

Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

- Reviewing the FY 2016 CoC Program Competition NOFA in its entirety for specific application and program requirements.

- Using the CoC Application Detailed Instructions while completing the application in e-snaps.

- Answering all questions in the CoC application. It is the responsibility of the Collaborative Applicant to ensure that all imported and new responses in all parts of the application are fully reviewed and completed. When doing this keep in mind:

- This year, CoCs will see that a few responses have been imported from the FY 2015 CoC Application.

- For some of the questions HUD has provided documents to assist Collaborative Applicants in completing responses.

- For other questions, the Collaborative Applicant must be aware of responses provided by project applications in their Project Applications.

- Some questions require the Collaborative Applicant to attach a document to receive credit. This will be identified in the question.

- All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

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

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: MA-519 - Attleboro, Taunton/Bristol County CoC

1A-2. Collaborative Applicant Name: Community Counseling of Bristol County, Inc.

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Community Counseling of Bristol County, Inc.

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1B-1. From the list below, select those organizations and persons that participate in CoC meetings. Then select "Yes" or "No" to indicate if CoC meeting participants are voting members or if they sit on the CoC Board. Only select "Not Applicable" if the organization or person does not exist in the CoC's geographic area.

| Organization/Person Categories | Participates in CoC Meetings | Votes, including electing CoC Board | Sits on CoC Board |
|--|------------------------------|-------------------------------------|-------------------|
| Local Government Staff/Officials | Yes | Yes | Yes |
| CDBG/HOME/ESG Entitlement Jurisdiction | Yes | Yes | Yes |
| Law Enforcement | Yes | No | No |
| Local Jail(s) | Not Applicable | No | Not Applicable |
| Hospital(s) | Yes | Yes | No |
| EMT/Crisis Response Team(s) | Yes | Yes | Yes |
| Mental Health Service Organizations | Yes | Yes | Yes |
| Substance Abuse Service Organizations | Yes | Yes | Yes |
| Affordable Housing Developer(s) | Yes | Yes | Yes |
| Public Housing Authorities | Yes | Yes | Yes |
| CoC Funded Youth Homeless Organizations | Yes | Yes | Yes |
| Non-CoC Funded Youth Homeless Organizations | Yes | Yes | Yes |
| School Administrators/Homeless Liaisons | Yes | Yes | No |
| CoC Funded Victim Service Providers | Not Applicable | No | Not Applicable |
| Non-CoC Funded Victim Service Providers | Yes | Yes | Yes |
| Street Outreach Team(s) | Yes | Yes | Yes |
| Youth advocates | Yes | Yes | Yes |
| Agencies that serve survivors of human trafficking | Not Applicable | No | Not Applicable |
| Other homeless subpopulation advocates | Yes | Yes | Yes |
| Homeless or Formerly Homeless Persons | Yes | Yes | Yes |
| Veterans Services Organizations | Yes | Yes | Yes |
| | | | Not Applicable |
| | | | Not Applicable |

1B-1a. Describe in detail how the CoC solicits and 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. Please provide two examples of organizations or individuals from the list in 1B-1 to answer this question.

Overall, the CoC, also known as the Greater Bristol County/Attleboro/Taunton Coalition to end Homelessness (GBCATCH), has a broad and diverse membership, and this membership is reflected on the Board, which specifically seeks to include many different perspectives on homelessness, as well as geographic representation of the whole CoC. While committee work is often done in smaller groups, committees minutes are available at each bi-monthly meeting, and by email. The CoC reviews the Governance structure on a regular basis and changed from meeting on a quarterly basis to a bi-monthly basis with a bimonthly Steering Committee of the full Board in the intervening month. The governance structure has Committees that were developed to better meet the needs of the CoC and will meet a minimum of bi-monthly and make efforts to recruit members with various perspectives.

1B-1b. List Runaway and Homeless Youth (RHY)-funded and other youth homeless assistance providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area. Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

| Youth Service Provider (up to 10) | RHY Funded? | Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 20, 2016. | Sat on CoC Board as active member or official at any point between July 1, 2015 and June 20, 2016. |
|--|-------------|--|--|
| Justice Resource Institute | No | Yes | Yes |
| Catholic Social Services | No | Yes | Yes |
| St. Vincent De Paul | No | Yes | No |
| Silver City Teen Center | No | Yes | No |
| Homeless Education Liaison - Department of Education | No | Yes | No |
| Old Colony YMCA | No | Yes | No |
| | | | |
| | | | |
| | | | |
| | | | |

1B-1c. List the victim service providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area. Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

| Victim Service Provider for Survivors of Domestic Violence (up to 10) | Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016 | Sat on CoC Board as active member or official at any point between July 1, 2015 and June 30, 2016. |
|---|--|--|
| New Hope | Yes | Yes |
| MA Department of Transitional Assistance (Domestic Violence Specialist) | No | No |
| MA Department of Children and Families | No | No |
| Bristol County District Attorney | Yes | No |
| Bristol Elder Services | Yes | No |
| | | |
| | | |
| | | |
| | | |
| | | |

1B-2. Explain how the CoC is open to proposals from entities that have not previously received funds in prior CoC Program competitions, even if the CoC is not applying for new projects in 2016. (limit 1000 characters)

When the competition opens the CoC sends a notice on the NOFA to all homeless providers regarding the potential for funds, both renewals and if there are new funds available. For the Permanent Housing Bonus providers are asked to submit a concept paper which is reviewed by our Application Committee. The whole process is transparent and is then reviewed by the entire CoC prior to a final decision on who will be asked to develop a proposal. As we are a small CoC we have typically had only one or maybe two at the most providers submit a proposal each year. To select projects to be included in the application to HUD, the CoC Application Committee scores and ranks all projects including both renewals and new projects. The full CoC conducts a final vote on the ranking given the based on performance and prior experience. Providers are always given feedback in writing if a vote is taken and then will be recorded in the minutes.

1B-3. How often does the CoC invite new members to join the CoC through a publicly available invitation? Annually

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. Does the CoC coordinate with Federal, State, Local, private and other entities serving homeless individuals and families and those at risk of homelessness in the planning, operation and funding of projects? Only select "Not Applicable" if the funding source does not exist within the CoC's geographic area.

| Funding or Program Source | Coordinates with Planning, Operation and Funding of Projects |
|--|--|
| Housing Opportunities for Persons with AIDS (HOPWA) | Yes |
| Temporary Assistance for Needy Families (TANF) | Yes |
| Runaway and Homeless Youth (RHY) | Not Applicable |
| Head Start Program | Yes |
| Housing and service programs funded through Federal, State and local government resources. | Yes |

1C-2. The McKinney-Vento Act, requires CoC's to participate in the Consolidated Plan(s) (Con Plan(s)) for the geographic area served by the CoC. The CoC Program Interim rule at 24 CFR 578.7 (c) (4) requires the CoC to provide information required to complete the Con Plan(s) within the CoC's geographic area, and 24 CFR 91.100(a)(2)(i) and 24 CFR 91.110 (b)(2) requires the State and local Con Plan jurisdiction(s) consult with the CoC. The following chart asks for the information about CoC and Con Plan jurisdiction coordination, as well as CoC and ESG recipient coordination.

CoCs can use the CoCs and Consolidated Plan Jurisdiction Crosswalk to assist in answering this question.

| | Number |
|--|--------|
| Number of Con Plan jurisdictions with whom the CoC geography overlaps | 2 |
| How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process? | 2 |
| How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data? | 2 |
| How many of the Con Plan jurisdictions are also ESG recipients? | 0 |
| How many ESG recipients did the CoC participate with to make ESG funding decisions? | 0 |
| How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities? | 0 |

1C-2a. Based on the responses provided in 1C-2, describe in greater detail how the CoC participates with the Consolidated Plan jurisdiction(s) located in the CoC's geographic area and include the frequency and type of interactions between the CoC and the Consolidated Plan jurisdiction(s). (limit 1000 characters)

Our CoC is involved in participating in or coordinating with the Taunton and Attleboro Community Development offices on a variety of initiatives as well as other programs that non-profits are applying for directly. We review all of these initiatives at our bi-monthly CoC meetings which members of both the Taunton and Attleboro Community Development offices regularly attend. In Taunton, the Greater Attleboro / Taunton HOME Consortium offers no interest loans to families for rehabilitation of their homes, and similarly the CDBG-R funds are available to families in Attleboro.

1C-2b. Based on the response in 1C-2, describe how the CoC is working with ESG recipients to determine local ESG funding decisions and how the CoC assists in the development of performance standards and evaluation of outcomes for ESG-funded activities. (limit 1000 characters)

The cities of Taunton and Attleboro do not have ESG funding. As neither city are ESG entitlement Grantees, our CoC works with the MA Department of Housing and Community Development (DHCD) to access ESG funding from the State non-entitlement grant. As a CoC we are required to consult with the DHCD about how best to use ESG funds to address service gaps within our CoC. We did this by completing the ESG survey and consulted with the state about how its ESG funds could best serve our CoC; the performance measurement standards the state would use; and how best to implement the HMIS requirements for ESG. All reporting is done directly to DHCD by the agency who was supported fully by the CoC to receive the funds, Catholic Social Services. A review of the services provided by the ESG grant is done at the CoC Board meeting at least quarterly. DHCD reported to the CoC that CSS continued to do an excellent job with the ESG funding this past year as we were aware from our internal discussions.

1C-3. Describe how the CoC coordinates with victim service providers and non-victim service providers (CoC Program funded and non-CoC funded) to ensure that survivors of domestic violence are provided housing and services that provide and maintain safety and security. Responses must address how the service providers ensure and maintain the safety and security of participants and how client choice is upheld. (limit 1000 characters)

Homeless families in the CoC are directed to the MA Department of Housing and Community Development (DHCD) which operates a Centralized system to place families in shelter. When a family applying for homeless assistance at DHCD identifies as experiencing domestic violence, the state's Domestic Violence Unit is contacted, and a safety assessment is conducted to work with the family to identify the best placement, which may include a DV shelter, a safe

emergency shelter, or if available rapid rehousing. The MA secure email process is used to exchange information. Families experiencing DV may also directly access services from a victim service provider. The CoC has an experienced provider of Domestic Violence services in our region, New Hope and their Staff regularly attends CoC meetings. In many cases, trauma and safety concerns may cause families to move earlier into less than permanent situations. New Hope does an excellent job working with these families to address these concerns.

1C-4. List each of the Public Housing Agencies (PHAs) within the CoC's geographic area. If there are more than 5 PHAs within the CoC's geographic area, list the 5 largest PHAs. For each PHA, provide the percentage of new admissions that were homeless at the time of admission between July 1, 2015 and June 30, 2016 and indicate whether the PHA has a homeless admissions preference in its Public Housing and/or Housing Choice Voucher (HCV) program.

| Public Housing Agency Name | % New Admissions into Public Housing and Housing Choice Voucher Program from 7/1/15 to 6/30/16 who were homeless at entry | PHA has General or Limited Homeless Preference |
|---|---|--|
| Taunton Housing Authority | 25.00% | Yes-Both |
| Department of Housing and Community Development | 100.00% | No |
| Fall River Housing Authority | 50.00% | Yes-Both |
| Attleboro Housing Authority | 25.00% | No |
| Dartmouth Housing Authority | 25.00% | Yes-Public Housing |

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

1C-5. Other than CoC, ESG, Housing Choice Voucher Programs and Public Housing, describe other subsidized or low-income housing opportunities that exist within the CoC that target persons experiencing homelessness. (limit 1000 characters)

Our CoC is involved in participating in or coordinating with the Taunton and Attleboro Community Development offices on low-income housing opportunities as well as programs that non-profits can apply for directly. We review all of these initiatives at our bi-monthly CoC meetings and members of both CD offices regularly attend. In Taunton, Pro-Home supports offering prevention assistance to homeowners and loans to first time home buyers; the Greater Attleboro / Taunton HOME Consortium offers no interest loans to families for rehab of their homes, and CDBG-R funds are available to families in Attleboro. We have access to the VASH program for veterans housing available through the Providence, Brockton and Bedford VA and CCBC was awarded a SAMHSA grant to provide services to 35 chronically homeless individuals and veterans. To provide the permanent housing to these individuals CCBC worked with the DHCD to develop 33 Massachusetts Rental Vouchers.

1C-6. Select the specific strategies implemented by the CoC to ensure that homelessness is not criminalized in the CoC's geographic area. Select all that apply.

| | |
|--------------------------------------|-------------------------------------|
| Engaged/educated local policymakers: | <input checked="" type="checkbox"/> |
| Engaged/educated law enforcement: | <input checked="" type="checkbox"/> |
| Implemented communitywide plans: | <input checked="" type="checkbox"/> |
| No strategies have been implemented | <input type="checkbox"/> |
| Other:(limit 1000 characters) | |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Select the system(s) of care within the CoC's geographic area for which there is a discharge policy in place that is mandated by the State, the CoC, or another entity for the following institutions? Check all that apply.

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

1D-2. Select the system(s) of care within the CoC's geographic area with which the CoC actively coordinates with to ensure institutionalized persons that have resided in each system of care for longer than 90 days are not discharged into homelessness. Check all that apply.

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

1D-2a. If the applicant did not check all boxes in 1D-2, explain why there is no coordination with the institution(s) that were not selected and explain how the CoC plans to coordinate with the institution(s) to ensure persons

**discharged are not discharged into homelessness.
(limit 1000 characters)**

1E. Centralized or Coordinated Assessment (Coordinated Entry)

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The CoC Program Interim Rule requires CoCs to establish a Centralized or Coordinated Assessment System which HUD refers to as the Coordinated Entry Process. Based on the recent Coordinated Entry Policy Brief, HUD's primary goals for the coordinated entry process are that assistance be allocated as effectively as possible and that it be easily accessible no matter where or how people present for assistance.

1E-1. Explain how the CoC's coordinated entry process is designed to identify, engage, and assist homeless individuals and families that will ensure those who request or need assistance are connected to proper housing and services. (limit 1000 characters)

The GBCATCH CoC joined with New Bedford and Fall River CoC's, beginning in 2014, working together to develop a regional coordinated entry system known as THE CALL (Coordinated Assessment to Local Links) which would: use the vulnerability index to determine those most in need, rely on daily census' from providers facilitating referrals for families/individuals who meet the program guidelines to those programs that have available slots, and train/involve agencies with low barrier acceptance. On 12/1/15 THE CALL began operating the 24 hour hotline for all homeless in Bristol County; it's structured to attempt diversion first on each call. The CALL, overseen by Catholic Social Services (CSS) a provider in all three CoC's, screens the calls, and referrals are made to for immediate placement. The priority is given to those with a history of chronic homelessness and making housing as accessible as possible by having staff from the Coordinated Entry program available on a 24 hour basis.

1E-2. CoC Program and ESG Program funded projects are required to participate in the coordinated entry process, but there are many other organizations and individuals who may participate but are not required to do so. From the following list, for each type of organization or individual, select all of the applicable checkboxes that indicate how that organization or individual participates in the CoC's coordinated entry process. If there are other organizations or persons who participate but are not on this list, enter the information in the blank text box, click "Save" at the bottom of

the screen, and then select the applicable checkboxes.

| Organization/Person Categories | Participate s in Ongoing Planning and Evaluation | Makes Referrals to the Coordinate d Entry Process | Receives Referrals from the Coordinate d Entry Process | Operates Access Point for Coordinate d Entry Process | Participate s in Case Conferenci ng | Does not Participate | Does not Exist |
|---|---|--|---|---|--|--------------------------|--------------------------|
| Local Government Staff/Officials | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CDBG/HOME/Entitlement Jurisdiction | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Law Enforcement | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local Jail(s) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hospital(s) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| EMT/Crisis Response Team(s) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental Health Service Organizations | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Substance Abuse Service Organizations | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Affordable Housing Developer(s) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Public Housing Authorities | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Non-CoC Funded Youth Homeless Organizations | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| School Administrators/Homeless Liaisons | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Non-CoC Funded Victim Service Organizations | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Street Outreach Team(s) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Homeless or Formerly Homeless Persons | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1F-1. For all renewal project applications submitted in the FY 2016 CoC Program Competition complete the chart below regarding the CoC's review of the Annual Performance Report(s).

| | |
|---|---------|
| How many renewal project applications were submitted in the FY 2016 CoC Program Competition? | 7 |
| How many of the renewal project applications are first time renewals for which the first operating year has not expired yet? | 0 |
| How many renewal project application APRs were reviewed by the CoC as part of the local CoC competition project review, ranking, and selection process for the FY 2016 CoC Program Competition? | 7 |
| Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2016 CoC Competition? | 100.00% |

1F-2 - In the sections below, check the appropriate box(es) for each selection to indicate how project applications were reviewed and ranked for the FY 2016 CoC Program Competition. Written documentation of the CoC's publicly announced Rating and Review procedure must be attached.

| | |
|--|-------------------------------------|
| Performance outcomes from APR reports/HMIS: | |
| % permanent housing exit destinations | <input checked="" type="checkbox"/> |
| % increases in income | <input checked="" type="checkbox"/> |
| | |
| Monitoring criteria: | |
| Utilization rates | <input checked="" type="checkbox"/> |
| Drawdown rates | <input type="checkbox"/> |
| Frequency or Amount of Funds Recaptured by HUD | <input checked="" type="checkbox"/> |

Need for specialized population services:

| | |
|---|-------------------------------------|
| Youth | <input checked="" type="checkbox"/> |
| Victims of Domestic Violence | <input type="checkbox"/> |
| Families with Children | <input checked="" type="checkbox"/> |
| Persons Experiencing Chronic Homelessness | <input checked="" type="checkbox"/> |
| Veterans | <input checked="" type="checkbox"/> |
| None: | <input type="checkbox"/> |

1F-2a. Describe how the CoC considered the severity of needs and vulnerabilities of participants that are, or will be, served by the project applications when determining project application priority. (limit 1000 characters)

The CoC's Application Committee which was responsible for developing the proposed rankings to be voted on by the CoC, considered the severity of needs and vulnerabilities in establishing priority rankings for FY 2016 project applications. The Application Committee first looked at the primary target population for each project (excluding Planning and the SSO Coordinated Entry projects). It then categorized the target population and the projects serving persons who have been homeless longest (chronically homeless), have low or zero incomes, are living unsheltered, and/or have severe disabilities or barriers due to criminal histories were accorded more points, with lower priority for those less vulnerable and with less severe needs. The Application committee also gave priority consideration to families with children and those who might have problems accessing housing or services due to other barriers, such as poor credit or inability to access state shelters.

1F-3. Describe how the CoC made the local competition review, ranking, and selection criteria publicly available, and identify the public medium(s) used and the date(s) of posting. Evidence of the public posting must be attached. (limit 750 characters)

The following was sent to the CoC by email and was also posted on the Collaborative Applicant website and on the GBCATCH Facebook page: The Greater Bristol County/ Attleboro/Taunton Coalition to End Homelessness (GBCATCH) MA-519 CoC Application Ranking Committee has completed review of renewal projects in response to HUD's requirement to develop a ranking and funding for each project to be placed in Tier 1 or Tier 2. The committee looked at performance outcomes, recaptured funds, number of chronic homeless served, as well as the needs to develop a Coordinated Entry System. The ranking list was attached with a description of how the decisions

were made and an appeal process described.

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2016 CoC Consolidated Application that included the final project application ranking? (Written documentation of the public posting, with the date of the posting clearly visible, must be attached. In addition, evidence of communicating decisions to the CoC's full membership must be attached). 09/09/2016

1F-5. Did the CoC use the reallocation process in the FY 2016 CoC Program Competition to reduce or reject projects for the creation of new projects? (If the CoC utilized the reallocation process, evidence of the public posting of the reallocation process must be attached.) Yes

1F-5a. If the CoC rejected project application(s), on what date did the CoC and Collaborative Applicant notify those project applicants that their project application was rejected? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.) 08/30/2016

1F-6. In the Annual Renewal Demand (ARD) is the CoC's FY 2016 CoC's FY 2016 Priority Listing equal to or less than the ARD on the final HUD-approved FY2016 GIW? Yes

1G. Continuum of Care (CoC) Addressing Project Capacity

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1G-1. Describe how the CoC monitors the performance of CoC Program recipients. (limit 1000 characters)

The CoC Performance and Outcomes Committee reviews APR's annually, and the goals and objectives are reviewed with the CoC on a quarterly basis; Other methods include attendance at CoC meetings and subcommittees (sign-in sheets are kept), monitoring use of CoC project funds, adherence to CoC Governance Structure Guidelines and other Opening Doors Goals and Objectives related to meeting the goals of ending Chronic, Veterans, Family and Unaccompanied Youth homelessness with using the Housing First Model and our Coordinated Entry System (The CALL).

1G-2. Did the Collaborative Applicant include accurately completed and appropriately signed form HUD-2991(s) for all project applications submitted on the CoC Priority Listing? Yes

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2A-1. Does the CoC have a Governance Charter that outlines the roles and responsibilities of the CoC and the HMIS Lead, either within the Charter itself or by reference to a separate document like an MOU/MOA? In all cases, the CoC's Governance Charter must be attached to receive credit, In addition, if applicable, any separate document, like an MOU/MOA, must also be attached to receive credit. Yes

2A-1a. Include the page number where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document referenced in 2A-1. In addition, in the textbox indicate if the page number applies to the CoC's attached governance charter or attached MOU/MOA. On Pages 10-12 of the governance charter, the roles and responsibilities of the CoC and the HMIS Lead are outlined.

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? If yes, in order to receive credit the HMIS Policies and Procedures Manual must be attached to the CoC Application. Yes

2A-3. Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organization (CHOs)? Yes

2A-4. What is the name of the HMIS software HousingWorks and HomelessData.com

used by the CoC (e.g., ABC Software)?

2A-5. What is the name of the HMIS software vendor (e.g., ABC Systems)? HousingWorks and Simtech Solutions

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

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. Select the HMIS implementation coverage area: Multiple CoCs

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

2B-2.1 Funding Type: Federal - HUD

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

2B-2.2 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-2.3 Funding Type: State and Local

| Funding Source | Funding |
|----------------|---------|
| | |

| | |
|---------------------------------------|------------|
| City | \$0 |
| County | \$0 |
| State | \$0 |
| State and Local - Total Amount | \$0 |

2B-2.4 Funding Type: Private

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

2B-2.5 Funding Type: Other

| Funding Source | Funding |
|-----------------------------|-----------------|
| Participation Fees | \$14,000 |
| Other - Total Amount | \$14,000 |

| | |
|---|-----------------|
| 2B-2.6 Total Budget for Operating Year | \$14,000 |
|---|-----------------|

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Enter the date the CoC submitted the 2016 HIC data in HDX, (mm/dd/yyyy): 05/02/2016

2C-2. Per the 2016 Housing Inventory Count (HIC) Indicate the number of beds in the 2016 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter "0" for all cells in that project type.

| Project Type | Total Beds in 2016 HIC | Total Beds in HIC Dedicated for DV | Total Beds in HMIS | HMIS Bed Coverage Rate |
|---|------------------------|------------------------------------|--------------------|------------------------|
| Emergency Shelter (ESG) beds | 170 | 12 | 158 | 100.00% |
| Safe Haven (SH) beds | 0 | 0 | 0 | |
| Transitional Housing (TH) beds | 73 | 16 | 27 | 47.37% |
| Rapid Re-Housing (RRH) beds | 0 | 0 | 0 | |
| Permanent Supportive Housing (PSH) beds | 90 | 0 | 84 | 93.33% |
| Other Permanent Housing (OPH) beds | 0 | 0 | 0 | |

2C-2a. If the bed coverage rate for any project type is below 85 percent, describe how the CoC plans to increase the bed coverage rate for each of these project types in the next 12 months. (limit 1000 characters)

The Taunton Housing Authority has a transitional housing program that is currently serving a total of 30, in 10 homeless families and they have stated they do not have the funding to enter this data into the HMIS system. Our hope is that we will be able to include this data once the CoC has an HMIS grant and can cover the fees to the HMIS vendor to allow them to input the data and add the information to our reports. Currently they are reporting manually for the HIC and PIT.

The Transitional Housing Program is designed to provide assistance to up to 10 homeless families coming from shelters. The goal of the program is to end the cycle of homelessness with families and maintain long-term stable housing, so families will not have to re-enter the shelter system. Once families complete the program, a lease is signed between the participating family and the Taunton Housing Authority. Units are scattered through six state-aided public housing developments within the THA.

2C-3. If any of the project types listed in question 2C-2 above have a coverage rate below 85 percent, and some or all of these rates can be attributed to beds covered by one of the following program types, please indicate that here by selecting all that apply from the list below.

| | |
|---------------------------------------|-------------------------------------|
| VA Grant per diem (VA GPD): | <input type="checkbox"/> |
| VASH: | <input type="checkbox"/> |
| Faith-Based projects/Rescue mission: | <input type="checkbox"/> |
| Youth focused projects: | <input type="checkbox"/> |
| Voucher beds (non-permanent housing): | <input checked="" type="checkbox"/> |
| HOPWA projects: | <input type="checkbox"/> |
| Not Applicable: | <input type="checkbox"/> |

2C-4. How often does the CoC review or assess its HMIS bed coverage? Semi-Annually

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2D-1. Indicate the percentage of unduplicated client records with null or missing values and the percentage of "Client Doesn't Know" or "Client Refused" within the last 10 days of January 2016.

| Universal Data Element | Percentage Null or Missing | Percentage Client Doesn't Know or Refused |
|---|----------------------------|---|
| 3.1 Name | 0% | 0% |
| 3.2 Social Security Number | 0% | 0% |
| 3.3 Date of birth | 0% | 0% |
| 3.4 Race | 0% | 0% |
| 3.5 Ethnicity | 0% | 0% |
| 3.6 Gender | 0% | 0% |
| 3.7 Veteran status | 0% | 0% |
| 3.8 Disabling condition | 0% | 0% |
| 3.9 Residence prior to project entry | 0% | 0% |
| 3.10 Project Entry Date | 0% | 0% |
| 3.11 Project Exit Date | 0% | 0% |
| 3.12 Destination | 0% | 0% |
| 3.15 Relationship to Head of Household | 0% | 0% |
| 3.16 Client Location | 0% | 0% |
| 3.17 Length of time on street, in an emergency shelter, or safe haven | 0% | 0% |

2D-2. Identify which of the following reports your HMIS generates. Select all that apply:

| | |
|--|-------------------------------------|
| CoC Annual Performance Report (APR): | <input checked="" type="checkbox"/> |
| ESG Consolidated Annual Performance and Evaluation Report (CAPER): | <input checked="" type="checkbox"/> |
| Annual Homeless Assessment Report (AHAR) table shells: | <input checked="" type="checkbox"/> |
| Data Quality Score Cards, PIT, HIC | <input type="checkbox"/> |

| | |
|------|--------------------------|
| None | <input type="checkbox"/> |
|------|--------------------------|

2D-3. If you submitted the 2016 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR?

10

2D-4. How frequently does the CoC review data quality in the HMIS?

Quarterly

2D-5. Select from the dropdown to indicate if standardized HMIS data quality reports are generated to review data quality at the CoC level, project level, or both.

Both Project and CoC

2D-6. From the following list of federal partner programs, select the ones that are currently using the CoC's HMIS.

| | |
|---|-------------------------------------|
| VA Supportive Services for Veteran Families (SSVF): | <input type="checkbox"/> |
| VA Grant and Per Diem (GPD): | <input type="checkbox"/> |
| Runaway and Homeless Youth (RHY): | <input type="checkbox"/> |
| Projects for Assistance in Transition from Homelessness (PATH): | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| None: | <input checked="" type="checkbox"/> |

2D-6a. If any of the Federal partner programs listed in 2D-6 are not currently entering data in the CoC's HMIS and intend to begin entering data in the next 12 months, indicate the Federal partner program and the anticipated start date. (limit 750 characters)

The PATH program in our State is working on the process to begin entering Data into HMIS statewide over the next 12 months.

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The data collected during the PIT count is vital for both CoC's and HUD. HUD needs accurate data to understand the context and nature of homelessness throughout the country, and to provide Congress and the Office of Management and Budget (OMB) with information regarding services provided, gaps in service, and performance. Accurate, high quality data is vital to inform Congress' funding decisions.

2E-1. Did the CoC approve the final sheltered PIT count methodology for the 2016 sheltered PIT count? Yes

2E-2. Indicate the date of the most recent sheltered PIT count: (mm/dd/yyyy) 01/27/2016

2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2016, was an exception granted by HUD? Not Applicable

2E-3. Enter the date the CoC submitted the sheltered PIT count data in HDX: (mm/dd/yyyy) 05/02/2016

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2F-1. Indicate the method(s) used to count sheltered homeless persons during the 2016 PIT count:

| | |
|--------------------------------------|-------------------------------------|
| Complete Census Count: | <input checked="" type="checkbox"/> |
| Random sample and extrapolation: | <input type="checkbox"/> |
| Non-random sample and extrapolation: | <input type="checkbox"/> |
| | <input type="checkbox"/> |

2F-2. Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:

| | |
|--|-------------------------------------|
| HMIS: | <input checked="" type="checkbox"/> |
| HMIS plus extrapolation: | <input type="checkbox"/> |
| Interview of sheltered persons: | <input type="checkbox"/> |
| Sample of PIT interviews plus extrapolation: | <input type="checkbox"/> |
| | <input type="checkbox"/> |

2F-3. Provide a brief description of your CoC's sheltered PIT count methodology and describe why your CoC selected its sheltered PIT count methodology. (limit 1000 characters)

The Point-in-Time Count coordinators, through the CoC, distributed survey forms to all emergency, transitional, and permanent housing facilities in the continuum. All sheltered adults and unaccompanied youth were counted and

interviewed to gather sub population information. Also, at the time of reporting in the HUD HDX, the CoC Collaborative Applicant cross-checked the survey information with population counts for that same 24-hour period using our HMIS software.

Cross-checking lets us ascertain if our providers are entering accurate data and also lets us check both the quality of the data in our HMIS system and the vendor's ability to supply accurate reports. Our CoC has been using this process of asking the programs to count, report, and then check the data with our HMIS provider for the past three years. We feel it is the best way to accurately report the numbers and prevent any duplication or to leave out any potential individuals from the count.

2F-4. Describe any change in methodology from your sheltered PIT count in 2015 to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to the implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the PIT count). (limit 1000 characters)

We did not change our process from 2015 in 2016 for our sheltered PIT count.

2F-5. Did your CoC change its provider coverage in the 2016 sheltered count? No

2F-5a. If "Yes" in 2F-5, then describe the change in provider coverage in the 2016 sheltered count. (limit 750 characters)

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2G-1. Indicate the methods used to ensure the quality of the data collected during the sheltered PIT count:

| | |
|-------------------------------------|-------------------------------------|
| Training: | <input checked="" type="checkbox"/> |
| Follow-up: | <input checked="" type="checkbox"/> |
| HMIS: | <input checked="" type="checkbox"/> |
| Non-HMIS de-duplication techniques: | <input checked="" type="checkbox"/> |
| | <input type="checkbox"/> |

2G-2. Describe any change to the way your CoC implemented its sheltered PIT count from 2015 to 2016 that would change data quality, including changes to training volunteers and inclusion of any partner agencies in the sheltered PIT count planning and implementation, if applicable. Do not include information on changes to actual sheltered PIT count methodology (e.g. change in sampling or extrapolation methods). (limit 1000 characters)

Our process remained the same, but there was one issue of discrepancy which was addressed when reviewing our data after submission with the ABT consultant which focused on the number of chronically homeless families in the shelters and as a result we focused on the need to train programs on the new HUD definition to assure we correctly reported data.

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD requires CoCs to conduct an unsheltered PIT count every 2 years (biennially) during the last 10 days in January; however, HUD also strongly encourages CoCs to conduct the unsheltered PIT count annually at the same time that they conduct annual sheltered PIT counts. HUD required CoCs to conduct the last biennial PIT count during the last 10 days in January 2015.

2H-1. Did the CoC approve the final unsheltered PIT count methodology for the most recent unsheltered PIT count? Yes

2H-2. Indicate the date of the most recent unsheltered PIT count (mm/dd/yyyy): 01/27/2016

2H-2a. If the CoC conducted the unsheltered PIT count outside of the last 10 days of January 2016, or most recent count, was an exception granted by HUD? Not Applicable

2H-3. Enter the date the CoC submitted the unsheltered PIT count data in HDX (mm/dd/yyyy): 05/02/2016

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2I-1. Indicate the methods used to count unsheltered homeless persons during the 2016 or most recent PIT count:

| | |
|---------------------------------------|-------------------------------------|
| Night of the count - complete census: | <input type="checkbox"/> |
| Night of the count - known locations: | <input checked="" type="checkbox"/> |
| Night of the count - random sample: | <input type="checkbox"/> |
| Service-based count: | <input type="checkbox"/> |
| HMIS: | <input type="checkbox"/> |
| | <input type="checkbox"/> |

2I-2. Provide a brief description of your CoC's unsheltered PIT count methodology and describe why your CoC selected this unsheltered PIT count methodology. (limit 1000 characters)

We developed a survey instrument that had clear instructions for all of the volunteers and staff to use. We met as a group the day of the count and planned the exact public places each smaller group would be covering including the soup kitchens, parks, railroad tracks, coffee shops, hospitals, etc. We also gave resource material to begin to engage any homeless we encountered in services. To avoid duplication, the volunteers are instructed to ask individuals if they have been surveyed before on that day to gain as much identifying information as possible from them, and to ascertain what services and supports these individuals may need. We divided up the areas we would be covering and returned the surveys with as much information as possible to the United Way and CCBC who reviewed the data for completeness and quality prior to completing the PIT report.

2I-3. Describe any change in methodology from your unsheltered PIT count in 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the count). (limit 1000 characters)

There were no changes to our process from our 2015 unsheltered PIT count methodology.

2I-4. Has the CoC taken extra measures to identify unaccompanied homeless youth in the PIT count? Yes

2I-4a. If the response in 2I-4 was "no" describe any extra measures that are being taken to identify youth and what the CoC is doing for homeless youth. (limit 1000 characters)

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2J-1. Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2016 unsheltered PIT count:

| | |
|-------------------------|-------------------------------------|
| Training: | <input checked="" type="checkbox"/> |
| "Blitz" count: | <input type="checkbox"/> |
| Unique identifier: | <input type="checkbox"/> |
| Survey questions: | <input checked="" type="checkbox"/> |
| Enumerator observation: | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| None: | <input type="checkbox"/> |

2J-2. Describe any change to the way the CoC implemented the unsheltered PIT count from 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016 that would affect data quality. This includes changes to training volunteers and inclusion of any partner agencies in the unsheltered PIT count planning and implementation, if applicable. Do not include information on changes in actual methodology (e.g. change in sampling or extrapolation method). (limit 1000 characters)

No changes were made that would affect data quality from our prior count in 2015. We have always provided training to volunteers and have used the same tool with particular survey questions that will ensure good data quality and avoid duplication.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. Performance Measure: Number of Persons Homeless - Point-in-Time Count.

* 3A-1a. Change in PIT Counts of Sheltered and Unsheltered Homeless Persons

Using the table below, indicate the number of persons who were homeless at a Point-in-Time (PIT) based on the 2015 and 2016 PIT counts as recorded in the Homelessness Data Exchange (HDX).

| | 2015 PIT (for unsheltered count, most recent year conducted) | 2016 PIT | Difference |
|--|---|----------|------------|
| Universe: Total PIT Count of sheltered and unsheltered persons | 240 | 243 | 3 |
| Emergency Shelter Total | 146 | 158 | 12 |
| Safe Haven Total | 0 | 0 | 0 |
| Transitional Housing Total | 53 | 58 | 5 |
| Total Sheltered Count | 199 | 216 | 17 |
| Total Unsheltered Count | 41 | 27 | -14 |

3A-1b. Number of Sheltered Persons Homeless - HMIS.

Using HMIS data, enter the number of homeless persons who were served in a sheltered environment between October 1, 2014 and September 30, 2015 for each category provided.

| | Between October 1, 2014 and September 30, 2015 |
|---|--|
| Universe: Unduplicated Total sheltered homeless persons | 543 |
| Emergency Shelter Total | 519 |
| Safe Haven Total | 0 |
| Transitional Housing Total | 30 |

3A-2. Performance Measure: First Time Homeless.

Describe the CoC's efforts to reduce the number of individuals and families who become homeless for the first time. Specifically, describe what the CoC is doing to identify risk factors of becoming homeless.

(limit 1000 characters)

Our CoC's action is to work with individuals and families at the potential "points of entry" into homelessness. In addition to the Coordinated Entry process, which starts with a diversion model, we work with local agencies to intervene and prevent homelessness. Agencies provide direct assistance to divert persons from homelessness: rental assistance, domestic violence legal advocacy, veteran's services, and behavioral health programs. The Coordinated Entry process uses the VISPDAT assessment and intake interviews to identify vulnerability and risks: loss of job or other sources of income, domestic violence, untreated mental illness and substance use disorders, health problems, a criminal history preventing them from obtaining housing. The CoC also has diversion programs coordinated with prevention and rapid rehousing assistance providers to be able to provide necessary resources to prevent shelter entry.

3A-3. Performance Measure: Length of Time Homeless.

Describe the CoC's efforts to reduce the length of time individuals and families remain homeless. Specifically, describe how your CoC has reduced the average length of time homeless, including how the CoC identifies and houses individuals and families with the longest lengths of time homeless.

(limit 1000 characters)

To address this issue, the CoC implemented Coordinated Entry operated by Catholic Social Services. Operational Standards, intake forms with a vulnerability index, real-time bed availability prioritizing the chronically homeless. For those in shelter, a motel or on the street, the VI identifies how long the person has been homeless, and those homeless the longest receive priority. Those eligible for mainstream benefits apply upon entering a program so that they can obtain income quickly. Families in state shelters, motels and HomeBASE may receive services from SER-Jobs' Secure Jobs Initiative to return to work. PSH recipients fill out other PH applications upon entering the program in order to secure spots on waitlists. Once the client is obtains other housing the PSH unit opens up for a new client. The CoC uses the Simtech tool AgencyDash to run reports that rank all currently homeless people in HMIS by length of shelter stay to focus housing/services to those with the longest stays.

*** 3A-4. Performance Measure: Successful Permanent Housing Placement or Retention.**

In the next two questions, CoCs must indicate the success of its projects in placing persons from its projects into permanent housing.

3A-4a. Exits to Permanent Housing Destinations:

Fill in the chart to indicate the extent to which projects exit program participants into permanent housing (subsidized or non-subsidized) or the

retention of program participants in CoC Program-funded permanent supportive housing.

| | Between October 1, 2014 and September 30, 2015 |
|---|--|
| Universe: Persons in SSO, TH and PH-RRH who exited | 376 |
| Of the persons in the Universe above, how many of those exited to permanent destinations? | 225 |
| % Successful Exits | 59.84% |

**3A-4b. Exit To or Retention Of Permanent Housing:
In the chart below, CoCs must indicate the number of persons who exited from any CoC funded permanent housing project, except rapid re-housing projects, to permanent housing destinations or retained their permanent housing between October 1, 2014 and September 31, 2015.**

| | Between October 1, 2014 and September 30, 2015 |
|---|--|
| Universe: Persons in all PH projects except PH-RRH | 0 |
| Of the persons in the Universe above, indicate how many of those remained in applicable PH projects and how many of those exited to permanent destinations? | 0 |
| % Successful Retentions/Exits | 0.00% |

3A-5. Performance Measure: Returns to Homelessness: Describe the CoCs efforts to reduce the rate of individuals and families who return to homelessness. Specifically, describe strategies your CoC has implemented to identify and minimize returns to homelessness, and demonstrate the use of HMIS or a comparable database to monitor and record returns to homelessness. (limit 1000 characters)

Strategies we have used in the GBCATCH CoC programs to reduce the rate of returns to homelessness include: The CoC has adopted the Coordinated Entry process and has a database with our HMIS vendor which keeps track of all individuals waiting for housing, and those who are housed using resources from the CoC. Additionally other strategies include: 1) using low barrier or Housing First models 2)CoC agencies have been applying for and awarded MRVPs and wrap-around services funding to assist veterans and chronic homeless including State MRVP vouchers, the CCBC SAMHSA grant, Safe Harbor to serve chronically homeless veterans and non-veterans with substance use disorder.3) developing employment supports such as families in state shelters, motels and HomeBASE may receive services from SER-Jobs' Secure Jobs Initiative to return to work. Those eligible for mainstream benefits apply upon entering a program so that they can obtain income quickly which also supports maintaining tenancy.

3A-6. Performance Measure: Job and Income Growth. Performance Measure: Job and Income Growth. Describe the CoC's specific strategies to assist CoC Program-funded projects to increase

**program participants' cash income from employment and non-employment non-cash sources.
(limit 1000 characters)**

CoC staff support those willing and able to work seek employment by connecting the Taunton Career Center, SER-Jobs for Progress, Mass Rehab Commission; CoC agencies have policies that employable clients complete employment profiles and obtain job training and job search assistance; case managers assist clients with interview skills and job search. CCBC has an employment coordinator who works with all clients in TH and PSH who are willing to do job development. Many clients in the GBCATCH homeless programs struggle with disabilities and difficulties maintaining a job, or are on SSI or SSDI and are not looking to work. SOAR training (SSI/SSDI) is available to CoC staff and they can access and complete applications for insurance, food stamps and EAEDC benefits at Mass.gov through the virtual gateway. CoC agencies work with clients with no high school diploma to obtain a GED. The CoC provides information to CoC providers about trainings and to support clients to increase employment income.

**3A-6a. Describe how the CoC is working with mainstream employment organizations to aid homeless individuals and families in increasing their income.
(limit 1000 characters)**

Housing Solution of Southeastern MA collaborates with SER-Jobs for Progress to create the Secure Jobs Initiative for homeless families ready, willing and able to work that are residing in state shelters, motels and HomeBASE units. Other program participants willing and able to work seek employment options for the homeless by connecting the Career Centers, SER-Jobs for Progress, YouthBuild and Mass Rehab. CoC agencies have policies that employable clients must complete employment profiles and obtain job training and job search assistance; case managers assist clients with interview skills and job search. The Taunton Career Center hosts job/career fairs a year and CoC staff transport clients. Bristol Community College which has campus in two of our communities, Taunton and Attleboro, hosts 2-3 job fairs a year.

**3A-7. What was the the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoC's unsheltered PIT count?
(limit 1000 characters)**

CoC providers, volunteers and others familiar with the unsheltered population meet prior to the PIT count to identify locations where people may be found, identify service providers who serve the unsheltered population such as soup kitchens, day shelters, etc. and prepare our plan to cover the large geographic area our CoC covers. The PIT planning group develops lists ahead of time, asks for information from the police and city/town managers about locations of unsheltered individuals. The CoC individual services committee is beginning to develop a by-name list in order to track these individuals, similar to our Veterans Committee and to create documentation that may support status as chronic, and prioritize for housing.

3A-7a. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. disasters)? No

**3A-7b. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. deserts, wilderness, etc.)?
(limit 1000 characters)**

**3A-8. Enter the date the CoC submitted the system performance measure data into HDX. The System Performance Report generated by HDX must be attached.
(mm/dd/yyyy)** 08/10/2016

**3A-8a. If the CoC was unable to submit their System Performance Measures data to HUD via the HDX by the deadline, explain why and describe what specific steps they are taking to ensure they meet the next HDX submission deadline for System Performance Measures data.
(limit 1500 characters)**

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

Objective 1: Ending Chronic Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

To end chronic homelessness by 2017, HUD encourages three areas of focus through the implementation of Notice CPD 14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status.

- 1. Targeting persons with the highest needs and longest histories of homelessness for existing and new permanent supportive housing;**
- 2. Prioritizing chronically homeless individuals, youth and families who have the longest histories of homelessness; and**
- 3. The highest needs for new and turnover units.**

3B-1.1. Compare the total number of chronically homeless persons, which includes persons in families, in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

| | 2015 (for unsheltered count, most recent year conducted) | 2016 | Difference |
|---|---|------|------------|
| Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons | 0 | 0 | 0 |
| Sheltered Count of chronically homeless persons | | | 0 |
| Unsheltered Count of chronically homeless persons | | | 0 |

3B-1.1a. Using the "Differences" calculated in question 3B-1.1 above, explain the reason(s) for any increase, or no change in the overall TOTAL number of chronically homeless persons in the CoC, as well as the change in the unsheltered count, as reported in the PIT count in 2016 compared to 2015. (limit 1000 characters)

3B-1.2. Compare the total number of PSH beds (CoC Program and non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count, as compared to those identified on the 2015 Housing Inventory Count.

| | 2015 | 2016 | Difference |
|--|------|------|------------|
| Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC. | | | 0 |

3B-1.2a. Explain the reason(s) for any increase, or no change in the total number of PSH beds (CoC program funded or non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count compared to those identified on the 2015 Housing Inventory Count. (limit 1000 characters)

3B-1.3. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH as described in Notice CPD-14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status? Yes

3B-1.3a. If “Yes” was selected for question 3B-1.3, attach a copy of the CoC’s written standards or other evidence that clearly shows the incorporation of the Orders of Priority in Notice CPD 14-012 and indicate the page(s) for all documents where the Orders of Priority are found.

3B-1.4. Is the CoC on track to meet the goal of ending chronic homelessness by 2017? Yes

This question will not be scored.

3B-1.4a. If the response to question 3B-1.4 was “Yes” what are the strategies that have been implemented by the CoC to maximize current resources to meet this goal? If “No” was selected, what resources or technical assistance will be implemented by the CoC to reach to goal of ending chronically homelessness by 2017? (limit 1000 characters)

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

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD will evaluate CoC's based on the extent to which they are making progress to achieve the goal of ending homelessness among households with children by 2020.

3B-2.1. What factors will the CoC use to prioritize households with children during the FY2016 Operating year? (Check all that apply).

| | |
|---|--------------------------|
| Vulnerability to victimization: | <input type="checkbox"/> |
| Number of previous homeless episodes: | <input type="checkbox"/> |
| Unsheltered homelessness: | <input type="checkbox"/> |
| Criminal History: | <input type="checkbox"/> |
| Bad credit or rental history (including not having been a leaseholder): | <input type="checkbox"/> |
| Head of household has mental/physical disabilities: | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| N/A: | <input type="checkbox"/> |

At least one box must be checked.

3B-2.2. Describe the CoC's strategies including concrete steps to rapidly rehouse every household with children within 30 days of those families

**becoming homeless.
 (limit 1000 characters)**

3B-2.3. Compare the number of RRH units available to serve families from the 2015 and 2016 HIC.

| | 2015 | 2016 | Difference |
|---|------|------|------------|
| RRH units available to serve families in the HIC: | | | 0 |

3B-2.4. How does the CoC ensure that emergency shelters, transitional housing, and permanent housing (PSH and RRH) providers within the CoC do not deny admission to or separate any family members from other members of their family based on age, sex, gender or disability when entering shelter or housing? (check all strategies that apply)

| | |
|--|--------------------------|
| CoC policies and procedures prohibit involuntary family separation: | <input type="checkbox"/> |
| There is a method for clients to alert CoC when involuntarily separated: | <input type="checkbox"/> |
| CoC holds trainings on preventing involuntary family separation, at least once a year: | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| None: | <input type="checkbox"/> |

At least one box must be checked.

3B-2.5. Compare the total number of homeless households with children in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

PIT Count of Homelessness Among Households With Children

| | 2015 (for unsheltered count, most recent year conducted) | 2016 | Difference |
|---|--|------|------------|
| Universe: Total PIT Count of sheltered and unsheltered homeless households with children: | 0 | 0 | 0 |
| Sheltered Count of homeless households with children: | | | 0 |
| Unsheltered Count of homeless households with children: | | | 0 |

3B-2.5a. Explain the reason(s) for any increase, or no change in the total number of homeless households with children in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)

3B-2.6. From the list below select the strategies to the CoC uses to address the unique needs of unaccompanied homeless youth including youth under age 18, and youth ages 18-24, including the following.

| | |
|--|--|
| Human trafficking and other forms of exploitation? | |
| LGBTQ youth homelessness? | |
| Exits from foster care into homelessness? | |
| Family reunification and community engagement? | |
| Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs? | |
| Unaccompanied minors/youth below the age of 18? | |

3B-2.6a. Select all strategies that the CoC uses to address homeless youth trafficking and other forms of exploitation.

| | |
|---|--------------------------|
| Diversion from institutions and decriminalization of youth actions that stem from being trafficked: | <input type="checkbox"/> |
| Increase housing and service options for youth fleeing or attempting to flee trafficking: | <input type="checkbox"/> |
| Specific sampling methodology for enumerating and characterizing local youth trafficking: | <input type="checkbox"/> |
| Cross systems strategies to quickly identify and prevent occurrences of youth trafficking: | <input type="checkbox"/> |
| Community awareness training concerning youth trafficking: | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| N/A: | <input type="checkbox"/> |

At least one box must be checked.

3B-2.7. What factors will the CoC use to prioritize unaccompanied youth including youth under age 18, and youth ages 18-24 for housing and services during the FY 2016 operating year? (Check all that apply)

| | |
|---------------------------------|--------------------------|
| Vulnerability to victimization: | <input type="checkbox"/> |
|---------------------------------|--------------------------|

| | |
|--|--------------------------|
| Length of time homeless: | <input type="checkbox"/> |
| Unsheltered homelessness: | <input type="checkbox"/> |
| Lack of access to family and community support networks: | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| N/A: | <input type="checkbox"/> |

At least one box must be checked.

3B-2.8. Using HMIS, compare all unaccompanied youth including youth under age 18, and youth ages 18-24 served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2014 (October 1, 2013-September 30, 2014) and FY 2015 (October 1, 2014 - September 30, 2015).

| | FY 2014 (October 1, 2013 - September 30, 2014) | FY 2015 (October 1, 2014 - September 30, 2105) | Difference |
|---|--|--|------------|
| Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry: | | | 0 |

3B-2.8a. If the number of unaccompanied youth and children, and youth-headed households with children served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2015 is lower than FY 2014 explain why. (limit 1000 characters)

3B-2.9. Compare funding for youth homelessness in the CoC's geographic area in CY 2016 and CY 2017.

| | Calendar Year 2016 | Calendar Year 2017 | Difference |
|---|--------------------|--------------------|------------|
| Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded): | \$0.00 | \$0.00 | \$0.00 |
| CoC Program funding for youth homelessness dedicated projects: | | | \$0.00 |
| Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding): | | | \$0.00 |

3B-2.10. To what extent have youth services and educational representatives, and CoC representatives participated in each other's meetings between July 1, 2015 and June 30, 2016?

| Cross-Participation in Meetings | # Times |
|--|---------|
| CoC meetings or planning events attended by LEA or SEA representatives: | |
| LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives: | |
| CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers): | |

**3B-2.10a. Based on the responses in 3B-2.10, describe in detail how the CoC collaborates with the McKinney-Vento local educational authorities and school districts.
(limit 1000 characters)**

**3B-2.11. How does the CoC make sure that homeless individuals and families who become homeless are informed of their eligibility for and receive access to educational services? Include the policies and procedures that homeless service providers (CoC and ESG Programs) are required to follow.
(limit 2000 characters)**

**3B-2.12. Does the CoC or any HUD-funded projects within the CoC have any written agreements with a program that services infants, toddlers, and youth children, such as Head Start; Child Care and Development Fund; Healthy Start; Maternal, Infant, Early Childhood Home Visiting programs; Public Pre-K; and others?
(limit 1000 characters)**

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

Objective 3: Ending Veterans Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

Opening Doors outlines the goal of ending Veteran homelessness by the end of 2016. The following questions focus on the various strategies that will aid communities in meeting this goal.

3B-3.1. Compare the total number of homeless Veterans in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

| | 2015 (for unsheltered count, most recent year conducted) | 2016 | Difference |
|---|--|------|------------|
| Universe: Total PIT count of sheltered and unsheltered homeless veterans: | 0 | 0 | 0 |
| Sheltered count of homeless veterans: | | | 0 |
| Unsheltered count of homeless veterans: | | | 0 |

3B-3.1a. Explain the reason(s) for any increase, or no change in the total number of homeless veterans in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)

3B-3.2. Describe how the CoC identifies, assesses, and refers homeless veterans who are eligible for Veterean's Affairs services and housing to appropriate reources such as HUD-VASH and SSVF. (limit 1000 characters)

3B-3.3. Compare the total number of homeless Veterans in the CoC and

the total number of unsheltered homeless Veterans in the CoC, as reported by the CoC for the 2016 PIT Count compared to the 2010 PIT Count (or 2009 if an unsheltered count was not conducted in 2010).

| | 2010 (or 2009 if an unsheltered count was not conducted in 2010) | 2016 | % Difference |
|---|--|------|--------------|
| Total PIT Count of sheltered and unsheltered homeless veterans: | | | 0.00% |
| Unsheltered Count of homeless veterans: | | | 0.00% |

3B-3.4. Indicate from the dropdown whether you are on target to end Veteran homelessness by the end of 2016.

This question will not be scored.

**3B-3.4a. If "Yes", what are the strategies being used to maximize your current resources to meet this goal? If "No" what resources or technical assistance would help you reach the goal of ending Veteran homelessness by the end of 2016?
(limit 1000 characters)**

4A. Accessing Mainstream Benefits

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4A-1. Does the CoC systematically provide information to provider staff about mainstream benefits, including up-to-date resources on eligibility and program changes that can affect homeless clients? Yes

4A-2. Based on the CoC's FY 2016 new and renewal project applications, what percentage of projects have demonstrated they are assisting project participants to obtain mainstream benefits? This includes all of the following within each project: transportation assistance, use of a single application, annual follow-ups with participants, and SOAR-trained staff technical assistance to obtain SSI/SSDI?

FY 2016 Assistance with Mainstream Benefits

| | |
|---|------|
| Total number of project applications in the FY 2016 competition (new and renewal): | 10 |
| Total number of renewal and new project applications that demonstrate assistance to project participants to obtain mainstream benefits (i.e. In a Renewal Project Application, "Yes" is selected for Questions 2a, 2b and 2c on Screen 4A. In a New Project Application, "Yes" is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A). | 10 |
| Percentage of renewal and new project applications in the FY 2016 competition that have demonstrated assistance to project participants to obtain mainstream benefits: | 100% |

4A-3. List the organizations (public, private, non-profit and other) that you collaborate with to facilitate health insurance enrollment, (e.g., Medicaid, Medicare, Affordable Care Act options) for program participants. For each organization you partner with, detail the specific outcomes resulting from the partnership in the establishment of benefits. (limit 1000 characters)

Massachusetts has had a form of the Affordable Care Act in place for many years and as a result our programs have been accustomed to supporting clients to obtain health benefits, including Masshealth or other insurance depending on the individual or family income. The ACA process was reviewed at our CoC meetings to ensure all providers were reminding individuals and families of the need to re-enroll even if they had health benefits in place with the Massachusetts Health Connector. The Collaborative Applicant, CCBC, is a designated Certified Application Counselor organization in the Commonwealth,

and their trained staff can help individuals who do not have health insurance complete the application process for MassHealth. Additionally, The Federally Qualified Health Center, Manet Health Center, also has a Navigator available daily to help complete Health Insurance applications.

4A-4. What are the primary ways the CoC ensures that program participants with health insurance are able to effectively utilize the healthcare benefits available to them?

| | |
|---|-------------------------------------|
| Educational materials: | <input checked="" type="checkbox"/> |
| In-Person Trainings: | <input checked="" type="checkbox"/> |
| Transportation to medical appointments: | <input checked="" type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| Not Applicable or None: | <input type="checkbox"/> |

4B. Additional Policies

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4B-1. Based on the CoCs FY 2016 new and renewal project applications, what percentage of Permanent Housing (PSH and RRH), Transitional Housing (TH), and SSO (non-Coordinated Entry) projects in the CoC are low barrier?

FY 2016 Low Barrier Designation

| | |
|--|------|
| Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2016 competition (new and renewal): | 10 |
| Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2016 competition: | 10 |
| Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2016 competition that will be designated as "low barrier": | 100% |

4B-2. What percentage of CoC Program-funded Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), SSO (non-Coordinated Entry) and Transitional Housing (TH) FY 2016 Projects have adopted a Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

FY 2016 Projects Housing First Designation

| | |
|---|------|
| Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2016 competition (new and renewal): | 10 |
| Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2016 competition: | 10 |
| Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2016 competition that will be designated as Housing First: | 100% |

4B-3. What has the CoC done to ensure awareness of and access to housing and supportive services within the CoC's geographic area to persons that could benefit from CoC-funded programs but are not currently participating in a CoC funded program? In particular, how does the CoC reach out to for persons that are least likely to request housing or services in the absence of special outreach?

| | |
|--------------------------------|---|
| Direct outreach and marketing: | <div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">X</div> |
|--------------------------------|---|

| | |
|--|-------------------------------------|
| Use of phone or internet-based services like 211: | <input checked="" type="checkbox"/> |
| Marketing in languages commonly spoken in the community: | <input type="checkbox"/> |
| Making physical and virtual locations accessible to those with disabilities: | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| Not applicable: | <input type="checkbox"/> |

4B-4. Compare the number of RRH units available to serve populations from the 2015 and 2016 HIC.

| | 2015 | 2016 | Difference |
|--|------|------|------------|
| RRH units available to serve all populations in the HIC: | 0 | 0 | 0 |

4B-5. Are any new proposed project applications requesting \$200,000 or more in funding for housing rehabilitation or new construction? No

4B-6. If "Yes" in Questions 4B-5, then describe the activities that the project(s) will undertake to ensure that employment, training and other economic opportunities are directed to low or very low income persons to comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3) and HUD’s implementing rules at 24 CFR part 135? (limit 1000 characters)

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

4B-7a. If "Yes", to question 4B-7, 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 2500 characters)

4B-8. Has the project been affected by a major disaster, as declared by the President Obama under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (Public Law 93-288) in the 12 months prior to the opening of the FY 2016 CoC Program Competition? No

4B-8a. If "Yes" in Question 4B-8, 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)

4B-9. Did the CoC or any of its CoC program recipients/subrecipients request technical assistance from HUD since the submission of the FY 2015 application? This response does not affect the scoring of this application. No

4B-9a. If "Yes" to Question 4B-9, check the box(es) for which technical assistance was requested.

This response does not affect the scoring of this application.

| | |
|---|--------------------------|
| CoC Governance: | <input type="checkbox"/> |
| CoC Systems Performance Measurement: | <input type="checkbox"/> |
| Coordinated Entry: | <input type="checkbox"/> |
| Data reporting and data analysis: | <input type="checkbox"/> |
| HMIS: | <input type="checkbox"/> |
| Homeless subpopulations targeted by Opening Doors: veterans, chronic, children and families, and unaccompanied youth: | <input type="checkbox"/> |
| Maximizing the use of mainstream resources: | <input type="checkbox"/> |

| | |
|--|--------------------------|
| Retooling transitional housing: | <input type="checkbox"/> |
| Rapid re-housing: | <input type="checkbox"/> |
| Under-performing program recipient, subrecipient or project: | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| Not applicable: | <input type="checkbox"/> |

4B-9b. Indicate the type(s) of Technical Assistance that was provided, using the categories listed in 4B-9a, provide the month and year the CoC Program recipient or sub-recipient received the assistance and the value of the Technical Assistance to the CoC/recipient/sub recipient involved given the local conditions at the time, with 5 being the highest value and a 1 indicating no value.

| Type of Technical Assistance Received | Date Received | Rate the Value of the Technical Assistance |
|---------------------------------------|---------------|--|
| | | |
| | | |
| | | |
| | | |
| | | |

4C. Attachments

Instructions:

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

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

Attachment Details

Document Description: 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: CoC's Rating and Review Procedure: Public Posting Evidence

Attachment Details

Document Description:

Attachment Details

Document Description: CoC's Governance Charter

Attachment Details

Document Description: HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

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Submission Summary

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

| Page | Last Updated |
|------------------------|--------------|
| 1A. Identification | 08/30/2016 |
| 1B. CoC Engagement | 09/06/2016 |
| 1C. Coordination | 09/09/2016 |
| FY2016 CoC Application | Page 58 |
| | 09/09/2016 |

| | |
|--|-------------------|
| 1D. CoC Discharge Planning | 08/29/2016 |
| 1E. Coordinated Assessment | 09/09/2016 |
| 1F. Project Review | 09/06/2016 |
| 1G. Addressing Project Capacity | 08/29/2016 |
| 2A. HMIS Implementation | 08/29/2016 |
| 2B. HMIS Funding Sources | 08/29/2016 |
| 2C. HMIS Beds | 09/09/2016 |
| 2D. HMIS Data Quality | 09/02/2016 |
| 2E. Sheltered PIT | 09/01/2016 |
| 2F. Sheltered Data - Methods | 09/01/2016 |
| 2G. Sheltered Data - Quality | 09/01/2016 |
| 2H. Unsheltered PIT | 09/01/2016 |
| 2I. Unsheltered Data - Methods | 09/01/2016 |
| 2J. Unsheltered Data - Quality | 09/01/2016 |
| 3A. System Performance | 09/09/2016 |
| 3B. Objective 1 | Please Complete |
| 3B. Objective 2 | Please Complete |
| 3B. Objective 3 | Please Complete |
| 4A. Benefits | 08/29/2016 |
| 4B. Additional Policies | 09/09/2016 |
| 4C. Attachments | Please Complete |
| Submission Summary | No Input Required |



Greater Bristol County Attleboro Taunton Coalition to end Homelessness

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Greater Bristol County Attleboro Taunton Coalition to end Homelessness

19 mins ·

Community Counseling of Bristol County is the Collaborative Applicant for the Greater Bristol County/Attleboro/Taunton Coalition to End Homelessness (GBCATCH) also known as the MA-519 Continuum of Care (CoC). The GBCATCH Application Committee has published the CoC Funding Decisions for the HUD Application for FY 2016 CoC Program. Below please find the document and other relevant CoC information. If you have any questions please contact :

Ellen Bruder-Moore Abramowitz, MBA
VI...

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Ellen Bruder-Moore

From: Ellen Bruder-Moore
Sent: Wednesday, August 31, 2016 11:30 AM
To: 'Melissa@uwgat.org'; 'apimental@seekonk-ma.gov'; 'Deborah.Rogers@steward.org'; 'exec.dir.aacc@verizon.net'; 'JPacheco@ProHomeInc.org'; 'aam@cssdioc.org'; 'ARLMAC@aol.com'; 'bhuck@seekonk-ma.gov'; 'Mark.Bilton@state.ma.us'; 'bpaiva@jri.org'; 'caseyks@bc.edu'; 'cityplanner@cityofattleboro.us'; 'coa@cityofattleboro.us'; 'cths2@tmlp.net'; 'daraujo@cfcinc.org'; 'David.Tipping@BCSBmail.com'; 'debra@attleborohousing.org'; 'Dfortin@Eliotchs.org'; 'dha300@comcast.net'; 'svdptaunton@verizon.net'; 'eemond@tauntonhousing.com'; 'comdevdir@cityofattleboro.us'; 'eborges@comcast.net'; 'David.Gaeta@va.gov'; 'gfarrugia@yahoo.com'; 'healthnurse@cityofattleboro.us'; 'jmillier@eliotchs.org'; 'sococonsult@gmail.com'; 'jpatterson@attleboropolice.org'; 'comdevcoor@cityofattleboro.us'; 'mskncunningham@yahoo.com'; 'coaoutreachkl@cityofattleboro.us'; Katia Taylor; 'Kevin.McCarthy@bcsbmail.com'; 'klavigne@tauntonhousing.com'; 'kheagney@attleboropolice.org'; 'lflynn@sccls.org'; 'magdabelieves@yahoo.com'; 'mandrade@arcnbc.org'; 'mcfalugo@gmail.com'; 'markey1966@yahoo.com'; 'matulisannie@msn.com'; 'coaoutreachmt@cityofattleboro.us'; Mary Beth Forshaw; 'mburrows@ahsinc.org'; 'nahamc@hotmail.com'; 'Lisa.Nelson@mail.house.gov'; 'jmdagraca@hotmail.com'; 'pkirby@arcnbc.org'; 'centumc@verizon.net'; 'revmas@aol.com'; 'ron.oconnor@state.ma.us'; 'svdpgolf@comcast.net'; 'veteransdirector@cityofattleboro.us'; 'fire@cityofattleboro.us'; 'Jtrombeta@rebothpd.org'; 'chiefroderick@aol.com'; 'chiefroderick@comcast.net'; 'jjanuse@raynhamfire.com'; 'kkrishtal@north-attleboro.ma.us'; 'chief@raynhampd.com'; Susan Smith; 'dshields@jri.org'; 'johnlabella@rcn.com'; 'DebbieS@cssdioc.org'; 'socialwork@cityofattleboro.us'; 'mbabington@new-hope.org'; 'martha@cssdioc.org'; 'etalentino@attleboroymca.org'; 'paul@paulforattleboro.com'; 'cmcknight@uuma.org'; 'abisson@taunton-ma.gov'; 'agracia@taunton-ma.gov'; 'jazevedo@taunton-ma.gov'; 'mferreira@taunton-ma.gov'; 'thoye@taunton-ma.gov'; 'cbonenfant@taunton-ma.gov'; 'clanctot@jri.org'; 'NancyL@cssdioc.org'; 'matthew25mission@gmail.com'; 'jgillespie614@gmail.com'; 'mszymanski@new-hope.org'; 'Dan.Fisher@state.ma.us (Dan.Fisher@state.ma.us)'; 'Bolivar Rubiano'; 'Ken Badertscher (veteransdirector@cityofattleboro.us)'; 'Candace Neil'; 'April-Anne Malo'; Tara Stuart; 'Jim Reid'; 'Olivia Behrens (obehrens@eliotchs.org)'; 'Lenny Nelson'; 'Karen Ready'; 'Sylvaria, Dale (DMH)'; 'Willette, Sandra (DMH)'; 'Fisher, Daniel (DMH)'; 'Janine Peccini'
Subject: GBCATCH-2016 competition rankings

Greater Bristol County/ Attleboro/Taunton Coalition to End Homelessness (GBCATCH)

MA-519 CoC 2016 Competition Funding Decisions

August 31, 2016

The Greater Bristol County/ Attleboro/Taunton Coalition to End Homelessness (GBCATCH) MA-519 CoC Application Ranking Committee has completed review of renewal projects in response to HUD's requirement to develop a ranking and funding for each project to be placed in Tier 1 or Tier 2.

Agencies who were submitting renewals or new projects were required to present at the most recent CoC Steering Committee meeting on August 24th to describe the proposed projects, request to reallocate and present new permanent housing bonus projects, as well as potential other new projects for Coordinated Entry and HMIS.

The CoC Application Review Committee met on August 30, 2016 to review applicant performance, current funding, HUD recommended rankings, and make funding decisions. The Committee consisted of Kevin McCarthy (Bristol County Savings Bank) and Janet Richardi (South Coast Regional Network to End Homelessness). Thank you to the Committee for their hard work, and thank you to all applicants for working so diligently through the process.

The following projects are selected to be included in the CoC application and ranked in the following order:

Tier 1

- 1) Homes With Heart-\$180,264.00 PSH-CH (Renewal)**
- 2) Moving Forward-\$62,206.00 PSH-CH (Renewal)**
- 3) Welcome Home II-\$48,498.00 PSH-CH (Renewal)**
- 4) Beacon of Hope-\$67,082.00 PSH (Renewal)**
- 5) Path to Independence-\$87,362.00 PSH (Renewal)**
- 6) Keystone-\$25,304.00 PSH (Renewal)**
- 7) The CALL Taunton/Attleboro and Bristol County (NEW), (Coordinated Entry) \$27,357**

Tier 1/Tier 2

8) New Horizons-\$277,123.00 PSH (Renewal)

Tier 2

9) Bridge House PSH for Unaccompanied Youth-\$39,587.00 (Permanent Housing Bonus)

10) HMIS- (NEW) -\$16,542.00

11) Planning grant (NEW), \$27,406

Selection Process: The Committee followed a multi-step process to make funding decisions: Information was sent to all agencies and members of the GBCATCH regarding the NOFA and discussed in person at our bi-monthly meetings.

Below is the information and schedule that was sent to the CoC:

Greater Bristol County/Attleboro/Taunton Coalition to End Homelessness (GBCATCH)

Hello to all! Attached please find the minutes from our July 19th meeting. We will have our next in-person meeting on Wednesday August 24th at 9 am, note time and day is new. As we discussed in our last meeting on July 19th The CoC Application was published on 6/29 and available on e-snaps on 7/25. Below is the timeline for the CoC Competition that we must adhere to. I have attached relevant material about this year's competition and we have a great deal of work to do to meet the deadlines and submit a high scoring proposal.

- July 19th-GBCATCH meeting to review upcoming NOFA-discuss priorities and the potential to reallocate projects, current providers need to send in most recent APR's if available to Collaborative Applicant (Ellen Bruder-Moore Abramowitz-EBMA)*
- June 29th-August 14th Work on applications and request help from EBMA if needed;*
- Date TBD-Performance and Outcomes and Project Ranking Committees to meet to review projects to develop Tier 1 and 2 Ranking based on performance and HUD guidance-Kevin McCarthy and Melissa Vanhorn will be sending out email with exact date week of 8/22/15.*

- *August 14th- Last possible day for project applications to be submitted to Collaborative Applicant for review and opportunity to make corrections (HUD requires that the application be submitted 30 days prior to the full grant on e-snaps. We can always make corrections, but need to show that the original timestamp was August 14th).*
- *August 14th-August 19th-make any corrections to project applications*
- *August 24th - Project Ranking process presented at GBCATCH meeting*
- *September 14th- Full Application submitted to HUD*

If you are submitting a project applications and thinking of making any adjustments/reallocation to your projects based on HUD's priorities of serving those with a history of chronic homelessness in permanent supported housing or serving families using a rapid rehousing model (RRH) please let me know as soon as possible.

A Project Ranking Committee has been developed made up of members of the GBCATCH not receiving funding to review the criteria for Ranking in Tier 1 and Tier 2. The Committee will develop a proposed ranking of the CoC's projects according to HUD's priorities according to the instructions below:

HUD Additional Overview Information

Available Funds. *Approximately \$1.9 billion is available in this FY 2016 CoC Program Competition NOFA. HUD may add to this amount any available funds that have been carried over or recaptured from previous fiscal years. All of the requirements in the FY 2016 application process, including requirements for the entire CoC Consolidated Application and the total amount of funding available are contained in this NOFA. The available amount of funding may not be sufficient to fund anticipated eligible renewal projects in FY 2016, HUD will continue to require Collaborative Applicants to rank all projects, except CoC planning and UFA Costs, in two tiers. Tier 1 is equal to 93 percent of the CoC's FY 2015 Annual Renewal Demand (ARD) approved by HUD on the final HUD-approved Grant Inventory Worksheet (GIW). Tier 2 is the difference between Tier 1 and the CoC's ARD plus any amount available for the permanent housing bonus as described in Section II.B.4. of this NOFA.*

We are also hoping to submit a new project for permanent housing, coordinated entry or HMIS based on any reallocation as well as the permanent housing bonus. If any agency providing homeless services in our CoC is interested in submitting a new project please send an email to Kevin McCarthy, Chair of the GBCATCH by August 5th at 5 pm in order to have the necessary time to prepare the application which will be due in e-snaps by August 12th. The amount available for a new project will be 5 % of our ARD or approximately \$35,000. See attached instructions for letter of intent.

The Committee used objective criteria to rank all projects. The criterion was provided to all Applicants based on HUD's priorities for the 2016 competition and sent out in emails to all applicants and members of the CoC. The committee looked at performance outcomes, including working with the number of clients as outlined in the original project, recaptured funds, number of chronic homeless served, goals and objectives met, as well as the needs of the CoC to develop a Coordinated Entry System.

Rationale for Funding and Ranking Decisions

The CoC received a request from the project applicant Catholic Social Services asking to reduce the grant based on recaptured funds in relation to their struggles with finding rentals that met the FMR in Taunton. They have asked that the grant be reduced by \$27,357 also decreasing the number of units from 6 to 4 serving a total of 12 (4 parents, 8 children, versus 6 parents, 12 children) while also committing to serving chronically homeless families. The applicant has also submitted a new project to provide a Coordinated Entry system for the CoC which has been operating successfully with funding from other CoC's in our region, but is in serious need of funds to operate a strong system in our CoC. The Application Committee felt strongly that the Coordinated Entry project should be located in Tier 1 and ranked it there in order to assure this service was meeting a critical need in the CoC.

Additionally, CCBC also presented a request to the CoC and the Committee to eliminate their Transitional Housing project The Bridge House based on HUD's priorities to serve chronically homeless individuals and their willingness to submit a new project to served chronically homeless unaccompanied youth in permanent

supported housing. The CoC also wanted to submit an HMIS project and used the eliminated funds from the Bridge House Transitional project to create an HMIS project.

Each agency whose funding was eliminated or reduced will work with the Collaborative Applicant to amend their projects based on the recommended decreases, new projects, including the Permanent Housing Bonus, the Coordinated Entry, and the new Bridge House PSH for Unaccompanied Youth.

The selected projects will be included in the CoC Application which will be submitted to HUD by September 14th, 2016. The Committee's decision was posted on the Collaborative Applicant's webpage www.comcounseling.org and the GBCATCH Facebook page, and sent out to the entire membership on August 31st, 2016 for final review. The Committee has presented the recommendations to the entire CoC for approval by email for approval of their recommendations.

Appeals

Agencies that wish to challenge the funding level or ranking of their project may appeal by submitting a written letter which states the reason for the appeal to Kevin McCarthy, Chair, GBCATCH, C/O Bristol County Savings Bank, 29 Broadway, Taunton, MA 02780. Letters must be received no later than September 7th, 2016, at 4 pm.

**Greater Bristol County/
Attleboro/Taunton
Coalition to End
Homelessness (GBCATCH)
MA-519
*Attleboro/Taunton/Bristol
County Continuum of Care***

GOVERNANCE CHARTER

Approved January 21, 2014

Updated December 2014

Contents

| | |
|--|----|
| 1. Organization | 3 |
| 2. Geographic Area..... | 3 |
| 3. Purpose | 3 |
| 4. Responsibilities..... | 3 |
| 4.1. Operation of GBCATCH..... | 3 |
| 4.2. Designation and operation of a Homeless Management Information System (HMIS)..... | 4 |
| 4.3. Continuum of Care Planning..... | 4 |
| 4.4. Preparation of a CoC Application for Funds..... | 4 |
| 5. CoC Membership..... | 5 |
| 5.1. Open Membership and New Members | 5 |
| 5.2. Responsibilities of Members | 5 |
| 5.3. Membership Meetings | 5 |
| 5.4. Notice of Meeting | 6 |
| 5.5. Quorum and Voting..... | 6 |
| 6. Board..... | 6 |
| 6.1. Responsibilities of the Board | 6 |
| 6.2. Board Membership | 6 |
| 6.2.1. Composition | 6 |
| 6.3. Officers | 8 |
| 6.3.1. Officers | 8 |
| 6.3.2. Election and Term | 8 |
| 6.3.3. Chair and Vice Chair | 8 |
| 6.3.4. Secretary | 8 |
| 6.3.5. Resignation of Officers..... | 8 |
| 6.3.6. Officer Vacancies..... | 9 |
| 7. Rules of Governance for the Steering Committee..... | 10 |
| 7.1. Quorum and Voting..... | 10 |
| 7.2. Proxies..... | 10 |
| 7.3. Action Without a Meeting..... | 10 |

| | | |
|---------|--|----|
| 8. | Committees and Working Groups | 10 |
| 8.1. | Standing Committees | 10 |
| 8.1.1. | Steering Committee | 10 |
| 8.1.2. | Performance and Outcomes Committee | 10 |
| 8.1.3. | CoC Application Committee | 11 |
| 8.1.4. | HMIS/Data Committee | 11 |
| 8.2. | Joint Committees: CoC-South Coast Regional Network to End Homelessness | 12 |
| 8.2.1. | Individual Services Committee..... | 12 |
| 8.2.2. | Family Services Committee | 12 |
| 8.2.3. | Unaccompanied Youth Committee | 12 |
| 8.2.4. | Veterans Services Committee | 12 |
| 8.2.5. | HMIS/Data Committee..... | 12 |
| 8.3. | Other Committees and Working Groups | 12 |
| 9. | Appointment of Agents and Designation of HMIS..... | 13 |
| 9.1. | Collaborative Applicant | 13 |
| 9.2. | HMIS Lead | 13 |
| 9.3. | HMIS Designation | 13 |
| 9.4. | HMIS Governance Charter..... | 13 |
| 10. | Code of Conduct and Conflicts of Interest..... | 13 |
| 10.1. | Conduct and Attendance..... | 13 |
| 10.2. | Conflict of Interest..... | 13 |
| 10.2.1. | Rules Regarding Conflict..... | 13 |
| 10.2.2. | Disclosure | 14 |
| 10.2.3. | Abstention from Decision-Making..... | 14 |
| 10.2.4. | Annual Conflict of Interest Acknowledgement Form..... | 14 |
| 10.2.5. | Conflict Of Interest for CoC Application Committee | 14 |
| 11. | Approval of Governance Charter and Subsequent Amendments..... | 15 |

1. Organization

The name of this unincorporated organization is The Greater Bristol County/Attleboro/Taunton Coalition to End Homelessness (hereinafter referred to as GBCATCH). HUD refers to this CoC as the MA-519 Attleboro/Taunton/Bristol County Continuum of Care (CoC).

2. Geographic Area

GBCATCH carries out its activities throughout a portion of Bristol County, Massachusetts, including Acushnet, Attleboro, Berkley, Dartmouth, Dighton, Easton, Fairhaven, Freetown, Mansfield, Norton, North Attleboro, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, and Westport. This CoC covers all cities and towns in Bristol County with the exception of Fall River and New Bedford which each have their own CoC.

3. Purpose

The purpose of GBCATCH is to:

- Promote community-wide commitment to the goal of ending homelessness;
- Provide funding for efforts by nonprofit providers and local governments to re-house homeless individuals and families rapidly while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness;
- Coordinate a region-wide systematic approach to helping vulnerable residents move from homelessness to permanent housing.
- Promote access to and effective utilization of mainstream programs by homeless individuals and families; and
- Optimize self-sufficiency among individuals and families experiencing homelessness.

4. Responsibilities

GBCATCH is responsible for fulfilling four major duties, as follows:

4.1. Operation of GBCATCH

- Hold meetings of the full membership, with published agendas, at least quarterly;
- Issue a public invitation annually for new members to join within the geographic area;
- Adopt and follow a written process to select a CoC Board and review, update, and approve the process at least once every 5 years;
- Appoint additional committees, subcommittees, or workgroups;
- Adopt, follow, and update annually a governance charter in consultation with the collaborative applicant and the HMIS lead;
- For CoC and ESG grants, establish performance targets appropriate for population and program type in consultation with recipients and sub-recipients, then monitor recipient and sub-recipient performance, evaluate outcomes, take actions against poor performers, and

report to HUD;

- Establish and operate a centralized or coordinated assessment system in consultation with recipients of CoC Funds; and
- Establish priorities for the distribution of CoC funds

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

- Designate a single HMIS for its geographic area and an eligible applicant to manage its HMIS;
- Review, revise, and approve privacy, security, and data quality plans;
- Ensure consistent participation of recipients/sub-recipients in HMIS;
- Ensure that the HMIS is administered in compliance with HUD requirements; and
- Ensure that agencies providing services in the area sign the HMIS agreement developed by the South Coast Regional Network HMIS Committee.

4.3. Continuum of Care Planning

- Coordinate implementation of a housing and service system;
- Conduct, at least every other year, a Point-in-Time count of homeless persons that meets HUD requirements;
- Conduct an annual gaps analysis of homelessness needs and services;
- Prioritize the needs based on the HUD expectations as outlined in the Hearth Act;
- Provide information required to complete the Consolidated Plan(s);
- Consult with State and local ESG recipients in the geographic area on the plan for allocating ESG funds and reporting/evaluating performance of ESG programs.

4.4. Preparation of a CoC Application for Funds

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

5. CoC Membership

5.1. Open Membership and New Members

Membership in GBCATCH is open to all stakeholders in the cities and towns represented in Bristol County, with the exception of Fall River and New Bedford, (herein stated as Bristol County), including nonprofit homeless assistance providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, and organizations that serve veterans and homeless and formerly homeless individuals.

Annually, GBCATCH shall issue a public invitation for any interested person in Bristol County to become a member of the CoC. The invitation will be sent to relevant organizations in Bristol County and published in a daily newspaper with wide circulation in Bristol County.

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

5.2. Responsibilities of Members

Most of the responsibilities of GBCATCH will be carried out by its Board/Membership (herein stated as the Board), with the following exceptions:

- Members will vote directly to approve the governance framework set forth in this Governance Charter and any subsequent changes or additions to the Governance Charter;
- Every five years following initial approval of this Governance Charter, members will review, update, and approve changes to the Governance Charter;
- Unless the Board/Membership selection process is changed by a subsequent amendment to the Governance Charter, membership will vote annually to elect directors to available offices.

5.3. Membership Meetings

The full membership of the GBCATCH shall meet bi-monthly. The bi-monthly meetings shall include a report on the CoC's activities, funding, and progress toward meeting goals. All GBCATCH members shall be notified of the date and location of membership meetings.

The final meeting of the year will be the Annual Meeting. The agenda for the Annual Meeting will include:

- The election of officers;
- A review of any proposed changes to the GBCATCH CoC Governance Charter followed by a vote on those changes; and
- Any other business the Board/Membership chooses to put before its members.

5.4. Notice of Meeting

Notice of the place, date and time of each Membership Meeting, including the Annual Meeting, shall be sent to members by email or other reasonable means of communication at least five business days before the meeting date, along with the agenda for the meeting.

5.5. Quorum and Voting

A simple majority of the average attendance of the members present over the course of one year's quarterly meetings from the prior year of GBCATCH members shall constitute a quorum. This number is tracked by an annual review of the attendance sheets collected by the Collaborative Applicant and will be announced at the Annual Meeting. At the beginning of the meeting it will be determined if a quorum has been met in order to take any votes on issues before the GBCATCH. If a quorum is not reached for that meeting, an announcement will be made by the Chair, or their designee, and any votes will be delayed till the next scheduled meeting of the full GBCATCH. In an emergency, an email can be taken. Issues presented to GBCATCH members for a vote will be decided by simple majority of the votes cast. For each agency represented, only one vote can be cast. For example, each city will have one voting member; each homeless provider will have one voting member, etc. Additional members may attend the meetings but each agency is responsible for choosing the one member at the meeting who will be the voting member.

6. Board

GBCATCH shall be governed by its membership which constitutes the Board, and will provide oversight and accountability for all GBCATCH's responsibilities.

6.1. Responsibilities of the Board

The Board will act on behalf of the GBCATCH to fulfill the regulatory duties of a Continuum of Care (CoC) set forth in 24 CFR § 578. The Board/Membership shall be responsible for approval and implementation of all CoC policies and procedures.

6.2. Board

6.2.1. Composition

The Board must be representative of the stakeholder organizations identified in paragraph 5.1 and must include a representative of the CoC Collaborative Applicant and the HMIS Lead, as well as representatives of each of the following four groups:

1) Government; 2) Nonprofit Homeless Service Providers; 3) Consumers and Advocates; and 4) Community Stakeholders. The Board must, at all times, include at least one homeless or formerly homeless individual. Examples of each of the four categories are provided below.

- Local Government Representatives from the various departments working on issues related to homelessness from the:

- City of Attleboro
 - City of Taunton
 - Town of Raynham
 - Town of Seekonk
 - Town of Dighton
 - Town of Rehoboth
 - Town of North Attleboro
 - Town of Norton
 - Town of Berkley
 - Town of Mansfield
 - Town of Swansea
 - Town of Acushnet
 - Town of Westport
 - Town of Dartmouth
 - Town of Freetown
 - Town of Somerset
 - Town of Fairhaven
 - Massachusetts Department of Housing and Community Development
 - Massachusetts Department of Mental Health
 - Massachusetts Department of Transitional Assistance
 - Massachusetts Rehabilitation Commission
 - Massachusetts Department of Correction
 - McKinney Vento Liaison Committee
 - Bristol County Sheriff's Department
- Nonprofit Homeless Assistance Providers
 - Collaborative Applicant
 - McKinney Homeless Providers
 - Domestic Violence Services provider
 - Local Housing Authority (ies)
 - Emergency Solutions Grant (ESG) provider
 - Housing Opportunities for Persons with AIDS (HOPWA) provider
 - Veterans Services provider
 - HMIS Provider
 - Other providers
- Consumers and Advocates
 - Homeless/formerly homeless person
 - HIV/AIDS Consumer Steering Committee
 - Community advocacy agency
 - Taunton Emergency Task Force
 - Attleboro Area Self Sufficiency Coalition

- Community Stakeholders
 - South Coast Regional Network to End Homelessness- Joint CoC-Network to End Homelessness Family Committee; Individual Committee; HMIS Committee; Unaccompanied Youth Committee; Veterans Committee
 - Regional funders - United Way of Greater Attleboro/Taunton
 - Bristol Workforce Investment Board/Career Centers
 - Attleboro Area Council of Churches
 - Affiliated Chambers of Commerce of Greater Attleboro/Taunton
 - Regional hospitals-Morton Hospital; Sturdy Hospital
 - Public Safety Officials
 - Public School Officials

6.3. Officers

6.3.1. Officers

The officers of GBCATCH shall be a Chair, a Vice Chair, and a Secretary.

6.3.2. Nomination and Voting

Each year the GBCATCH will solicit recommendations from CoC members and develop for membership approval a slate of candidates as Officers of the Board. The membership will vote for open positions at the Annual Meeting.

6.3.3. Election and Term

Each officer shall hold office for a term of one year or until their successors have been elected and qualified. No person may hold more than one office.

6.3.4. Chair and Vice Chair

The Chair is responsible for scheduling meetings of GBCATCH, ensuring that GBCATCH meets regularly or as needed, and for setting the agenda for meetings in collaboration with the Steering Committee. In the absence of the Chair, the Vice Chair assumes the duties of the Chair.

6.3.5. Secretary

The Secretary shall keep accurate records of the acts and proceedings of all meetings of the CoC Steering Committee, or designate another person to do so at each meeting, including documenting all actions taken without a meeting. Such records will include the names of those in attendance. The Secretary shall give all notices required by law and by these Regulations. The Secretary shall perform such other duties as G B C A T C H may designate, and shall chair GBCATCH meetings in the case of the absence of the Chair and Vice Chair.

6.3.6. Resignation of Officers

Unless otherwise provided by written agreement, any officer may resign at any time by giving written

notice to the Chair or the Secretary. Any such resignations shall take effect at the time specified within the written notice or if the time be not specified therein upon its acceptance by GBCATCH.

6.3.7. Officer Vacancies

Vacancies among the officers may be filled for the remainder of the term by a vote of the majority of GBCATCH membership at any meeting at which a quorum is present.

7. Rules of Governance for the Board

7.1. Quorum and Voting

A simple majority of the average quarterly attendance of the members present (see section 5.5) at any properly announced meeting of GBCATCH members shall constitute a quorum of the Board for the transaction of business at any meeting.

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

7.2. Proxies

Board members may have non-voting proxies attend meetings in their place.

7.3. Action without a Meeting

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

8. Committees and Working Groups

GBCATCH will carry out its responsibilities through the work of a number of Committees and Working Groups. All CoC members may participate on Committees and Working Groups, with the exception of the Steering Committee. Policy decisions made by Committees and Working Groups must be approved by the Board before taking effect.

8.1. Standing Committees

GBCATCH shall have four standing committees, as follows:

8.1.1. Steering Committee

The Steering Committee shall set agendas for Board meetings and shall carry out the work of GBCATCH between bi-monthly Membership meetings. The Committee shall be made up of: the representative of the Collaborative Applicant, the Board Chair, the Vice Chair, the Secretary, and Chairs of all Committees/Working Groups.

8.1.2. Performance and Outcomes Committee

The Performance and Outcomes Committee will collaborate with the CoC Collaborative Applicant, CoC-funded entities and CoC Membership to:

- Review PIT and HIC data, conduct a gaps analysis, and make recommendations for Board approval the priorities to be used in ranking requests for CoC funding;
- Establish performance targets appropriate for population and program type in consultation with recipients and sub-recipients, then monitor recipient and sub-recipient performance, evaluate outcomes, and recommend to the Board actions to be taken against poor performers;
- Develop performance measures to evaluate GBCATCH’s overall success in eliminating homelessness, using guidance available from HUD and making changes over time as necessary to incorporate new regulations or guidance available from state or local authorities;
- Establish written standards and performance measures for ESG assistance and providers;
- Evaluate outcomes of projects funded under the ESG and CoC Program, and provide outcome data to the Collaborative Applicant to report to HUD; and
- Consult with state and local government agencies, homeless service providers, private funders, and other relevant entities and organizations to evaluate available resources and reach agreement about how those resources can be allocated most effectively to implement plans to eliminate homelessness.

8.1.3. CoC Application Committee

The CoC Application Committee will:

- Work with the Collaborative Applicant to design and implement a collaborative process for developing a consolidated application for Attleboro/Taunton/Bristol County programs and projects seeking CoC funding;
- Review findings of the Performance and Outcomes Committee, the program priorities established by the Board, and the applications for new programs or projects, and make recommendations to the Board about which programs/projects to include in the annual CoC application, and rank projects for the application; and
- Develop and oversee operation of a grievance process for agencies whose applications for funding have not been selected by the CoC.

8.1.4. HMIS/Data Committee

The HMIS Committee is regional and functions as a committee under the South Coast Regional Network to End Homelessness (SOCO) and will work with the HMIS Lead to:

- Develop, annually review, and, as necessary, revise for Board approval a privacy plan, security plan, and data quality plan for the HMIS, as well as any other HMIS policies and procedures required by HUD.
- Develop for Board approval and implement a plan for monitoring the HMIS to ensure that:
 - Recipients and sub-recipients consistently participate in HMIS;
 - HMIS is satisfying the requirements of all regulations and notices issued by HUD;
 - The HMIS Lead is fulfilling the obligations outlined in its HMIS Governance Charter and Agreement with the CoC, including the obligation to enter into written participation agreements with each contributing HMIS organization.

- Oversee and monitor HMIS data collection and production of the following reports:
 - Sheltered point-in-time count;
 - Housing Inventory Chart;
 - Annual Homeless Assessment Report (AHAR); and
 - Annual Performance Reports (APRs).

8.2. Joint Committees: South Coast Regional Network to End Homelessness (SOCO)

GBCATCH collaborates with the South Coast Regional Network to End Homelessness Network to coordinate services, improve intake and assessment, share best practices, create innovative responses, and review state and local discharge planning policies through four population-specific committees and the regional HMIS/Data Committee. These collaborative committees shall be considered to be standing committees of GBCATCH. However, no decision of a Joint Committee shall bind the CoC unless the decision is approved by the CoC membership.

8.2.1. Individual Services Committee

The Individual Services Committee works on and strategizes about efforts to prevent and end homelessness for individuals. Regional meetings bring together outreach, housing, shelter, and service providers from multiple agencies, as well as the New Bedford and Fall River COC's to perform group triage and coordinated assessment and placement. The Individual Services Committee is also responsible for reviewing the state discharge planning policies for Corrections, Mental Health, and Health facilities in collaboration with provider agencies in the CoC.

8.2.2. Family Services Committee

The Family Services Committee works to coordinate and strategize about efforts to prevent and end family homelessness.

8.2.3. Unaccompanied Youth Committee

The Unaccompanied Youth Committee works to coordinate and strategize about efforts to prevent and end homelessness for youth under 18 who are not living with parents or other adults. This Committee is also responsible for planning for counting of youth in the annual Point-in-Time count, and for reviewing and implementation of the state discharge planning from foster care in collaboration with provider agencies in the CoC.

8.2.4. Veterans Services Committee

The Veterans Services Committee works to coordinate and strategize about efforts to prevent and end veteran homelessness.

8.2.5 HMIS Committee

The HMIS Committee functions on a regional level under SOCO; See 8.1.4 above.

8.3 Other Committees and Working Groups- The CoC may establish ADHOC committees or working groups as it deems necessary.

9. Appointment of Agents and Designation of HMIS

9.1. Collaborative Applicant

Community Counseling of Bristol County, Inc. (CCBC) serves as GBCATCH's Collaborative Applicant. Community Counseling of Bristol County, Inc. is authorized to apply for designation as a Unified Funding Agency.

9.2. HMIS Lead

HousingWorks, Inc. serves as GBCATCH's HMIS Lead.

9.3. HMIS Designation

GBCATCH designates the Housing Works system as the single Homeless Management Information System for its geographic area.

9.4. HMIS Governance Charter

The duties and responsibilities of GBCATCH, the HMIS Lead, the HMIS/Data Committee and Contributing HMIS Organizations are set forth in further detail in the regional SOCO HMIS Governance Charter, approved simultaneously with this GBCATCH Governance Charter.

10. Code of Conduct and Conflicts of Interest

10.1. Conduct and Attendance

Officers, Board members, committee members, and other GBCATCH agents and employees must exercise care, diligence and prudence when acting on behalf of the GBCATCH. These individuals must timely complete work they have agreed to undertake on behalf of GBCATCH. In addition, they must attend Board and committee meetings and be prepared to discuss matters presented for their deliberation.

10.2. Conflict of Interest

10.2.1. Rules Regarding Conflict

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

- Officers, Board members, committee members, and other GBCATCH agents and employees may not participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefit to:
 - Any organization that they or a member of their immediate family represents; or

- Any organization from which they or a member of their immediate family derives income or anything of value.
- Whenever GBCATCH officers, members, committee members, agents, employees, or any of their immediate family members have a financial interest or any other personal interest in a matter coming before the Board or one of its committees, they must:
 - Fully disclose the nature of the interest; and
 - Withdraw from discussing, lobbying or voting on the matter.

10.2.2. Disclosure

At the beginning of every meeting of the Board or committees, members must disclose if they have any conflicts of interest or potential conflicts of interest regarding any business included in the meeting's agenda.

10.2.3. Abstention from Decision-Making

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

10.2.4. Annual Conflict of Interest Acknowledgement Form

GBCATCH Officers, and Board members, and GBCATCH committee members must sign a conflict of interest form annually, affirming that they have reviewed the conflict of interest policy and disclosing any conflicts of interest that they face or are likely to face in fulfillment of their duties as directors.

10.2.5. Conflict Of Interest for CoC Application Committee

No person with a conflict of interest may serve on the CoC Application Committee. For the purpose of this section only, a conflict of interest exists if:

- You are now, or within the last year have been, or have a current agreement to serve in the future as, a Board member, staff member or paid consultant of an organization making a proposal for funding; or
- Your employer or an organization on whose Board of Directors you sit, now has, or within the last year has had, a contractual relationship with an organization making a proposal for funding. However, under this second definition of "conflict of interest," no conflict exists if your employer, or the organization on whose Board of Directors you sit, is a funding entity or organization whose mission includes providing services and/or funding to other service providers; or
- Any other circumstance exists which impedes your ability to objectively, fairly and impartially review and rank the proposals for funding.

11. Approval of Governance Charter and Subsequent Amendments

This Governance Charter and every subsequent amendment to it must be approved by a majority of GBCATCH members following the voting rules set in Section 5.5 of one vote per agency. In consultation with the Collaborative Applicant and the HMIS Lead, the Board will review the Governance Charter annually and recommend to the Members changes to improve the functioning of GBCATCH and maintain compliance with federal and state regulations. In addition, every five years, the Board will invite interested CoC members to participate in a review and discussion of the Governance Charter. Based on consensus achieved in that discussion, the Board will ask GBCATCH members to ratify the existing Governance Charter or approve proposed changes to the Governance Charter at their next Annual Meeting.

Att: Membership Agreement

Annual Conflict of Interest Form

Regional HMIS Agreement/Governance Charter

Organizational Chart

I. **REASONS FOR POLICY:**

- A. To protect the privacy of agency clients
- B. To comply with applicable laws and regulations
- C. To insure fair information practices as to:
 - 1. Openness
 - 2. Accountability
 - 3. Collection limitations
 - 4. Purpose and use limitations
 - 5. Access and correction
 - 6. Data Quality
 - 7. Security

II. **SCOPE OF POLICY:**

- A. **Compliance** Agency privacy practices will comply with all applicable laws governing HMIS client privacy/confidentiality. Applicable standards include, but are not limited to the following:
 - 1. Federal Register Vol. 69, No. 146 (HMIS FR 4848-N-02) - Federal statute governing HMIS information;
 - 2. HIPAA - the Health Insurance Portability and Accountability Act of 1996;
 - 3. 42 CFR Part 2. - Federal statute governing drug and alcohol treatment;
 - 4. Interagency sharing agreements.

NOTE: HIPAA statutes are more restrictive than the HMIS FR 4848-N-02 standards and in cases where both apply, HIPAA over-rides the HMIS FR 4848-N-02 standards. In cases where an agency already has a confidentiality policy designed around the HIPAA statutes, HMIS FR 4848-N-02 standards apply only to items not addressed by HIPAA.

- B. **Use of Information** PPI (Protected Personal Information—information which can be used to identify a specific client) can be used:
 - 1. to provide or coordinate services to a client;
 - 2. for functions related to payment or reimbursement for services;
 - 3. to carry out administrative functions such as legal, audit, personnel, planning, oversight and management functions;
 - 4. for creating de-personalized client identification for unduplicated counting.

Also under applicable law, PPI may be used:

- 5. where disclosure is required by law;
- 6. to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public;
- 7. to report abuse, neglect, or domestic violence as required or allowed by law;
- 8. for contractual research where privacy conditions are met (including a written agreement);
- 9. to report criminal activity on agency premises;
- 10. for law enforcement purposes in response to a properly authorized request for information from a properly authorized source.

NOTE: HMIS FR 4848-N-02 standards list items 1-4 above as allowable reasons for disclosing PPI. In some cases, additional uses (5-10 above) have additional conditions, and HMIS FR

4848-N-02 4.1.3 should be consulted if any of these optional items are to be exercised. Except for first party access to information and required disclosures for oversight and compliance auditing, all uses and disclosures are permissive and not mandatory.

NOTE: If a client refuses to release PPI, and such information is needed/required in order to provide services, the client's refusal may necessitate denial of service. Agencies may choose to make provisions for such denial of services in their policy.

C. Privacy Requirements

1. Collection and Notification Information will be collected only by fair and lawful means with the knowledge or consent of the client.
 - a) PPI will be collected only for the purposes listed in items II.B.1-4.
 - b) Clients will be made aware that personal information is being collected and recorded.
 - c) A written sign will be posted in locations where PPI is collected. This written notice will read:
 - i. *We collect personal information directly from you for reasons that are discussed in our privacy statement. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate.*
 - ii. *The collection and use of all personal information is guided by strict standards of confidentiality. Our Privacy Notice is posted. A copy of our Privacy Notice is available to all clients upon request.*
 - d) This sign will be explained in cases where the client is unable to read and/or understand it.

NOTE: Under HMIS FR 4848-N-02 standards, agencies are permitted to require a client to express consent to collect PPI verbally or in writing, however this is optional and not a requirement of the statute.

2. Data Quality PPI data will be accurate, complete, timely, and relevant.
 - a) All PPI collected will be relevant to the purposes for which it is to be used.
 - b) Identifiers will be removed from data that is not in current use after 7 years (from last edit) unless other requirements mandate longer retention.
 - c) Data will be entered in a consistent manner by authorized users.
 - d) Data will be entered in as close to real-time data entry as possible.
 - e) Measures will be developed to monitor data for accuracy and completeness and for the correction of errors.
 - i. The agency runs reports and queries monthly to help identify incomplete or inaccurate information.
 - ii. The agency monitors the correction of incomplete or inaccurate information.
 - iii. All monitoring reports will reflect corrected data within two weeks of notification of errors.

- f) Data quality is subject to routine audit by the Agency Data Quality Manager on a monthly basis and the HMIS Lead Agency on a quarterly basis.
3. Privacy Notice, Purpose Specification and Use Limitations The purposes for collecting PPI data, as well as its uses and disclosures, will be specified and limited.
 - a) The purposes, uses, disclosures, policies, and practices relative to PPI data are outlined in this document.
 - b) The Privacy Notice complies with all applicable regulatory and contractual limitations.
 - c) The Privacy Notice is available to agency clients, or their representative, upon request and explained/interpreted as needed.
 - d) Reasonable accommodations will be made with regards to the Privacy Notice for persons with disabilities and non-English speaking clients as required by law.
 - e) PPI will be used and disclosed only as specified in the Privacy Notice, and only for the purposes specified in item II. B. "Use of Information" of this document.
 - f) Uses and disclosures not specified in the Privacy Notice can be made only with the consent of the client.
 - g) The Privacy Notice will be posted on the agency web site, if applicable.
 - h) The Privacy Notice will reviewed and amended as needed.
 - i) Amendments to or revisions of the Privacy Notice will address the retroactivity of any changes.
 - j) Permanent documentation will be maintained of all Privacy Notice amendments/revisions.
 - k) All access to, and editing of PPI data will be tracked by an automated audit trail, and will be monitored for violations use/disclosure limitations.

NOTE: Items above are required by HMIS FR 4848-N-02 standards and/or HMIS policy, but agencies can restrict and limit the use of PPI data further by requiring express client consent for various types of uses/disclosures, and/or by putting restriction or limits on various kinds of uses/disclosures. If agencies have further restrictions, a descriptive appendix must be attached to this Privacy Notice.

4. Record Access and Correction Provisions will be maintained for access to and corrections of PPI records.
 - a) Clients will be allowed to review their HMIS records within 7 working days of a request to do so.
 - b) During a client review of their record, an agency staff person must be available to explain any entries the client does not understand.
 - c) The client may request to have their record corrected so that information is up-to-date and accurate to ensure fairness in its use.
 - d) When a correction is requested by a client, the request will be documented and the staff will make the corrective entry if the request is valid.
 - e) A client may be denied access to their personal information for the following reasons:
 - i. Information is compiled in reasonable anticipation of litigation or comparable proceedings;
 - ii. Information about another individual other than the agency staff would be disclosed;

- iii. Information was obtained under a promise of confidentiality other than a promise from this provider and disclosure would reveal the source of the information;
 - iv. The disclosure of such information would reasonably be likely to endanger the life or physical safety of any individual.
 - f) A client may be denied access to their personal information in the case of repeated or harassing requests for access or correction. However, if denied, documentation will be provided regarding the request and reason for denial to the individual and be made a part of the client's record.
 - g) A grievance process may be initiated if a client feels that their confidentiality rights have been violated, if access has been denied to their personal records, or if they have been put at personal risk or harmed.
 - h) A copy of any client grievances relative to HMIS data or other privacy/confidentiality issues requiring a response are to be reported on the uniform Grievance Form and forwarded to the Continuum of Care lead agency for review.
5. Accountability Processes will be maintained to insure that the privacy and confidentiality of client information is protected and staff is properly prepared and accountable to carry out agency policies and procedures that govern the use of PPI data.
- a) Grievances may be initiated through the grievance process for considering questions or complaints regarding privacy and security policies and practices (see attached Grievance Policy, Appendix A). All users of the HMIS must sign a Users Agreement that specifies each staff person's obligations with regard to protecting the privacy of PPI and indicates that they have received a copy of the Privacy Notice and that they will comply with its guidelines.
 - b) All users of HMIS must complete formal privacy training.
 - c) A process will be maintained to document and verify completion of training requirements.
 - d) A process will be maintained by the CoC Lead Agency to monitor and audit compliance with basic privacy requirements including but not limited to auditing clients entered against signed HMIS Releases.
 - e) A copy of any staff grievances initiated relative to privacy, confidentiality, or HMIS data will be forwarded to CDA.
 - f) User meetings will be held and issues concerning data security, client confidentiality, and information privacy will be discussed and solutions will be developed.
6. Sharing of Information Client data may be shared with partnering agencies only with client approval.
- a) All routine data sharing practices with partnering agencies will be documented and governed by an Interagency Data Sharing Agreement that defines the agency's sharing practices.
 - b) A completed HMIS Client Consent Form is needed before information may be shared electronically according to the Interagency Data Sharing Agreement.
 - i. The HMIS release is customized to inform the client about what is shared and with whom it is shared.
 - ii. The client accepts or rejects the sharing plan.

- c) Clients will be informed about and understand the benefits, risks, and available alternatives to sharing information prior to signing a Client Consent Form, and their decision to sign or not sign shall be voluntary.
 - d) Clients who choose not to authorize sharing of information cannot be denied services for which they would otherwise be eligible.
 - e) All Client Consent Forms related to the HMIS will be placed in a file to be located on premises and will be made available to the HMIS Lead Agency for periodic audits.
 - f) HMIS-related Client Consent Forms will be retained for a period of 7 years from last edit, after which time the forms will be discarded in a manner that ensures client confidentiality is not compromised.
 - g) No confidential/restricted information received from HMIS will be shared with any organization or individual without proper written consent by the client, unless otherwise permitted by applicable regulations or laws.
 - h) Restricted information, including progress notes and psychotherapy notes, about the diagnosis, treatment, or referrals related to a mental health disorder, drug or alcohol disorder, HIV/AIDS, and domestic violence concerns shall not be shared with other participating Agencies without the client's written, informed consent as documented on the Client Consent Form.
 - i) If a client has previously given permission to share information with multiple agencies, beyond basic identifying information and non-restricted service transactions, and then chooses to revoke that permission with regard to one or more of these agencies, the effected agency/agencies will be contacted accordingly, and those portions of the record, impacted by the revocation.
7. System Security System security provisions will apply to all systems where PPI is stored, including but not limited to agency's networks, desktops, laptops, mini-computers, mainframes and servers.
- a) Password Access:
 - i. Each user will be required to enter a User ID with a Password in order to logon to the system. (Only individuals who have completed Training and have signed off on the Procedures Manual and the Privacy Policy may be given access to the HMIS through User IDs and Passwords.)
 - ii. User ID and Passwords are to be assigned to individuals.
 - iii. Passwords are the individual's responsibility, and users cannot share passwords. Any passwords written down should be securely stored and inaccessible to other persons. Users should **not** store passwords on a personal computer for easier log on.
 - b.) Virus Protection and Firewalls:
 - i. Anti-virus protection software will be maintained to protect the HMIS system from virus attack.
 - ii. Virus protection will include automated scanning of files as they are accessed by users.
 - iii. Virus definitions will be updated regularly.
 - iv. All workstations will be protected by a firewall either through a workstation firewall or a server firewall.
 - d.) Physical Access to Systems where HMIS Data is Stored
 - i. Computers stationed in public places must be secured when workstations are not in use and staff is not present.

- ii. Access to computer terminals within restricted areas should be controlled through a password or through physical security measures.
 - iii. After a short period of time a password protected screen saver will be activated during time that the system is temporarily not in use.
 - iv. For extended absence, staff must log off the computer
- e.) Stored Data Security and Disposal:
- i. All HMIS data downloaded onto a data storage medium must be maintained and stored in a secure location.
 - ii. Data downloaded for purposes of statistical analysis will exclude PPI whenever possible.
 - iii. HMIS data downloaded onto a data storage medium must be disposed of by reformatting as opposed to erasing or deleting.
 - iv. A data storage medium will be reformatted a second time before the medium is reused or disposed of.
- g.) Hard Copy Security:
- i. Any paper or other hard copy containing PPI that is either generated by or for HMIS, including, but not limited to report, data entry forms and signed consent forms will be secured.
 - ii. Agency staff will, at all times, supervise hard copy with identifying information generated by or for the HMIS when the hard copy is in a public area. If the staff leaves the area, the hard copy must be secured in areas not accessible by the public.
 - iii. All written information pertaining to the user name and password must not be stored or displayed in any publicly accessible location.

NOTE: Various important aspects of system security are the contracted responsibility of the applicable vendor and are therefore not covered in agency policy. These involve procedures and protections that take place at the site of the central server and include data backup, disaster recovery, data encryption, binary storage requirements, physical storage security, public access controls, location authentication, etc.

Appendix A

Grievance Form

If you think that your privacy rights have been violated or disagree with a decision made about access to your "Protected Information," you should complete this form. It is against the law for any agency to take retaliatory action against you if you file this grievance. You can expect a response within 30 days via the method of your choice.

Grievances must be submitted in writing to:
Fall River Community Development Agency
One Government Center
Fall River, Massachusetts 02722
Phone: 508-679-0131/Fax: 508-679-0752

Name: _____

Mailing address: _____

Phone: _____

Best way to reach you: _____

.....

Name of agency that violated your privacy rights: _____

Name of individual who violated your privacy rights: _____

Date of offense: _____

Nature of offense: _____

.....

For Agency Use Only
Review Date: _____

Recommendation to Agency:

Appendix A

Grievance Form

If you think that your privacy rights have been violated or disagree with a decision made about access to your "Protected Information," you should complete this form. It is against the law for any agency to take retaliatory action against you if you file this grievance. You can expect a response within 30 days via the method of your choice.

Grievances must be submitted in writing to:
Office of Housing and Community Development
608 Pleasant Street
New Bedford, Massachusetts 02740
Phone: 508-979-1500/Fax: 508-979-1575

Name: _____
Mailing address: _____
Phone: _____
Best way to reach you: _____

.....
Name of agency that violated your privacy rights: _____

Name of individual who violated your privacy rights: _____

_____ Date of offense: _____

_____ Nature of offense: _____

.....
For Agency Use Only
Review Date: _____

Recommendation to Agency:

Appendix A

Grievance Form

If you think that your privacy rights have been violated or disagree with a decision made about access to your "Protected Information," you should complete this form. It is against the law for any agency to take retaliatory action against you if you file this grievance. You can expect a response within 30 days via the method of your choice.

Grievances must be submitted in writing to:
United Way of Greater Attleboro/Taunton, Inc.
247 Maple Street
Attleboro, Massachusetts 02722
Phone: 508-222-2337/Fax: 508-222-4190

Name: _____

Mailing address: _____

Phone: _____

Best way to reach you: _____

.....

Name of agency that violated your privacy rights: _____

Name of individual who violated your privacy rights: _____

Date of offense: _____

Nature of offense: _____

.....

For Agency Use Only
Review Date: _____

Recommendation to Agency:

