and files.

B. Internet Connection: CHIN staff members are not responsible for troubleshooting problems with Internet connections and/or non-system software.

C. Data Storage: The Participating Agency agrees to download and store data only in a secure format. Participating Agencies should use password protection and encryption procedures when storing non-aggregated data from the system.

D. Data Disposal: The Participating Agency agrees to dispose of documents that contain identifiable client level data by shredding paper records, deleting any information from diskette before disposal, and deleting any copies of client level data from the hard drive of any machine before transfer or disposal of property. Records of inactive client files should be securely stored and then destroyed after 7 years of inactivity. CHIN recommends using a bonded vendor for destruction of non-paper media.

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PUB D-4: Shared Data Elements

POLICY	Participating Agencies will collect and enter the Shared Data Elements as allowed by the client consent and agency procedures		
SCOPE	Participating Agencies		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 November 5, 2008 March 24, 2006
DESCRIPTION	The Shared Data Elements (SDE) will be collected and shared (as allowed by the client consent and agency procedures) throughout the system. This protects the client from inadvertent disclosure of the type of services they have received and will reduce the creation of duplicate files. The Universal Data Elements are defined in the HUD Data Standards: http://www.hudhre.info/documents/FinalHMISDataStandards_March2010.pdf		

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PUB D-5: Client Consent Procedure

POLICY	All Participating Agencies must post and distribute the CHIN Statement of Privacy Practices document and receive the client's signature on a agency consent form with the CHIN consent paragraph on it or on the CHIN Client Consent for Release of General Information before electronic data sharing is to take place.		
SCOPE	Participating Agencies wishing to share client records.		
EFFECTIVE DATES	July 22, 2005	REVISED DATE(S):	August 18, 2010 March 24, 2006

DESCRIPTION

The CHIN Statement of Privacy Practices and the CHIN Client Consent procedures are protections for the client and provide permission for the agency to share client information. The client has the right to deny the sharing of their information. If the client chooses not to participate in the system, the agency will need to make arrangements for tracking that client and manually adding the client's information to reports. If the client chooses to participate in the system, universal data elements and service items will be entered and shared based on the sharing restrictions established as determined by the client and the agency. Additional information may be shared based on the client's consent and the agency's interagency arrangements.

All CHIN Client Consent forms must expire one (1) year or less from the date the client signs the form. Exceptions to this policy will be reviewed by the CHIN Advisory Committee and may be approved.

The client consent procedure must include:

- posting of signs at the intake desk and waiting area and on the Participating Agency's website stating the availability of the Statement of Privacy Practices. In addition, the Privacy Policies must be posted in a general area, online, and must be given to the client prior to data collection.
- privacy Policies and Client Consent form or paragraph given and verbally explained to each client;
- the use of interpreters and interpretation services when necessary;
- the availability of the CHIN Client Consent Form and the CHIN Statement pf Privacy Practices in languages other than English that are common in the community;
- a witness to the process of explaining the form to the client;
- clear acknowledgement that service to the client CANNOT be denied for client's refusal to allow information to be shared; and
- explanation that only aggregate (de-identified) information will be shared with agencies that are not participating in the system

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PUB D-6: Interview Protocol & Data Collection

POLICY	Participating Agencies that collect client data for use in the HMIS must use an appropriate interview protocol.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010

DESCRIPTION

The interview protocol is a tool used to structure the process of data collection. Participating Agencies will develop interview protocol to comply with minimum data collection requirements for use in aggregate analysis. The Participating Agency agrees to enter this level of information into the system on a regular basis. The Participating Agency will submit a written version of their interview protocol to CHIN.

By signing the Participation Agreement, the Participating Agency agrees to the data collection commitment and is responsible for updating on a daily or as needed basis all information for all clients who have received services.

Sample script elements:

- The CHIN System is a web-based information system that homeless service agencies use to capture information about the persons that they serve.
- Agencies use the HMIS to understand their client's needs, help the programs plan to have appropriate resources for the people they serve, and inform public policy in an attempt to end homelessness.
- Only those who work directly with clients or who have administrative responsibilities will have access to your information.
- Your privacy is protected through a requirement not to release information without your consent, allowing you to know who has added, deleted, or edited information in your record, allowing you to refuse to give your consent, encrypting the information, and using a secure Internet connection to transmit data. You are encouraged to review your decision to allow or deny sharing of your information each time you interact with agency staff.
- You will benefit from participation because the case manager can tell you what services are offered on site or by referral through the assessment process and you and the case manager can use the information to obtain resources that will help you find and keep permanent housing.

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PUB D-7: Client Requests for File Copies and Corrections and Appeals Process

POLICY	Participating Agencies must respond to client requests for corrections. Participating Agencies will notify CHIN of all such requests.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 September 11, 2006

DESCRIPTION

Clients have the right to view, copy, and request corrections to their file. Participating Agencies will make a note of all client requests in the client's HMIS electronic file.

Participating Agencies are only responsible for providing the client a copy of the information they entered into the system. The client may make a request at each Participating Agency they have visited or they may submit a request for a summary copy of their file and the audit trail to CHIN.

If a correction is accepted by the Agency's Executive Director, the agency that receives the request may make changes to the file.

An agency may deny the client access if the information is needed for legal proceedings, contains information about another individual, is obtained under the promise of confidentiality from a non-participating agency, could endanger the life or safety of another individual. If a client is denied access to their file the Participating Agency denying access will give the client a written statement explaining the reason for denying access and will submit a copy of that statement to CHIN.

If a client feels that inaccurate information has been included in their file or that their privacy has been violated in some way they may follow the appeals process outlined below.

APPEALS PROCESS

1-Client submits a written request to the Participating Agency for a change in the information in their file or to appeal a privacy violation.

2-Agency's Executive Director reviews the request and accepts or denies it, making a note in the client's file of the request.

3-Client may appeal the request to the Participating Agency's Executive Director.

4-If the Participating Agency's Executive Director denies the request, the agency will note the denial and, at the client's request, will submit the request to the CHIN System Administrator.

5-The CHIN System Administrator will review the request and may seek guidance from the CHIN Steering Committee or approved subcommittee. If the CHIN System Administrator accepts the request, the Participating Agency will make the requested change or begin the sanctions process. If the CHIN System Administrator denies the request, the response will be noted in the client's file.

NOTE: The appeals process will not continue beyond step 5

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Section IIID – Policies: Participating Agencies
Participation Requirements

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PUB D-8: Client Requests for Removal from the System

POLICY	Participating Agencies must submit all client requests for removal from the system to CHIN. CHIN System Administrators will be responsible for deleting the relevant client information.		
SCOPE	Participating Agencies & CHIN		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 September 11, 2006 March 24, 2006
DESCRIPTION	If a client would like to have their information removed from the system the client should complete a CHIN Request for Removal form and submit it to a Participating Agency's Executive Director. The Executive Director will then forward the request to CHIN. CHIN System Administrators will review the request, review the client file, and take appropriate measures to remove the client from the system. NOTE: Bowman Systems, Inc. will not be required to remove the client's information from archival records. Should the archival records be needed to repopulate the CHIN system, CHIN System Administrators will then remove the client from the repopulated system. Refer to section A for details on Bowman Systems, Inc. storage facility.		

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PUB D-9: Reporting Suspected Privacy Violations

POLICY	All clients have the right to report suspected privacy violations. End Users have the responsibility to report suspected privacy violations.		
SCOPE	Participating Agencies & CHIN		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 September 11, 2006

DESCRIPTION

If a client or a user feels there has been a violation of a client's privacy, that individual will report the suspected violation and violator to a CHIN System Administrator. (Clients may either submit the report to a Participating Agency and the agency will forward the report to CHIN or the client may submit the report directly to CHIN.)

The report should include:

- Date of report
- Name & contact information of person filing report
- Date of suspected violation
- Nature of suspected violation
- Evidence of suspected violation
- Affected client file(s)

The CHIN staff will review the report and the affected file(s) and may consult the CHIN Advisory Committee or approved subcommittee. If the CHIN Advisory Committee or approved subcommittee decides that a violation has occurred, sanctions may be applied. Sanctions may include but are not limited to:

- A formal letter of reprimand;
- Suspension of related user privileges & license for 2 weeks
- Suspension of related user privileges & license for 1 month
- Revocation of related user license
- Suspension of all Agency licenses
- Revocation of all Agency licenses
- Criminal prosecution

If the client is not satisfied with the results, the client may appeal the decision one time.

APPEALS PROCESS

1-Client submits a written request to the Participating Agency for a change in the information in their file or to appeal a privacy violation.

2-Agency's Executive Director reviews the request and accepts or denies it, making a note in the client's file of the request.

3-Client may appeal the request to the Participating Agency's Executive Director.

4-If the Participating Agency's Executive Director denies the request, the agency will note the denial and, at the client's request, will submit the request to the CHIN System Administrator.

5-The CHIN System Administrator will review the request and may seek guidance from the CHIN Steering Committee. If the CHIN System Administrator accepts the request, the Participating Agency will make the requested change or begin the sanctions process. If the CHIN System Administrator denies the request, the response will be noted in the client's file.

NOTE: The appeals process will not continue beyond step 5

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PUB D-10: CHIN Requests of Participating Agencies

POLICY	CHIN Directors or Coordinators will administer the use of the system and may make requests of the Participating Agencies. Participating Agencies will respond to the requests in a timely manner.		
SCOPE	CHIN Staff and Participating Agency system users		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 September 11, 2006

DESCRIPTION

In maintaining the system, the CHIN Directors and Coordinators may need to request action by or information from Participating Agencies. Those requests may include but are not limited to requests for information on hardware and software at the agency, transfer of data from a duplicate file to an original file, to provide refresher training to end-users, to reset passwords, and to add or delete steps in the data entry process. The procedure for requests follows:

- CHIN staff requests, in writing, information, action, or change in procedure from the Participating Agency
- Participating Agency complies with the request and replies, in writing, to the CHIN staff

  OR
- Participating Agency Executive Director responds in writing of the Participating Agency's objection to the request within 15 days of receipt of the original request
- CHIN Advisory Committee or approved subcommittee accepts the objection

  OR
- CHIN Advisory Committee makes recommendation to the NC Housing Coalition Board tp apply sanctions that may include:
  - Formal letter of reprimand
  - Temporary suspension of access to the system
  - Revocation of access to the system
  - Criminal prosecution

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PUB D-11: Sharing Client Level Data

POLICY	Participating Agencies that collect client data for use in the HMIS must develop a plan for sharing client level data and must include the disclosure statement with any HMIS data shared outside the HMIS.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	Oct 10, 2005	**REVISED DATE(S):**	March 8, 2012 August 18, 2010
DESCRIPTION	The data for programs of participating agencies is shared though out the agency and may be accessed by the Continua of Care (CoC) to which it is a member. Participating Agencies must develop a plan that identifies with which other Participating Agencies the original Participating Agency will share information. CHIN recommends using a Qualified Service Organization Business Associate Agreement (QSOBA) for this purpose. CHIN will provide Participating Agencies with a QSOBA template. If a Participating Agency shares client level information using non-HMIS means (paper records, faxes, verbal reports, etc) the Participating Agency must have the client's permission for the disclosure. In addition, the Participating Agency must include a written statement that the information disclosed is protected by Federal law and that the recipient may not make any further disclosure unless permitted by the regulations.		

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PUB E-1: Access Privileges to System Software

POLICY	Participating Agencies will apply the user access privilege conventions set forth in this procedure.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 Sept 11, 2006 Mar 24, 2006

DESCRIPTION

User Access Privileges to the system

A. User Access: End User access levels will be set to the system default as determined by CHIN staff. Agencies must submit a written request, with justification/explanation, to have user access rights expanded. CHIN staff may determine the need for advanced, or Power User, access and grant that access as needed.

B. User Name Format: CHIN staff will create all usernames using the First Initial of First Name and Last Name, whenever possible. Example John Doe's username would be JDoe. In the case where there are two people with the same first initial and last name, a username that uses a combination of initials and names will be used, ex. JohnD or doej or jdoe1.

C. Passwords:

1. *Creation*: CHIN staff will create a temporary password and will communicate the password to the user via email.

2. *Use of*: The user will be required to change the password the first time they log onto the system. The password must be between 8 and 16 characters, contain at least 2 numbers, and contain at least 1 capital letter.

3. *Expiration*: Passwords expire every 45 days.

4. *Termination or Extended Leave from Employment***:** The Participating Agency's Executive Director will notify CHIN staff to terminate the rights of a user immediately upon termination from their current position. If a staff person is to go on leave for a period of longer than 45 days, their password should be inactivated within 5 business days of the start of their leave. CHIN staff is responsible for removing users from the system. CHIN staff must update the access list on a regular basis.

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PUB E-2: Access Levels for System Users

POLICY	The Participating Agency agrees to apply the proper designation of user accounts and manage the use of these accounts by agency staff.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 Sept 11, 2006 Mar 24, 2006

DESCRIPTION	Designation of ServicePoint™ Users User Levels: There are many levels of access to ServicePoint™. Need exists only for those agency staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities. Below is a list of the most common access levels, see the help section of ServicePoint™ for a description of all the levels. Most users will be assigned the Case Manager 2 access level. Advanced access levels will be assigned based on CHIN Staff Recommendations. Participating Agency may request additional access rights as described in PUB E.1. **A. Agency Volunteer:** Access to ResourcePoint™, limited access to ClientPoint™, and limited access to service records. A volunteer can view or edit basic demographic information about clients (the profile screen), but is restricted from all other screens in ClientPoint™. A volunteer can enter new clients, make referrals, or check-in/ out a client from a shelter. A volunteer does not have access to the "Services Provided" tab in ServicePoint™. Normally, this access level is designed to allow a volunteer to do the intake and then refer the client to agency staff. **B. Agency Staff:** Access to ResourcePoint™, limited access to ClientPoint™, full access to service records. Agency staff has access to most functions in ServicePoint™. However, agency staff can only access basic demographic data on clients (profile screen). All other screens are restricted. Full access to service records is provided. Agency Staff can also add news items to the newswire feature. No reporting access. **C. Case Manager:** Access to ServicePoint™ features, excluding administrative functions. Case managers have access to all screens within ClientPoint™ and full access to ServicePoint™. Full reporting access. **D. Case Manager 2:** Same as C above, with access to health module. This is the default system access level for End Users. **E. Agency Administrator:** Access to all ServicePoint™ features, including agency level administrative functions. This level can add/remove users from their agency and edit their agency and program data. Full reporting access. **F. Agency Executive Director:** Same as Agency Administrator above with the ability to delete Agency Administrator accounts. **G. System Administrator I:** Access to ClientPoint™, ServicePoint™, or ShelterPoint™. Has access to the administrative functions. The System Administrator I can setup new agencies, add new users, reset passwords, and access other system-level options. The System Administrator I seeks to maintain the system. The System Administrator I can order additional user licenses and modify the allocation of licenses. **H. System Administrator II:** Full access to the system, supervises the System Administrator I.

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PUB E-3: Unique User ID and Password

POLICY	Authorized users will be granted a unique user ID and password.		
SCOPE	System wide.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 Sept 11, 2006 Mar 24, 2006 Oct 10, 2005

DESCRIPTION

A. Discretionary Password Reset: Initially each user will be given a password for one time use only. The initial or reset password will be randomly generated by the system and issued to the Participating Agency's End Users by a CHIN System Administrator. NOTE: The system will prompt the user to change the initial or reset password.

B. Forced Password Change (FPC): FPC will occur every forty-five (45) days once a user account is issued. Passwords will expire and users will be prompted to enter a new password. Users may not use the same password consecutively, but may use the same password more than once.

C. Unsuccessful Logon: If a User unsuccessfully attempts to logon three times, the User ID will be "locked out", access permission revoked and unable to gain access until their password is reset in the manner stated above.

D. Responsibility for User Accounts:

- CHIN is responsible for establishing, reviewing, and maintaining all user accounts.
- Ensuring ethical use of End User accounts are the responsibility of the End User and their Agency Executive Directors.

E. User Authentication

- Passwords may not be stored or displayed in any publicly accessible location.
- Users may not log onto more than one workstation at a time.
- Passwords must be at least eight (8) characters long, include at least two (2) numbers and one (1) capital letter, not include the user's name, the HMIS name, the Participating Agency's name, or the vendor's name, and not consist entirely of words, spelled forwards or backwards, found in a common dictionary.

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PUB E-4: Access to Data

POLICY	Participating Agencies must agree to enforce the user access privileges to system data as stated below.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010

A. User Access: Users will be able to view the data entered by their agency and data, authorized by the client to be shared, that was entered by another Participating Agency. Security measures exist within the system that can restrict agencies from viewing each other's programmatic data.

B. Raw Data: Users who have been granted access to the system's ad hoc reporting tool have the ability to download and save client level data onto their local computer. Once this information has been downloaded from the system in raw format to an agency's computer, these data then become the responsibility of the agency. A participating Agency should develop protocol regarding the handling of data downloaded.

DESCRIPTION

C. Agency Policies Restricting Access to Data: The Participating Agencies must establish internal access to data protocols. These policies should include who has access, for what purpose, and how they can transmit this information. Issues to be addressed include storage, transmission and disposal of these data.

D. Request for copy of Agency Specific SQL Database from CHIN: Participating Agencies that would like a copy of their agency's data in SQL format will be required to submit a written request to CHIN. Requests require that the agency's data be decrypted at the central server. Expense for conversion of data may be charged to the Participating Agency. Requests will only be granted under the following circumstances: 1) the agency does not wish to participate in the HMIS any longer; and 2) the agency wishes to host their own data. All other requests will be at the discretion of CHIN.

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PUB E-5: Client Paper Records

POLICY	Participating Agencies will establish procedures to handle access to client paper records.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010
DESCRIPTION	The Participating Agencies agree to establish the following procedures regarding which staff has access to client paper records: ▪ apply all related HUD and legal standards to access and security of client records ▪ identify which staff has access to the client paper records and for what purpose. Staff should only have access to records of clients which they directly work with or for data entry purposes; ▪ identify how and where client paper records are stored; ▪ develop policy regarding length of storage and disposal procedure of paper records; and ▪ develop policies on disclosure of information contained in client paper records.		

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PUB E-6: Hardware Security

POLICY	Physical access to the system data processing areas, equipment and media must be controlled. Access must be controlled for the transportation of data processing media and other computing resources. The level of control is contingent on the level of risk and exposure to loss.		
SCOPE	System wide.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 Sept 11, 2006

DESCRIPTION	**A. Access to Computing Facilities and Equipment** ▪ CHIN staff, with Participating Agencies, will determine the physical access controls appropriate for their organizational setting based on the security policies, standards and guidelines discussed in this document. The controls will include ensuring that computers in public locations are staffed, require password protected screen savers, or require the user to log off whenever leaving the workstation. ▪ All those granted access to an area or to data are responsible for their actions. Additionally, those granting another person access to an area, are responsible for that person's activities. **B. Media and Hardcopy Protection, Transportation and Destruction** ▪ Printed versions of confidential data should not be copied or left unattended and open to unauthorized access. ▪ Media containing client-identifying data will not be shared with any agency other than the owner of the data for any reason. CHIN System data may be transported by authorized employees using methods deemed appropriate by the participating agency that meets the above standard. ▪ Reasonable care should be used, and media should be secured when left unattended. ▪ Magnetic media containing CHIN System data that is released and/or disposed of from the Participating Agency and CHIN should first be processed to destroy any data residing on that media. ▪ Degaussing and overwriting are acceptable methods of destroying data. ▪ Responsible personnel must authorize the shipping and receiving of magnetic media, and appropriate records must be maintained. ▪ CHIN System information in hardcopy format should be disposed of properly. This may include shredding finely enough to ensure that the information is unrecoverable.

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PUB E-7: Electronic Access Control

POLICY	Access to all of central server computing, data communications and sensitive data resources will be controlled based on the user's needs. Access control violations must be monitored, reported and resolved by End Users and/or CHIN staff.		
SCOPE	System wide.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 Sept 11, 2006 Mar 24, 2006

DESCRIPTION

All users will be granted access to the system based on logical need (See PUB E.2). Need exists only for those agency staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities.

Participating Agencies and CHIN staff must regularly review user access privileges and inactivate identification codes and passwords from their systems when users no longer require access. In addition, Administrators must implement discretionary access controls to limit access to the HMIS information when available and technically feasible.

All the system resources will be protected at all times by a firewall. Workstations that access the HMIS through a modem will be behind a firewall. If workstations access the internet through a central server, the central server will be behind a firewall.

Access control measures should include:

- access to computer terminals within restricted areas should be controlled through a password or through physical security measures;
- each user should have a unique identification code;
- computer terminals should have screensavers that turn on after a period of inactivity and that require the entry of a password before accessing files or programs;
- each user's identity should be authenticated through an acceptable verification process;
- passwords are the individual's responsibility, and users cannot share passwords;
- users should be able to select and change their own passwords, and must do so at least every forty-five (45) days. A password cannot be re-used until 2 password selections have expired;
- passwords should not be able to be easily guessed or found in a dictionary. The password format is alphanumeric;
- any passwords written down should be securely stored and inaccessible to other persons; and
- users should not store or use the "remembering" function to store passwords on a personal computer for easier log on.

(**http://www.hud.gov/offices/cpd/homeless/rulesandregs/fr4848-n-02.pdf**)

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PUB E-8: Data Integrity, Storage, and Transmission

POLICY	Controls must exist to ensure data remain consistent with their source, all data will be transmitted in such a way as to protect client privacy and confidentiality. Records containing identifying information that are stored within the Participating Agency's local computers are the responsibility of that Participating Agency.		
SCOPE	System wide.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 Mar 24, 2006
DESCRIPTION	Data integrity controls must comply with all HUD standards and should encompass both manual and electronic processing. Errors, duplications, omissions and intentional alterations should be discovered and investigated. Many data integrity controls and enforcement procedures are built into the system. Only authorized personnel are permitted access to authorized records. Neither CHIN staff nor Bowman Systems will make unauthorized changes to data in the back-end of the system. Participating Agencies should develop policies for the manipulation, custody, and transmission of client-identifying data sets stored on local computers. Administrators of the HMIS must be aware of access-control vulnerabilities for that data while they are in transmission within the network. Participating Agencies should be aware of the costs to implement secure engineering solutions. However, steps must be taken to ensure proper solutions for security of the data, not necessarily those of least cost. Transmission of data is vulnerable to (1) unauthorized users (2) loss of connection to Internet or the system, (3) unauthorized use by authorized users.		

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Standard Operating Policies

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PUB E-9: Auditing / Monitoring System Use and Violations

POLICY	CHIN staff will monitor access to all systems that could potentially reveal a violation of information security protocols.		
SCOPE	System wide.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 Sept 11, 2006

DESCRIPTION

A. Auditing: All changes to the data contained within the system will be automatically logged and audited regularly. Any time a client page is added, edited, deleted, or viewed by a system user, that information will be logged. CHIN staff will periodically review the log of changes and investigate unusual changes.

B. Monitoring: CHIN will conduct a periodic programmatic review of the Participating Agency to ensure compliance with the Participating Agency Agreement. (A review may involve an HMIS audit and or site visit with special attention given to the handling of client information and security procedures.) Within two (2) weeks of any review, CHIN will, in writing, submit to the Participating Agency any problems or deficiencies and a plan of correction concerning compliance with the agreement. Should the Participating Agency fail to remedy the deficiencies within the time frame provided, CHIN may terminate this Agreement and reclaim all user licenses, providing that CHIN supplies the Participating Agency with a written notice within five (5) days.

As part of the monitoring process the following guidelines apply:

- CHIN staff will monitor compliance with the data security standards.
- All users are obligated to report suspected instances of noncompliance.
- The CHIN staff will review standards violations and recommend corrective and disciplinary actions as stated below.
- Users should report security violations to CHIN staff

C. Violations: Any exception to the policies and procedures not approved by CHIN is a violation, and will be reviewed for appropriate disciplinary action that could include criminal prosecution. Any user found to be in violation of security protocols will be sanctioned accordingly. Sanctions may include but are not limited to:

- A formal letter of reprimand;
- Suspension of related user privileges & license(s) for 2 weeks
- Suspension of related user privileges & license(s) for 1 month
- Revocation of related user license(s)
- Suspension of all Agency licenses
- Revocation of all Agency licenses
- Criminal prosecution

D. Exceptions: All exceptions to these policies and procedures are to be requested in writing by the Executive Director of the Participating Agency and approved by the CHIN staff and CHIN Advisory Committee.

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PUB E-10: Report Classification, Release, & Distribution

POLICY	All data will be handled according to the classifications below.		
SCOPE	System wide.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 October 7, 2008 June 23, 2008 May 7, 2008

DESCRIPTION

NCHC and the CHIN Reports Subcommittee will review all requests for custom reports to approve or deny the requests, ensure that the reports are appropriately classified and that the data are handled according to the following procedures. Reports will not be shared beyond their intended audience.

A. Classifications:

- *Public* - Aggregated, de-identified information approved for publication by NCHC and the CHIN Reports Subcommittee. Examples include aggregate numbers, charts, and graphs designed for presentation to stakeholders. Agency specific data will NOT be included. Client identifying information will NOT be included.
- *Community* – Information not approved for external use but approved for organizations or individuals who have a contractual agreement with CHIN (Member Agencies and "Associates"). Agency/program information may be included. Client identifying information will NOT be included. Examples include Data Quality reports and summary project reports.
- *Agency* - Information not approved for publication but approved for Member Agency or CHIN use. Client identifying information may be included. Examples include data entry checks or other reports measuring data quality and identifying specific files, draft reports, fragments of data sets, or data without context. NOTE: Reports run by end-users that include client identifying information are classified as Agency and should not be distributed beyond the agency.
- *Restricted* - Information not ever scheduled for publication. Examples include data sets imported from agencies or groups not actively using the HMIS but who have entered into a QSOBA with CHIN and/or a participating CoC to import data into the CHIN HMIS.

B. Procedures for transmission and storage of data:

- *Public* : Security controls are not required. Accompanying analysis from NCHC may be required.
- *Community*: Security controls are not required. Accompanying analysis from NCHC may be required.
- *Agency:* Requires password protection for delivery and storage. Electronic copies must be magnetically overwritten and hard copies of the data must be destroyed. Accessible only to agency and CHIN employees.
- *Restricted* : Need to know access only. Requires auditing of access and must be stored in a secure location. There are not special requirements around destruction of these data If mailed internally must be labeled confidential; can be mailed first class.

All reports must be classified public, community, agency, or restricted. All reports must be handled according to their classification. Failure to handle reports properly is a violation of this policy.

C. Release of data principles:

- Agencies will be notified as soon as possible when a report that will

identify specific information about their agency or program by name has been requested. The notification will include the contact information of the organization/individual requesting the data, description of the data, copy of the final report, and release date. Confirmation of receipt of the notification is not required for the report to be produced or distributed. NOTE: Only organizations with a contractual agreement with CHIN can receive a Community level report.

- Affected agencies will receive a draft copy of a Community level report 30 days before it is released. The report will be re-generated after the 30 day waiting period and then submitted as final with the Accompanying Statement. During the review period, agencies are encouraged to correct any data entry errors for the report. NOTE: Data Quality reports are not subject to the 30 day review period.
- Aggregate data will only be released with the permission of NCHC and the CHIN Reports Subcommittee.
- Aggregate reports may be available in a password protected section of the CHIN website.
- Only de-identified, aggregate data will be classified as Public and released for general use unless special permission is given by NCHC and the CHIN Reports Subcommittee;
- There will be full access to aggregate data for all Member Agencies;
- Aggregate data will be available in the form of an aggregate report or as a raw data set;
- Aggregate data may be made available to the individuals and organizations who are not a part of CHIN with permission of NCHC and the CHIN Reports Subcommittee; and
- Parameters of the aggregate data, that is, where the data comes from and what it does and does not include will be presented with each report
- All research produced with data from the HMIS will list the NCHC as co-author.
- All publication and presentation of research produced with data from the HMIS will include NCHC.
- Organizations requesting data and assistance with reports may be charged for CHIN staff time.

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PUB E-11: Right to Deny Access to Client-Identifying and/or Aggregated Information

POLICY	CHIN retains authority to deny access to all identifying client information contained within the system.		
SCOPE	System wide.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 October 7, 2008
DESCRIPTION	No client-identifying data will be released to any person, agency, or organization that is not the owner of said data without the permission of the client or the agency that entered the data and CHIN. When a person or organization requests data, the requestor must submit an HMIS ART Report Request Form including: ▪ agency's name; ▪ data requested; ▪ time period data should cover; ▪ intended use of data; and ▪ a list of any publications and organizations that may receive a report based on the requested data. Any request for data from any person, agency, or organization other than the owner will be forwarded to CHIN for review. Pursuant to CHIN policy any outside entity must obtain the written consent of every client contained within the specified dataset prior to the release of the data.		

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Section IIIF – Policies: Participating Agencies Implementation

Since August 2004, CHIN has been an affiliate of NC Housing Coalition and provides vital information and community services to the citizens of North Carolina. It is guided by a twenty-one member Advisory Committee, comprised of member agencies, CoCs, and representative end users. In this unique capacity CHIN is able to leverage the resources of its constituent members and agencies to more fully address homelessness in North Carolina. It is designed as a computerized data collection tool to aggregate client-level information, over time, on characteristics, service needs and service utilization of individuals experiencing homelessness. CHIN provides homeless persons, service organizations and nonprofit and government agencies with the support and technical assistance to help strengthen our community in its efforts to end homelessness in North Carolina. The resources presented through CHIN are for informational and educational purposes only.

PUB F-1: Initial Training

POLICY	A Participating Agency must complete Initial Training.		
SCOPE	System wide.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 Sept 11, 2006
DESCRIPTION	Participating Agencies beginning implementation must have developed/reviewed all participation agreements and client consent protocols. In addition, the agency must ~~also~~ have identified email address(es) and phone number(s) for contacting End Users and have made proper arrangements for technically accessing the system. The Participating Agency must complete all readiness forms and initial certification training before moving on to Full Implementation. **A. Definition:** Implementation of the HMIS and the system begins when the Participating Agency and CHIN staff meet to review all participation and client consent protocols. Following that meeting and completion of the Participating Agency Agreement and the Preparatory Document, the Agency users will receive training on privacy and ethics and the uses of the system. **B. Requirements to Enter Start-Up and Initial Training:** Commitment to participate as demonstrated by signing the Participating Agency Agreement, payment of appropriate User License fees, acquisition of Internet connection greater than 56K/90v, and completion of the readiness forms.		

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PUB F-2: Complete Implementation

POLICY	A Participating Agency must sustain Full Integration.		
SCOPE	System wide.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 Sept 11, 2006
DESCRIPTION	Participating Agencies will receive support from CHIN staff to enter and sustain Complete Implementation for the duration of their project involvement. At this point the information that has been entered into the statewide database can be used to produce an unduplicated count of clients served. Participation at this level allows for program evaluation activities including review of service delivery system, analysis of client outcomes as well as computation of actual turnover rates. Participating Agencies must complete Initial Training before moving onto Complete Implementation. Activities that must be completed include creation of User IDs and passwords by CHIN staff, demonstration of an understanding of client confidentiality and data integrity procedures, and navigation around the HMIS. **A. Definition:** Complete Implementation begins when a program's trained staff applies the system to support its operating and reporting requirements for designated programs as defined by the Participating Agency. **B. Requirements to Enter Full Integration:** Completion of Initial Training.		

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PUB F-3: Advanced Training

POLICY	A Participating Agency may apply for Advanced Training.		
SCOPE	System wide.		
EFFECTIVE DATES	July 22, 2005	**REVISED DATE(S):**	August 18, 2010 Sept 11, 2006
DESCRIPTION	Participating Agencies may apply for Advanced Training. Advanced training will enable End-Users to generate meaningful reports, interpret results, and trouble shoot data entry errors. Participating Agencies must complete Full Implementation before moving on to Advanced Training. Activities that must be completed include demonstration of an understanding of client confidentiality and data integrity procedures, navigation around the HMIS, and generation of standard reports. Note: Advanced Training is only for users with a thorough understanding of the operation of an HMIS and of required reports. Intermediate to advanced computer skills are required. **A. Definition:** Advanced Training may be offered to End Users. The training will cover report generation, trouble shooting, and data analysis. **B. Requirements to Enter Full Integration:** Completion of Full Implementation and demonstration of an understanding of client confidentiality and data integrity procedures, navigation around the HMIS, and generation of standard reports. Note: Advanced Training is only for users with a thorough understanding of the operation of an HMIS and of required reports. Intermediate to advanced computer skills are required. Advanced Training and enhanced HMIS access will be granted upon review and approval of CHIN staff.		

Orange County

Housing, Human Rights and Community Development

Date: January 15, 2014

To: FY 2013 CoC Project Applicants

From: Tara L. Fikes
Mary Jean Seyda

Subject: Priority Project Listing – CoC Application

cc: Continuum of Care Members
General Public

Please be advised that the review of your CoC project applications is complete and the following priority listing has been compiled.

1. Cardinal Innovations – Permanent Housing C2
2. Cardinal Innovations – Permanent Housing C3
3. XDS Leasing Project 3
4. Cardinal Innovations - Permanent Housing C
5. Cardinal Innovations - Permanent Housing Concern of Durham
6. XDS Leasing Project 2
7. Cardinal Innovations – Operating/Leasing Chrysalis
8. XDS Leasing Project 5 - SSO reallocation.
9. Orange County Planning Application

Feel free to contact us at (919) 245-2490 if have questions or need additional information. Thank you for your continuous work to reduce homelessness in our community.

Tara L. Fikes

From: Jamie Rohe
Sent: Tuesday, December 10, 2013 5:18 PM
To: Chief Chris Blue; Annie Peacock; Bebe Smith (besmith@med.unc.edu); Dustin Rawlings; Heather Griffin-Dulciney (clinicaldirector@freedomhouserecovery.org); Jamie Rohe; Janice Bainbridge (janice_bainbridge@med.unc.edu); Jerry Covington (jscoving@unch.unc.edu); Joe Haywood; jony@communityempowermentfund.org; Judy Klimcheck (jklimcheck@ifcmailbox.org); Kayla Bryant; Kristin Lavergne (klavergne@ifcmailbox.org); Lindsey Arledge; Maggie West (maggiew@communityempowermentfund.org); Margaret Williamson; Marie Funk (mcfunk@email.unc.edu); Mary Jean Seyda (mjseyda@casanc.com); matt@housingfornewhope.org; Nick Lemmon; Rebekah Rapoza; Sarah Cohn; Sarah Furman; Sernetra Webb (Sernetra.webb@va.gov); Smita Patel; Spencer Cook (Spencer.Cook@cardinalinnovations.org); Stephani Kilpatrick; Stewart, Charlotte; Thava Mahadevan (thavagunan_mahadevan@med.unc.edu); Timothy Smith (tismith@email.unc.edu); D'Adolf, Joshua DURVAMC; Emila Sutton (ejsutton@nchfa.com); Judy Klimcheck; Megan Wooley; Melba Walker; Sharron M Hinton; Tara L. Fikes; Terry Allebaugh (terry@housingfornewhope.org); Valeretta Roberts (vroberts@townofchapelhill.org)
Subject: 2013 Continuum of Care Competition

The 2013 Notice of Funding Availability for the Continuum of Care Program Competition has been released. Project Applications are due to Jamie Rohe, Homeless Programs Coordinator, by Friday December 20, 2013.

Please email jrohe@orangecountync.gov if you are interested in applying or would like more information or visit the Department of Housing and Urban Development Continuum of Care webpage.

Jamie Rohe
Homeless Programs Coordinator
Orange County Partnership to End Homelessness
300 W. Tryon Street, PO Box 8181, Hillsborough, NC 27278
Phone: 919-245-2496; Fax: 919-644-3056
http://www.orangecountync.gov/housing/endinghomelessness.asp

Homelessness is a state, not a trait

Housing, Human Rights and Community Development

- What's New
- Section 8 Housing Choice Voucher Program
- Partnership to End Homelessness
- Fair Housing
- Civil Rights Enforcement
- For Contractors
- Affordable Housing Advisory Board
- Human Relations Commission
- Housing Authority Board
- Affordable Housing Statistics
- Publications
- Contact Us

Orange County Partnership to End Homelessness

The Orange County Partnership to End Homelessness is a coalition of housing and service providers, local government and the broader community working together to prevent and end homelessness in Orange County.

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PROJECT CONNECT ORANGE COUNTY

The seventh, annual Project Connect was held on Thursday, October 10, 2013 at the Hargraves Community Center in Chapel Hill. Project Connect is a FREE event that provides essential services to people who are experiencing or are at risk of homelessless.

This year 250 guests received an average of 10 services each. THANK YOU TO ALL THE WONDERFUL VOLUNTEERS (over 300 of them) AND SERVICE PROVIDERS (over 50) WHO MADE IT A WONDERFUL EVENT!

The Partnership's 2012 Annual Report highlights its achievements in increasing access to Housing, Employment and Services.

The Orange County Resources Guide contains comprehensive information about services for those in need including housing, employment, education, health & dental care, mental health care, substance abuse treatment/recovery, emergency assistance, food, legal services and more. How to Obtain Important ID Documents has information about how to obtain birth certificates, Social Security cards, voter registration cards, driver's licenses/picture IDs and a free PO Box. Additional resources can be found here.

You can help end homelessness!

- Form a Support Circle to serve as a support network for a person or family transitioning from homelessness to permanent housing. Contact Kathy Millikan: kth.millikan@gmail.com.
- Volunteer with or hire graduates of the Job Partners program that helps people who are experiencing or are at risk of homelessness become job-ready and find employment. Contact the Community Empowerment Fund.
- Donate a working or non-working vehicle through Wheels4Hope to enable a Job Partners graduate to obtain a car to get to their job!
- You can make a **tax-deductible contribution** to either the **Job Partners program** or **Project Connect** through the Orange County Community Giving Fund; please click on this link:

ORANGE COUNTY Community Giving Fund

People who live and/or work in Orange County and are interested in providing leadership to ending and preventing homelessness in our community are welcome to apply to volunteer on

the Partnership to End Homelessness' Leadership Team. Applications can be completed electronically or downloaded. See the 2013 Leadership Team members.

Sign Up! for email subscriptions Subscribers to the Partnership to End Homelessness listserv will receive periodic emails about activities, volunteer opportunities, and the work of our partners in helping to prevent and end homelessness in our community.

Reports & Publications
Valuable Links

For more information, email Jamie Rohe, Homeless Programs Coordinator, or call 919-245-2496.

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